Absolute Total Care

2023 Virtual Provider Town Hall

4th Quarter

1/9/2024

Meeting Overview

- Absolute Total Care Healthy Connections Medicaid
  - Redetermination
- Wellcare Prime by Absolute Total Care (Medicare-Medicaid Plan)
- Ambetter from Absolute Total Care
- Wellcare Medicare Plans
- Annual Provider Training Requirements for Medicare
- Clinical Documentation Improvement (CDI) 2024 Upcoming Webinars
- National Imaging Associates, Inc (NIA) partnership expansion
- NEW Website Features and Secure Provider Portal Features
- Claims 411 – Did You Know?
- Balance Billing
- Quality Improvement
- CAHPS® -Consumer Assessment of Healthcare Providers and Systems
- Access to care, Appointment Availability & Wait times
- Provider Satisfaction Survey
- Questions

Provider Engagement Team

Name	Title
Jennifer Helms	Vice President, Operations
SaBrina Macon	Director, Provider Relations
Kristen Graham	Manager, Provider Relations
Janet Kimbrough	Provider Engagement Administrator III
Tonya Ruff	Provider Engagement Administrator III
Tracey Snowden	Provider Engagement Administrator III
LaToya Jones	Provider Engagement Administrator II
Porsha Lewis	Provider Engagement Administrator II

Provider Engagement Team

Name	Title
S. Brandi Crosby	Provider Engagement Administrator II
Anna Truesdale	Provider Engagement Administrator II
Camille Gray	Provider Engagement Administrator II
Sarah Wilkinson	Provider Engagement Administrator II
Wendy McCrea	Provider Engagement Administrator II
Kisha Thomas	Provider Engagement Administrator I
Adria Felder	Provider Engagement Administrator I
Neshelle Miller	Provider Engagement Administrator I

Quality Improvement and Case Management Team

Name	Title
Sharon Mancuso	Vice President, Quality Improvement
Janet Bergen	Manager, Case Management
Betty Smith	Lead Program Coordinator
Aimee Kincaid	Senior Manager, Quality Improvement
Jane Brown	Quality Improvement, Project Manager
Kellie Williamson	Quality Improvement, Supervisor

Poll Question #1

What area do you support in your organization/practice?

- Billing/Claims Payment/Revenue Cycle
- Community Relations
- Direct Patient Care
- Medical Management
- Network Development/Contracting
- Pharmacy
- Pre-cert/Authorizations
- Quality Improvement

Products and Services

Absolute Total Care Healthy Connections Medicaid

absolute total care™
Healthy Connections

myhealthpays™

Help your patients earn My Health Pays™ rewards by completing healthy activities!

Absolute Total Care is proud to be your partner in care. Your Absolute Total Care patients can earn My Health Pays™ rewards by completing healthy activities, such as routine checkups and screenings. When your patients stay focused on their ongoing and preventive care, you receive the benefit of improving the health of your patients, which results in greater quality scores.

Examples of Qualifying Healthy Activities

- Annual Flu Vaccination.
- Annual well-care visit with primary care provider.
- Infant and child well-care visits.
- Diabetes care.
  - HbA1c test
  - Retinopathy screening (dilated eye exam)
- Annual cervical cancer screening.
- Annual breast cancer screening.
- Annual chlamydia screening.
- Adolescent immunizations.
- Prenatal doctor visit.
- Postpartum doctor visit.

More rewards information can be found on the Member Rewards Program webpage.

absolute total care
Healthy Connections
absolutetotalcare.com

RXBIN: 003858
RXPCN: MA
RXGROUP: 2FCA

Member Name:	<Cardholder Name>
Member ID:	<Cardholder ID#>
Effective Date:	<Effective Date>
DOB:	<DOB>
PCP Name:	<PCP Name>
PCP Phone:	<PCP Phone>

If you have an emergency, call 911 or go to the nearest emergency room.

Member/Provider Services:	1-866-433-6041
24/7 Nurse Advice Line:	1-866-433-6041
Behavioral Health:	1-866-433-6041
Imaging, X-rays, Radiology:	1-866-433-6041
DME, Home Health, Infusion:	1-866-433-6041
Pharmacy Help Desk (Pharmacists Only):	1-833-750-4506

Billing Address: P.O. Box 3050, Farmington, MO 63640-3821

absolutetotalcare.com

https://www.absolutetotalcare.com/providers/resources/member-rewards-allwell/Medicaid-Member-Rewards.html

Medicaid Annual Eligibility Review Process

- SCDHHS has reimplemented the standard annual review process effective April 1, 2023, and has begun reviewing groups of members each month over the next 12 months.
- SCDHHS will try to renew individuals' Medicaid eligibility with information readily available.
  - If the SCDHHS can verify continued eligibility, the member will receive a "continuation of benefits" notice and will not receive an annual review form.
- If continued eligibility cannot be confirmed, SCDHHS will mail an annual review form to the member to be completed and returned.
  - SCDHHS will notify the member via mail and text message (if email and cell phone number is on file).
- Members will have approximately 60 days to return the completed annual review form.
- Failure to return a completed annual review form may result in a member's loss of Medicaid benefits.
- Providers should know their patients' Medicaid coverage may be impacted when we restart of the standard annual review process.
- Providers should verify Medicaid eligibility, as members may no longer be eligible for Medicaid or may have changed managed care organizations (MCOs) during the review process.

What Should Your Patients Do?

- Contact SCDHHS now to update their mailing address, contact information and other household details. This can be accomplished by:
  - Updating their information online at https://apply.scdhhs.gov/ and selecting the Check Status/Update Information; or
  - Calling Healthy Connections at (888) 549-0820 Monday through Friday from 8 a.m. to 6 p.m.; or
  - Visiting their local Healthy Connections Local Eligibility Office in person.
- Look for mail from Healthy Connections Medicaid starting April 1, 2023.
- Complete fully and clearly the annual review form and return all requested information by the date listed on the annual review form using one of the options below:
  - Online – Use our document upload tool at apply.scdhhs.gov
  - Fax – (888) 820-1204
  - Email – 8888201204@fax.scdhhs.gov
  - Mail – SCDHHS, PO Box 100101, Columbia, SC 29202
  - In-person – Visit scdhhs.gov for a list of local eligibility offices
- Absolute Total Care members can call Absolute Total Care at (866) 433-6041 for questions and/or assistance with competing the annual review form.

Absolute Total Care is Here to Help

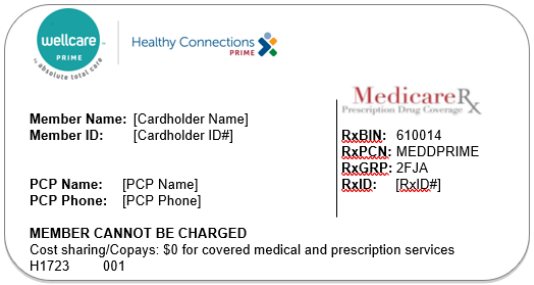
- Absolute Total Care will be conducting telephonic, email and text outreach to members to encourage members to complete fully and clearly the annual review form and return all requested information by the date listed on the annual review form they receive.
- Absolute Total Care will have information posted on our public website and secure member/provider portals on the annual review process.
- Absolute Total Care has Retention Specialists available to answer questions and assist members completing the annual review form.
- Absolute Total Care is available to partner on member events to assist with the annual review process.
- Absolute Total Care has in-office material available on the annual review process and other healthcare options we offer.

Important Links and Contact Information

- SCDHHS Medicaid Annual Reviews Resources
- apply.scdhhs.gov - contact information updates and document uploads
- SCDHHS Provider Fact Sheet
- SCDHHS Member Fact Sheet - English
- SCDHHS Member Fact Sheet - Spanish
- SCDHHS Change of Address Flyer - English
- SCDHHS Change of Address Flyer - Spanish
- Healthy Connections Local Eligibility Offices

Absolute Total Care	South Carolina Medicaid	Health Insurance Marketplace
1-866-433-6041	1-888-549-0820	1-800-318-2596
absolutetotalcare.com	apply.scdhhs.gov	healthcare.gov

Wellcare Prime by Absolute Total Care


wellcare PRIME by absolute total care | Healthy Connections PRIME

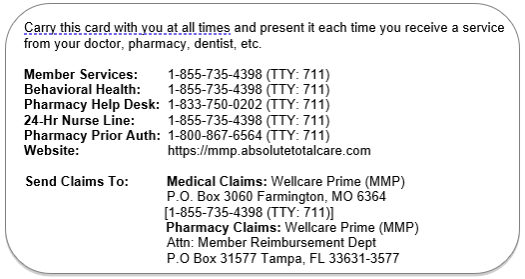
MedicareRx Prescription Drug Coverage

Member Name: [Cardholder Name]
Member ID: [Cardholder ID#]

PCP Name: [PCP Name]
PCP Phone: [PCP Phone]

RxBIN: 610014
RxPCN: MEDDPRIME
RxGRP: 2FJA
RxID: [RxID#]

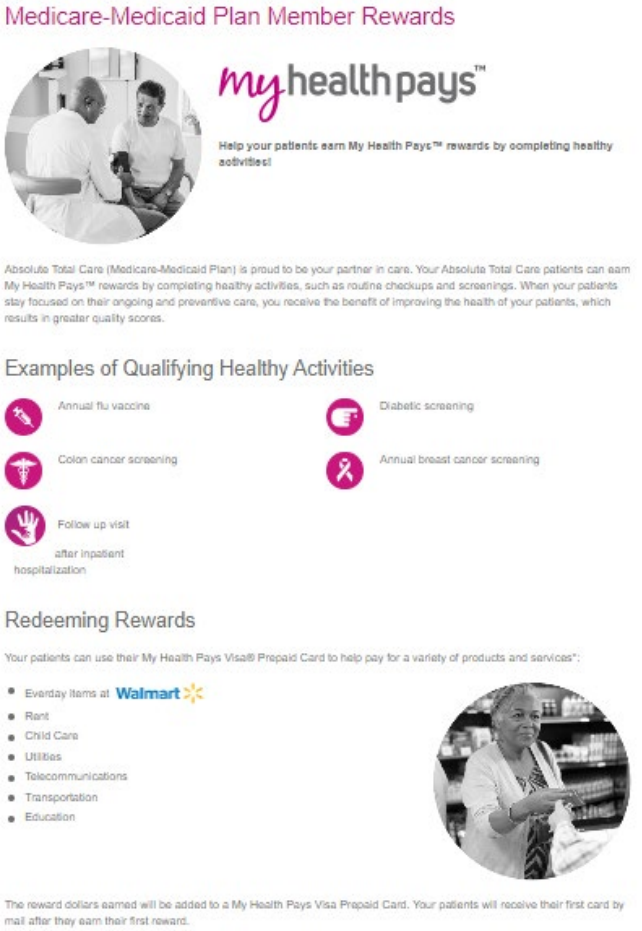
MEMBER CANNOT BE CHARGED
Cost sharing/Copays: $0 for covered medical and prescription services
H1723 001


Carry this card with you at all times and present it each time you receive a service from your doctor, pharmacy, dentist, etc.

Member Services: 1-855-735-4398 (TTY: 711)
Behavioral Health: 1-855-735-4398 (TTY: 711)
Pharmacy Help Desk: 1-833-750-0202 (TTY: 711)
24-Hr Nurse Line: 1-855-735-4398 (TTY: 711)
Pharmacy Prior Auth: 1-800-867-6564 (TTY: 711)
Website: https://mmp.absolutetotalcare.com

Send Claims To:
Medical Claims: Wellcare Prime (MMP)
P.O. Box 3060 Farmington, MO 6364
[1-855-735-4398 (TTY: 711)]
Pharmacy Claims: Wellcare Prime (MMP)
Attn: Member Reimbursement Dept
P.O Box 31577 Tampa, FL 33631-3577

https://www.absolutetotalcare.com/providers/resources/member-rewards-allwell/Medicaid-Member-Rewards1.html


Medicare-Medicaid Plan Member Rewards

myhealthpays™

Help your patients earn My Health Pays™ rewards by completing healthy activities!

Absolute Total Care (Medicare-Medicaid Plan) is proud to be your partner in care. Your Absolute Total Care patients can earn My Health Pays™ rewards by completing healthy activities, such as routine checkups and screenings. When your patients stay focused on their ongoing and preventive care, you receive the benefit of improving the health of your patients, which results in greater quality scores.

Examples of Qualifying Healthy Activities

- Annual flu vaccine
- Diabetic screening
- Colon cancer screening
- Annual breast cancer screening
- Follow up visit after inpatient hospitalization

Redeeming Rewards

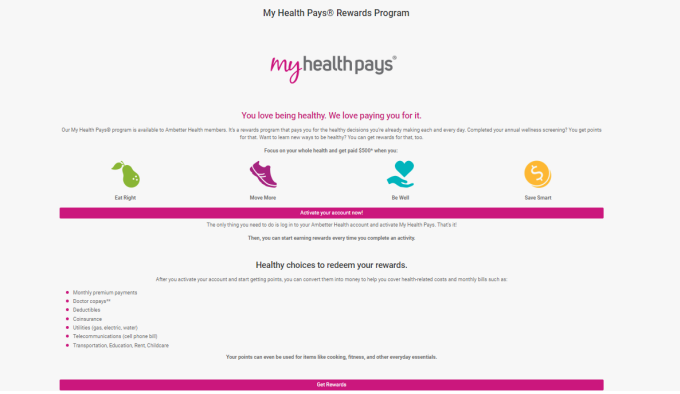
Your patients can use their My Health Pays Visa® Prepaid Card to help pay for a variety of products and services*:

- Everday items at Walmart
- Rent
- Child Care
- Utilities
- Telecommunications
- Transportation
- Education

The reward dollars earned will be added to a My Health Pays Visa Prepaid Card. Your patients will receive their first card by mail after they earn their first reward.

Ambetter from Absolute Total Care

- Health Insurance Marketplace
- 2024 benefit highlights:
  - $0 copay for telehealth services for medical care
  - Health Savings Accounts
  - Dental buy-up options
  - Routine vision buy-up options
  - Virtual plan option
  - Concierge services for disease management
- Balance billing protection via the “No Surprises Act”



My Health Pays Rewards Program

https://ambetter.absolutetotalcare.com/health-plans/my-health-pays.html

Ambetter Virtual Access

Ambetter Virtual Access was designed for members who desire a Virtual Primary Care experience.

- Members enrolled in Ambetter Virtual Access-Teladoc require a referral from their PCP in order to see a specialist.
  - Members cannot self-direct care outside of PCP care
  - Non-emergent, non-authorized, out-of-network is not covered
  - Emergent & Authorized Services OON are covered

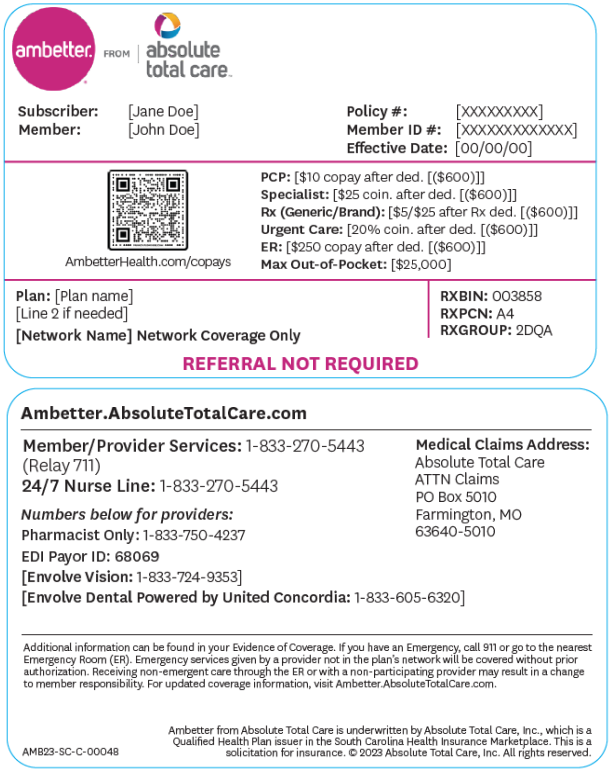
- Members 18 and above are assigned to a Teladoc PCP.
  - Minors are assigned to traditional brick and mortar PCPs.
  - Members can “opt-out” and choose an in-network brick and mortar PCP.
  - A member who opts out will lose the $0 PCP copay benefit and a copay will apply.

- Members assigned to Teladoc can see any Teladoc provider within their group

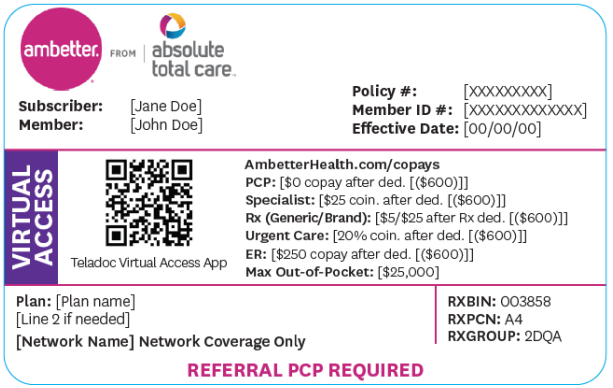
ID Cards
Ambetter 2024

ambetter. FROM absolute total care.

CORE



VIRTUAL



Wellcare Medicare Advantage HMO

Health Maintenance Organization (HMO) –Traditional MA plan. All services must be provided within the Wellcare network unless an emergency or urgent need for care arises, or such service is not available in-network. Some services require prior authorization by Wellcare, or its designee.

Additional benefits may include:

- No or low monthly health plan premiums with predictable copays for in-network services
- Outpatient prescription drug coverage
- Routine dental, vision and hearing benefits
- Preventive care from participating Providers with no copayment

Wellcare Medicare Advantage PPO

As an eligible Medicare provider, Wellcare reimburses you at 100% of the Medicare allowable rate for all plan-covered, medically necessary services for our PPO members – whether you are contracted with us or not.

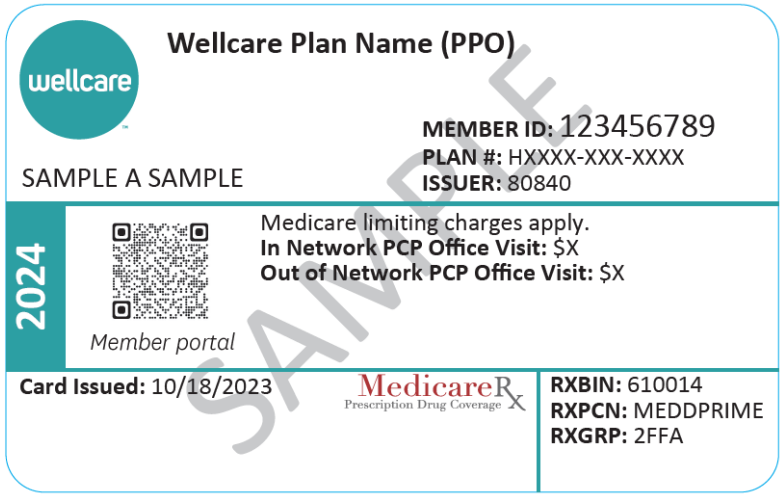
INCREASED FLEXIBILITY

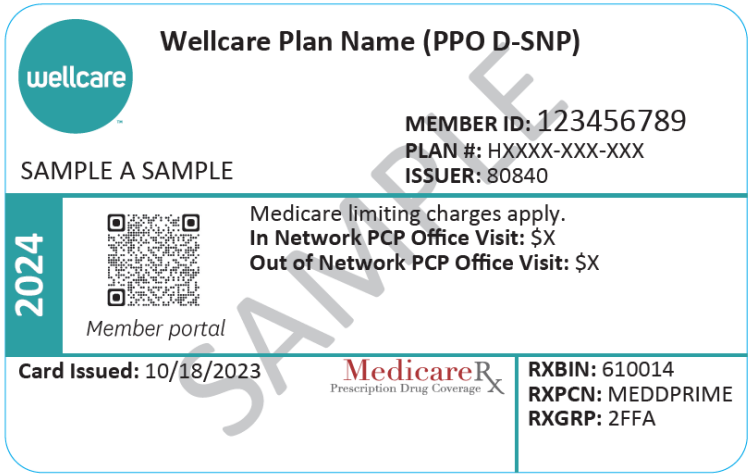
- Referrals not required from primary care physician for specialist or hospital visits. However, using providers in Wellcare's network may cost less than choosing one that is out-of-network. Medicare providers who do not contract with Wellcare are under no obligation to treat our members, except in emergency situations.

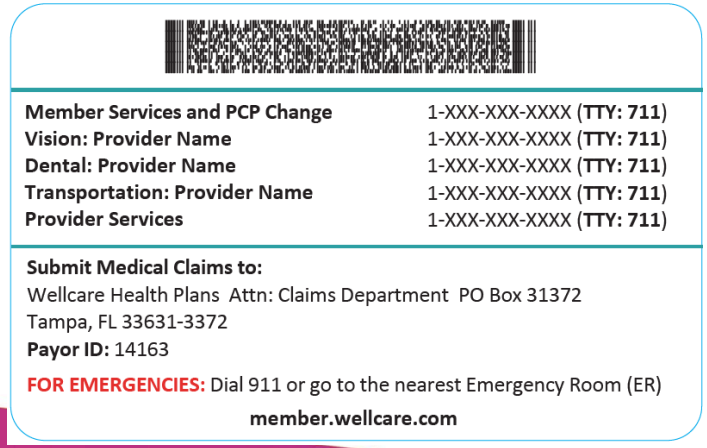
In addition, the Wellcare Medicare Advantage PPO plan:

- Offers a simple copayment for doctor visits, hospital stays and many other healthcare services, making healthcare costs more predictable
- Gives members Medicare Parts A, B, and D coverage as well as vision, dental, and hearing benefits not covered by original Medicare
- Covers all original Medicare services and follows original Medicare's coverage rules
- Only covers medically necessary services rendered by providers who are eligible to participate in Medicare

Medicare – PPO (HMO) and PPO HMO D-SNP 2024







Annual Provider Training Requirements

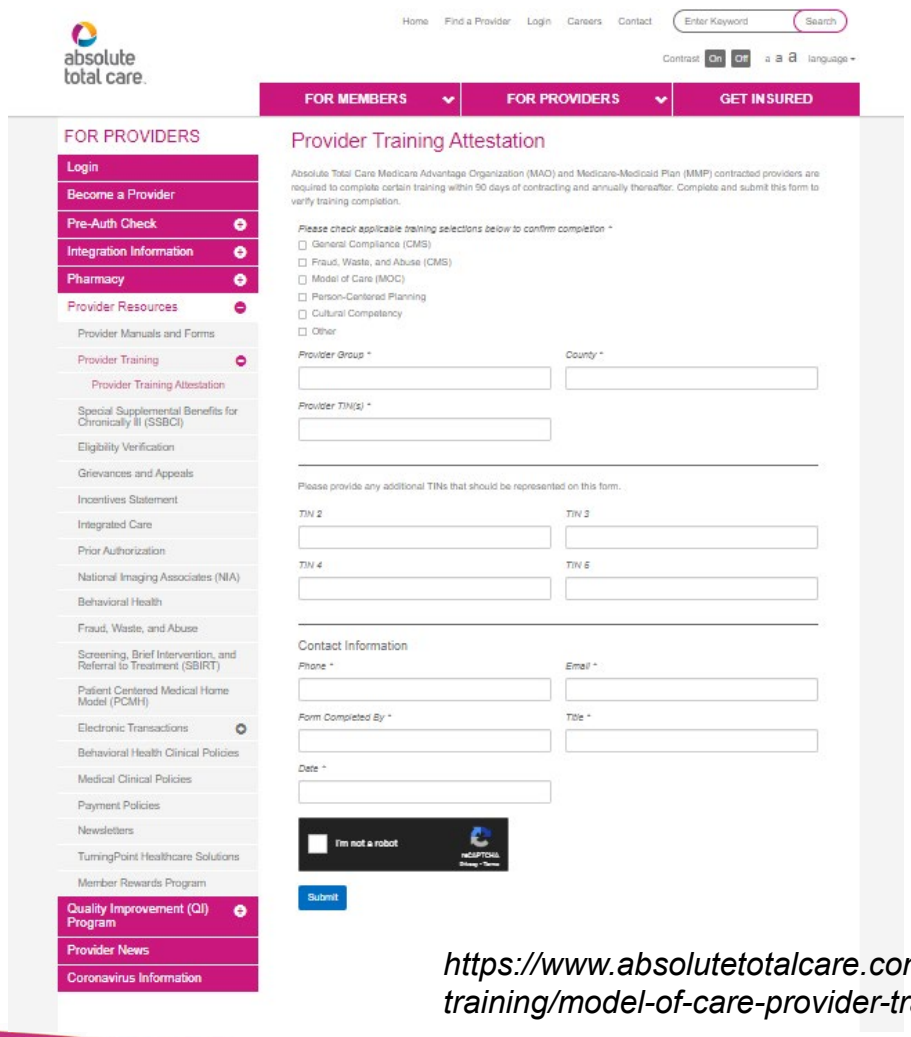
We partner with each of our contracted providers to ensure that you have received the necessary training to deliver quality care to our members and your patients and to be compliant with Centers for Medicare & Medicaid Services (CMS) and state requirements. All Medicare Advantage Organization (MAO) and Medicare-Medicaid Plan (MMP) contracted providers are required to complete the following trainings within 90 days of contracting and *annually* thereafter:

- General Compliance
- Fraud, Waste, and Abuse
- Model of Care (MOC)*
- Person-Centered Planning**
- Cultural Competency

Annual Provider Training Requirements

Required Training	Training Location
General Compliance	https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/MedCandDGenCompdownload.pdf
Fraud, Waste, and Abuse	https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/Fraud-Abuse-MLN4649244-Print-Friendly.pdf
Model of Care (MOC)*	https://www.absolutetotalcare.com/providers/resources/provider-training.html
Person-Centered Planning**	https://www.absolutetotalcare.com/providers/resources/provider-training.html

Provider Training Attestation



https://www.absolutetotalcare.com/providers/resources/provider-training/model-of-care-provider-training.html

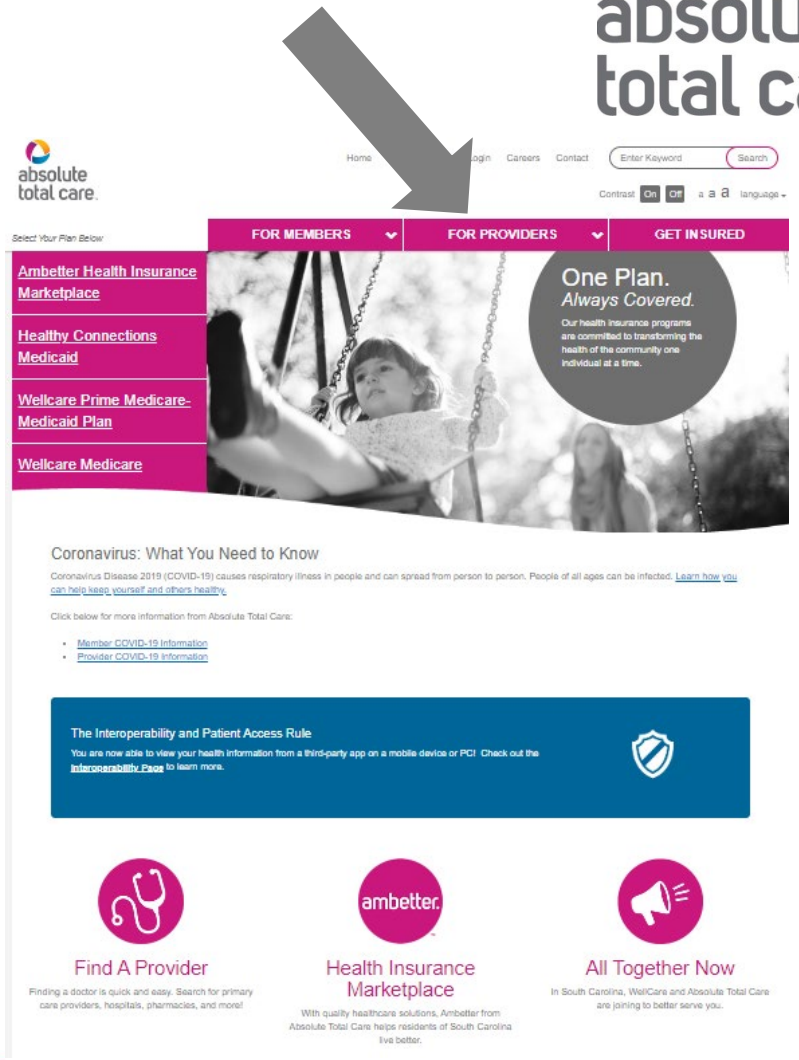
Websites and Secure Portals

Absolute Total Care Website

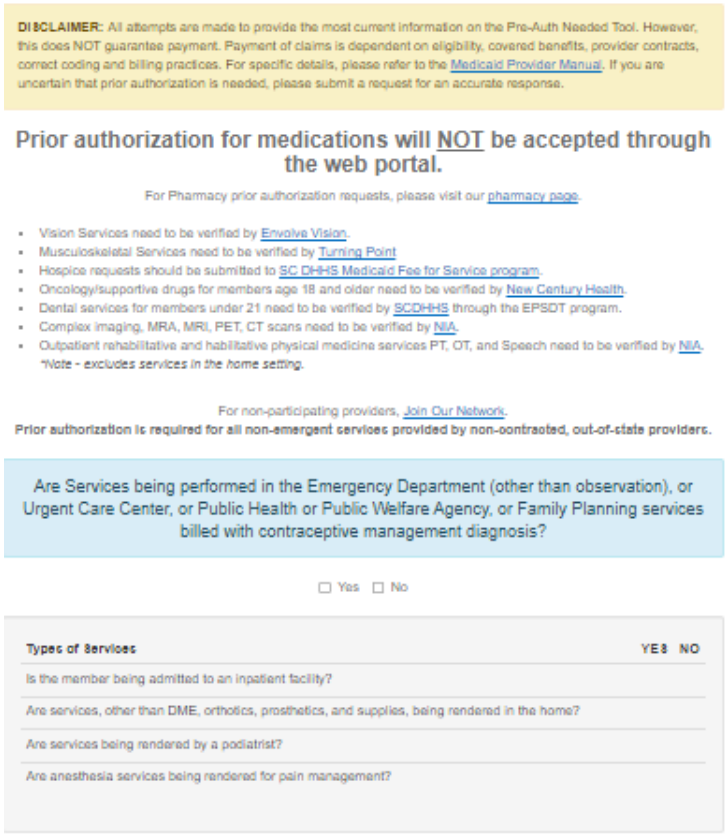
www.absolutetotalcare.com

For Providers section:

- Pre-Auth Check Tool
- Clinical and Payment Policies
- Forms- Medical and Pharmacy Auths



Pre-Auth Lookup Tool



DISCLAIMER: All attempts are made to provide the most current information on the Pre-Auth Needed Tool. However, this does NOT guarantee payment. Payment of claims is dependent on eligibility, covered benefits, provider contracts, correct coding and billing practices. For specific details, please refer to the Medicaid Provider Manual. If you are uncertain that prior authorization is needed, please submit a request for an accurate response.

Prior authorization for medications will NOT be accepted through the web portal.

For Pharmacy prior authorization requests, please visit our pharmacy page.

- Vision Services need to be verified by Envolve Vision.
- Musculoskeletal Services need to be verified by Turning Point
- Hospice requests should be submitted to SC DHHS Medicaid Fee for Service program.
- Oncology/supportive drugs for members age 18 and older need to be verified by New Century Health.
- Dental services for members under 21 need to be verified by SCDHHS through the EPSDT program.
- Complex imaging, MRA, MRI, PET, CT scans need to be verified by NIA.
- Outpatient rehabilitative and habilitative physical medicine services PT, OT, and Speech need to be verified by NIA.

**Note - excludes services in the home setting.*

For non-participating providers, Join Our Network.

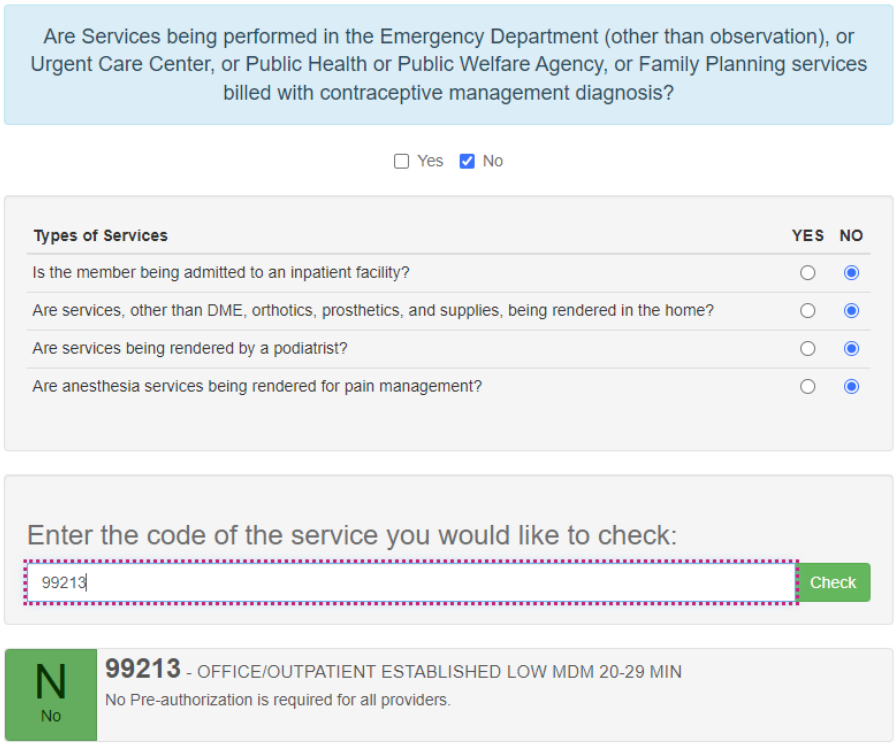
Prior authorization is required for all non-emergent services provided by non-contracted, out-of-state providers.

Are Services being performed in the Emergency Department (other than observation), or Urgent Care Center, or Public Health or Public Welfare Agency, or Family Planning services billed with contraceptive management diagnosis?

☐ Yes ☐ No

Types of Services	YES	NO
Is the member being admitted to an inpatient facility?		
Are services, other than DME, orthotics, prosthetics, and supplies, being rendered in the home?		
Are services being rendered by a podiatrist?		
Are anesthesia services being rendered for pain management?		

If an authorization is needed, you can log in to your account to submit one online or fill out the appropriate fax form on the Provider Manuals and Forms page.



Are Services being performed in the Emergency Department (other than observation), or Urgent Care Center, or Public Health or Public Welfare Agency, or Family Planning services billed with contraceptive management diagnosis?

☐ Yes ☑ No

Types of Services	YES	NO
Is the member being admitted to an inpatient facility?	○	◉
Are services, other than DME, orthotics, prosthetics, and supplies, being rendered in the home?	○	◉
Are services being rendered by a podiatrist?	○	◉
Are anesthesia services being rendered for pain management?	○	◉

Enter the code of the service you would like to check:

99213 Check

N
No

99213 - OFFICE/OUTPATIENT ESTABLISHED LOW MDM 20-29 MIN

No Pre-authorization is required for all providers.

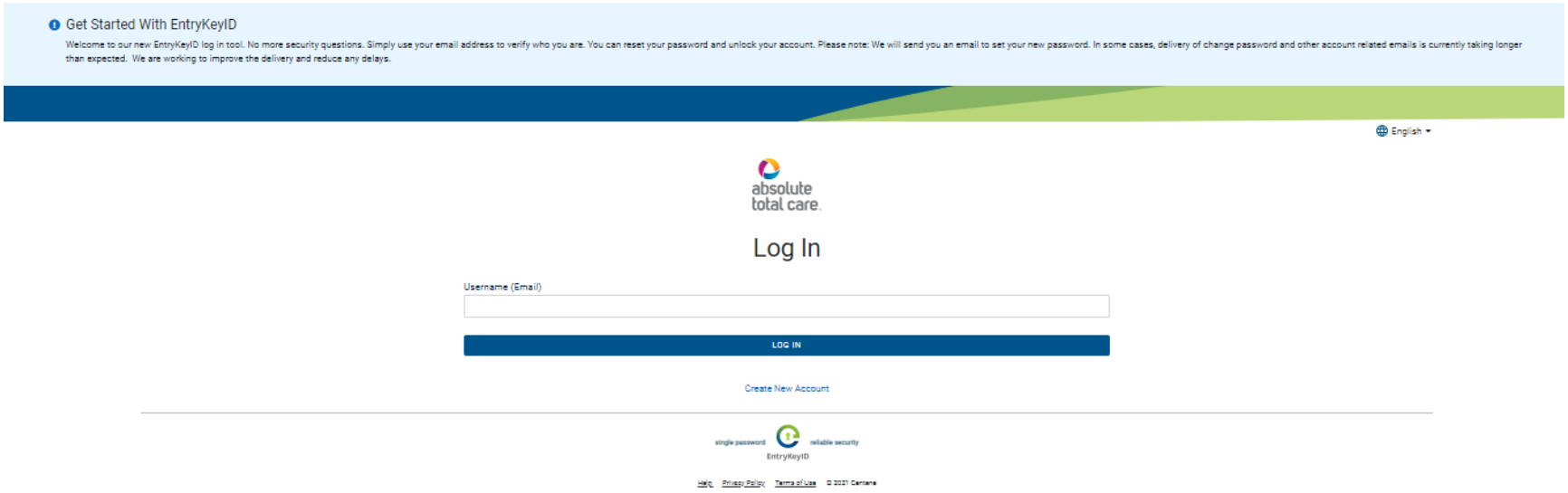
If an authorization is needed, you can log in to your account to submit one online or fill out the appropriate fax form on the Provider Manuals and Forms page.

Authorization Vendors

- Vision Services need to be verified by Envolve Vision.
- Musculoskeletal Services need to be verified by Turning Point
- Hospice requests should be submitted to SC DHHS Medicaid Fee for Service program.
- Oncology/supportive drugs for members age 18 and older need to be verified by New Century Health.
- Complex imaging, MRA, MRI, PET, CT scans need to be verified by National Imaging Associates (NIA).
- Outpatient rehabilitative and habilitative physical medicine services PT, OT, and Speech need to be verified by National Imaging Associates NIA.

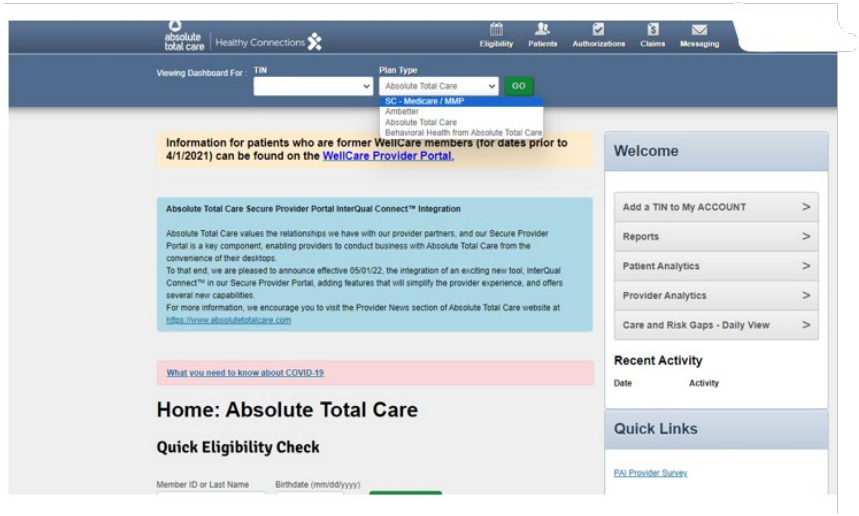
Absolute Total Care Secure Provider Portal

Log in: https://www.absolutetotalcare.com/login.html

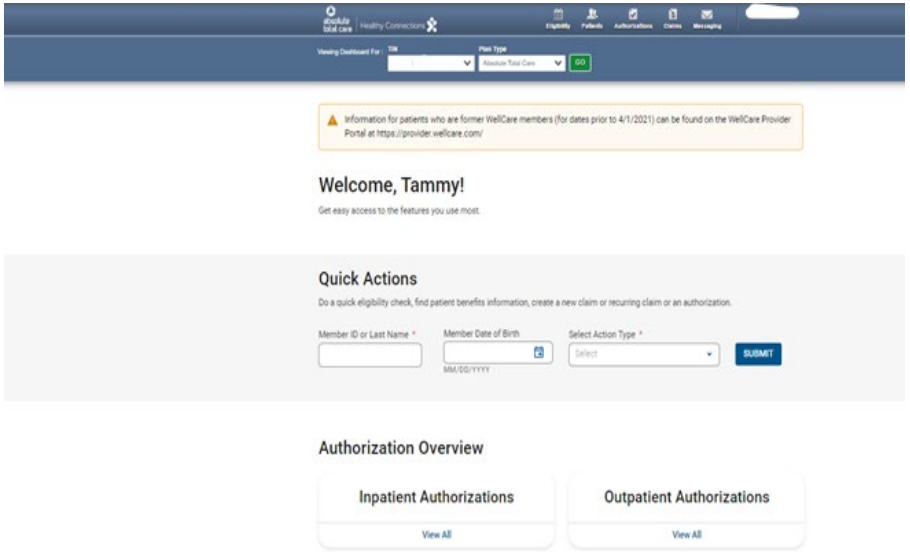


Absolute Total Care Secure Provider Portal Update

Legacy

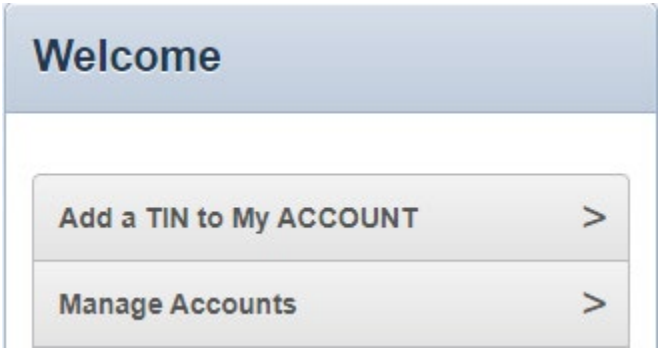


New Release



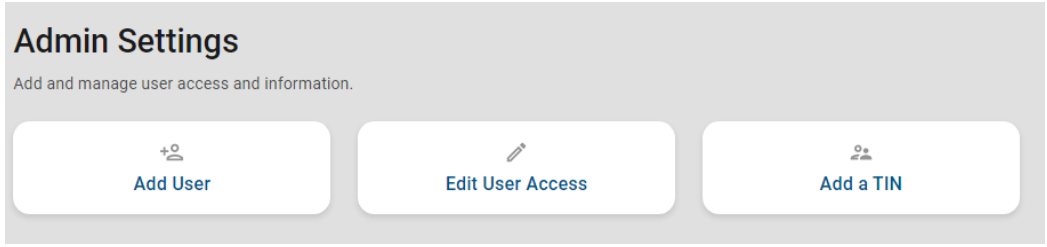
Admin Setting

Legacy



Admin functions are buried behind drop-down lists.

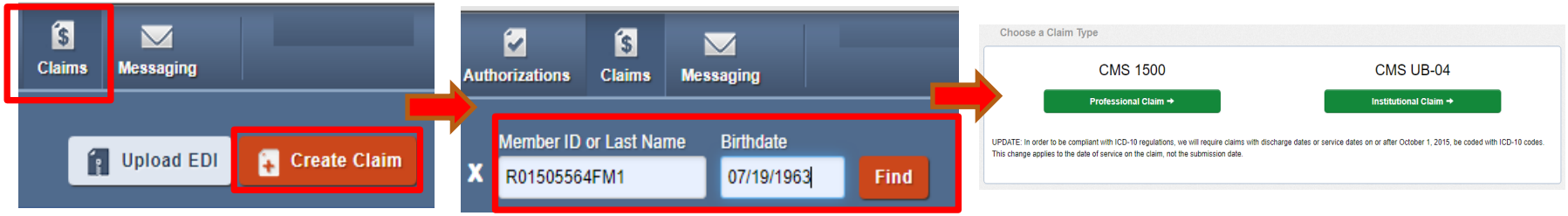
New Release



To address accessibility issues with drop-down lists, admin functions are now easily visible and clickable to the user.

View And Create – Create Claim

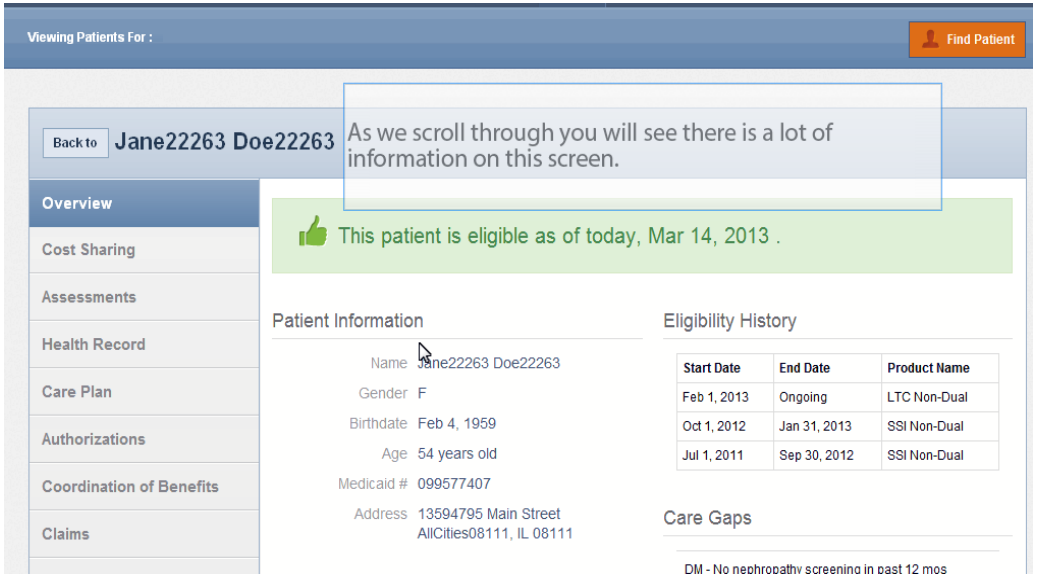
Legacy



New Release

By providing the member information first, the system can direct the user directly to the claim type selection page, avoiding several unnecessary clicks and screen loads.

View And Create – View Eligibility

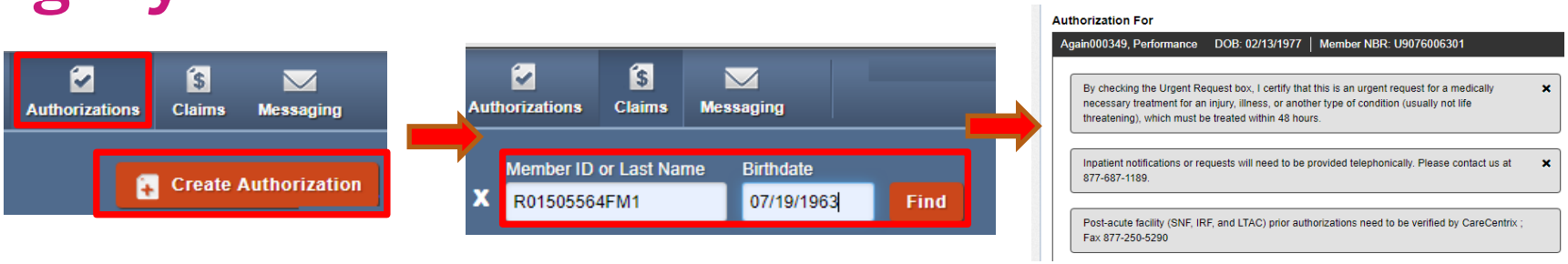


Legacy

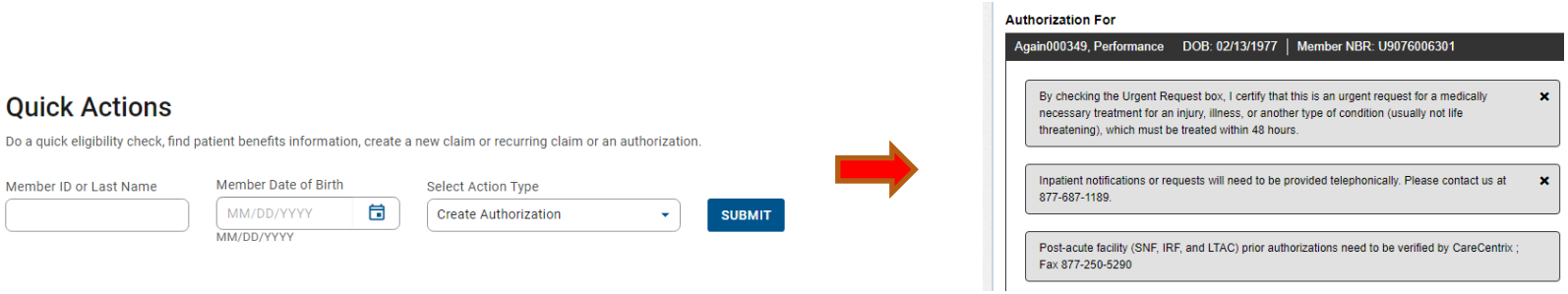
New Release

View And Create – Create Authorization

Legacy



New Release



By providing the member information first, the system can direct the user directly to the authorization creation page, avoiding several unnecessary clicks and screen loads.

Authorizations

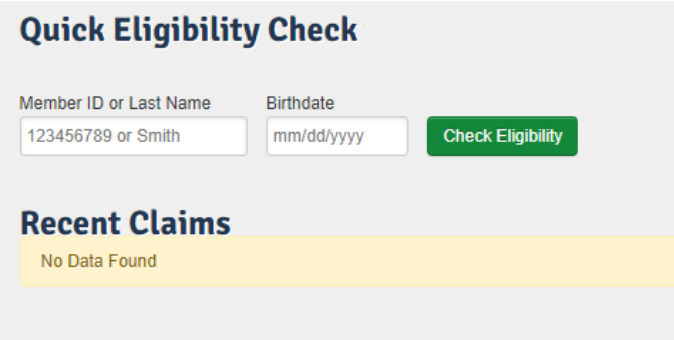
Legacy

New Release

The user is directed to the authorization page with pre-defined filters already applied.

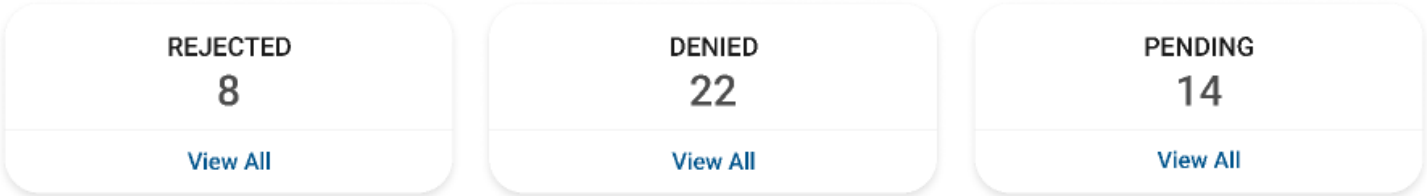
Recent Claims

Legacy



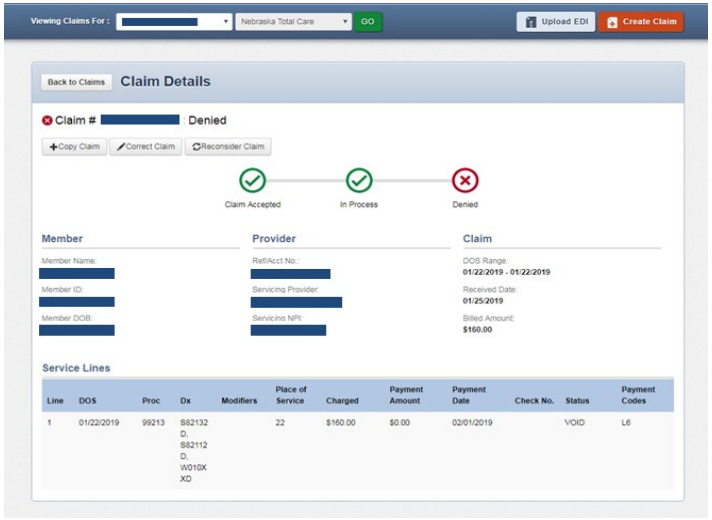
A random list of claims are shown on the page.

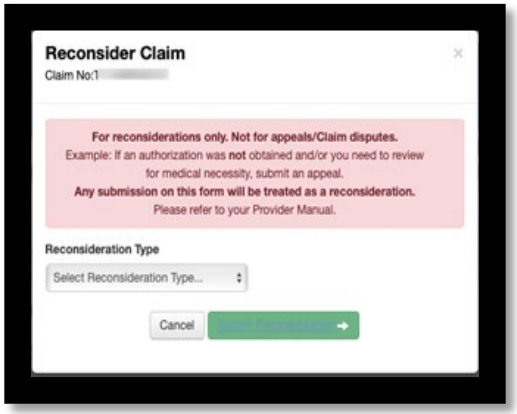
New Release

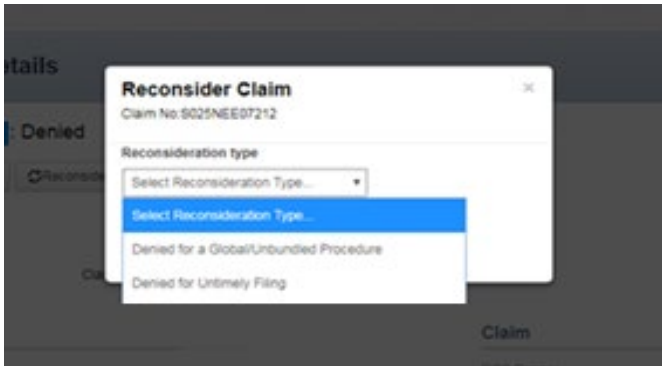


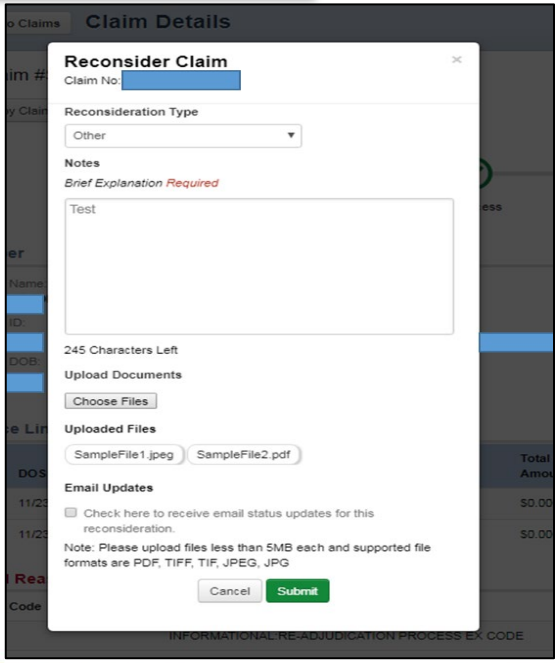
Recreates the look and feel of the recent claims rewrite project.
Clicking a box takes the user to specific claims groups (Rejected, Denied, Pending).

Absolute Total Care Secure Provider Portal
Provider Reconsideration



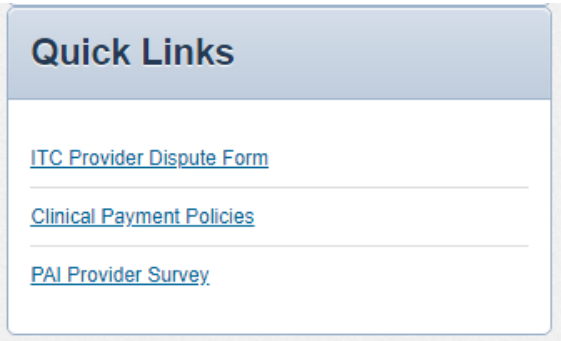






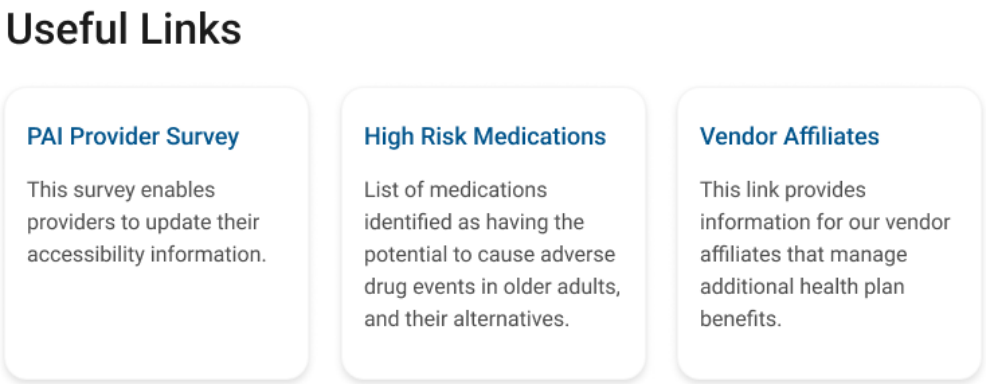
1/9/2024

Legacy



Stagnant links are grouped together.

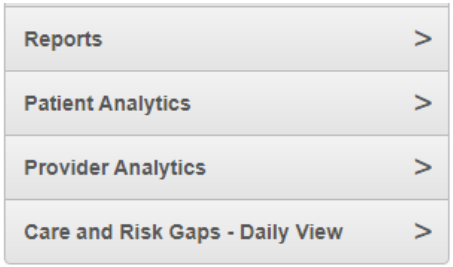
New Release



New descriptions of links provide context to the user.

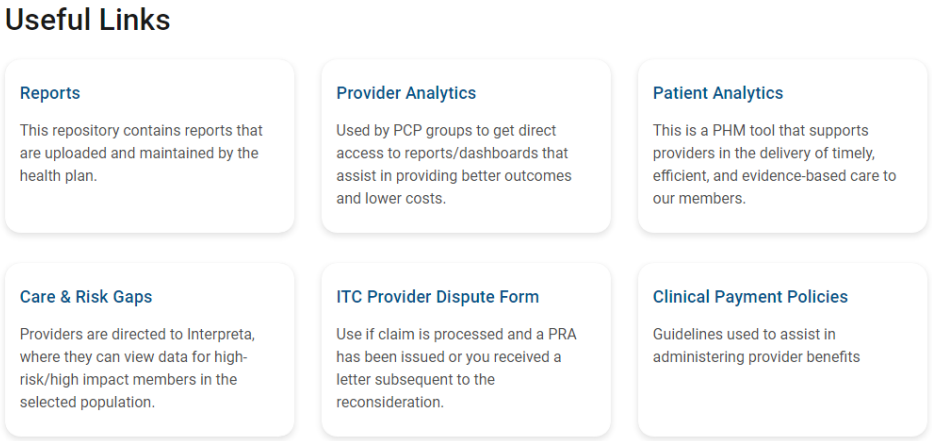
Reports and Analytics

Legacy



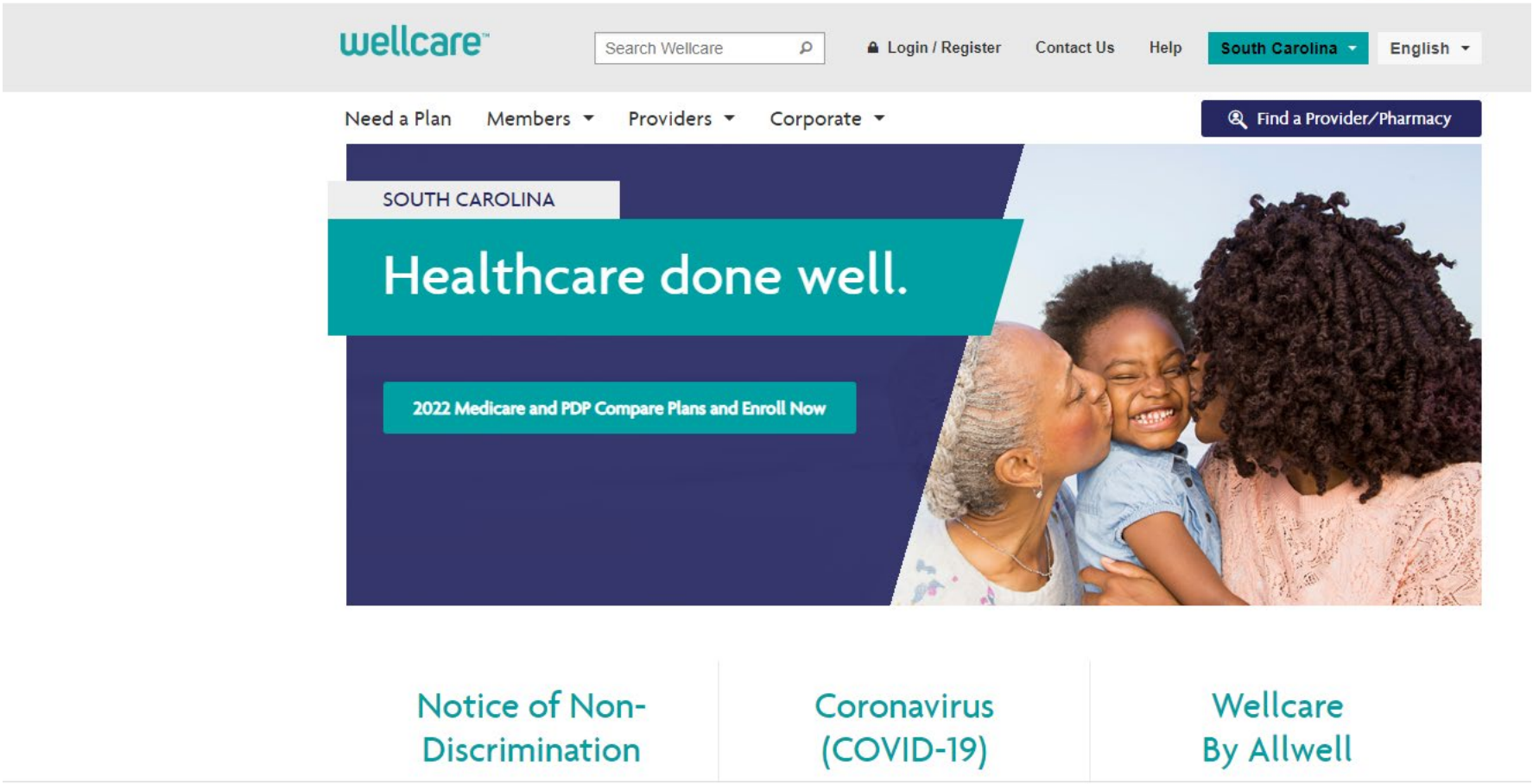
Links to some third-party affiliated sites.

New Release



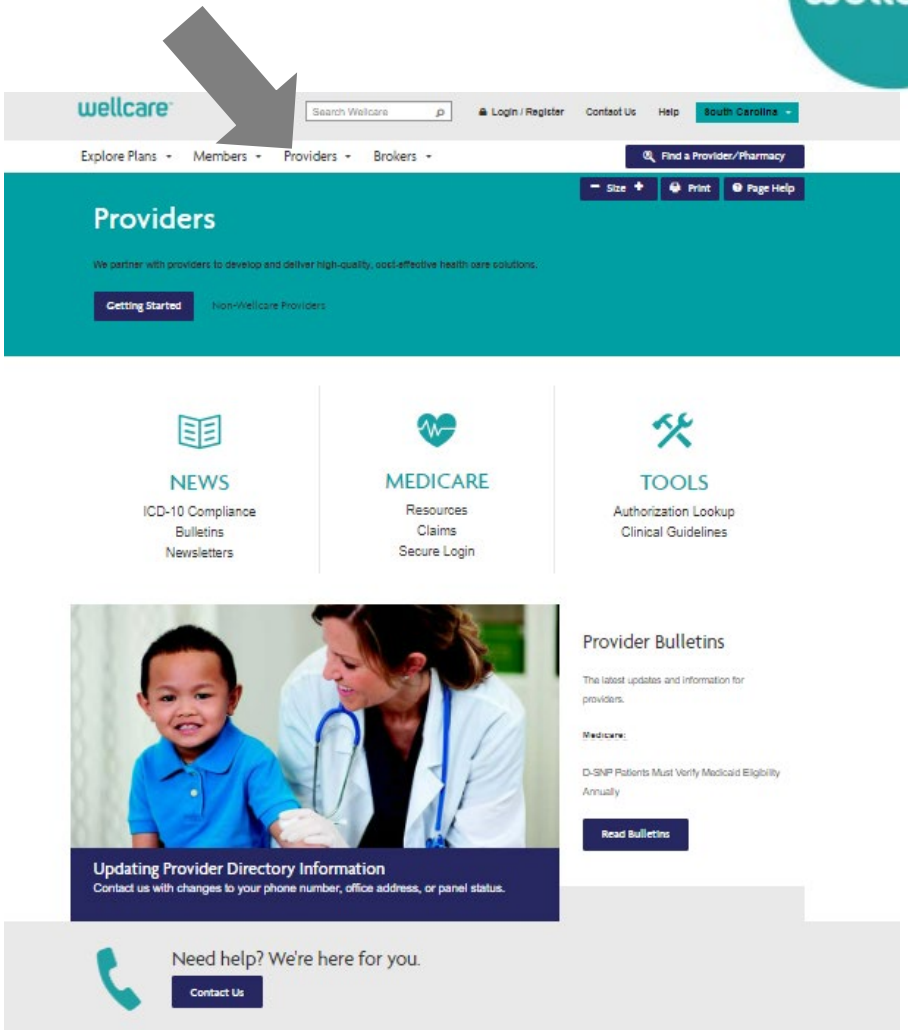
Moved together with legacy Quick Links. Each link in the new Useful Links section has detailed information about the link's purpose. All links still perform the same legacy functions when clicked.

Wellcare Website

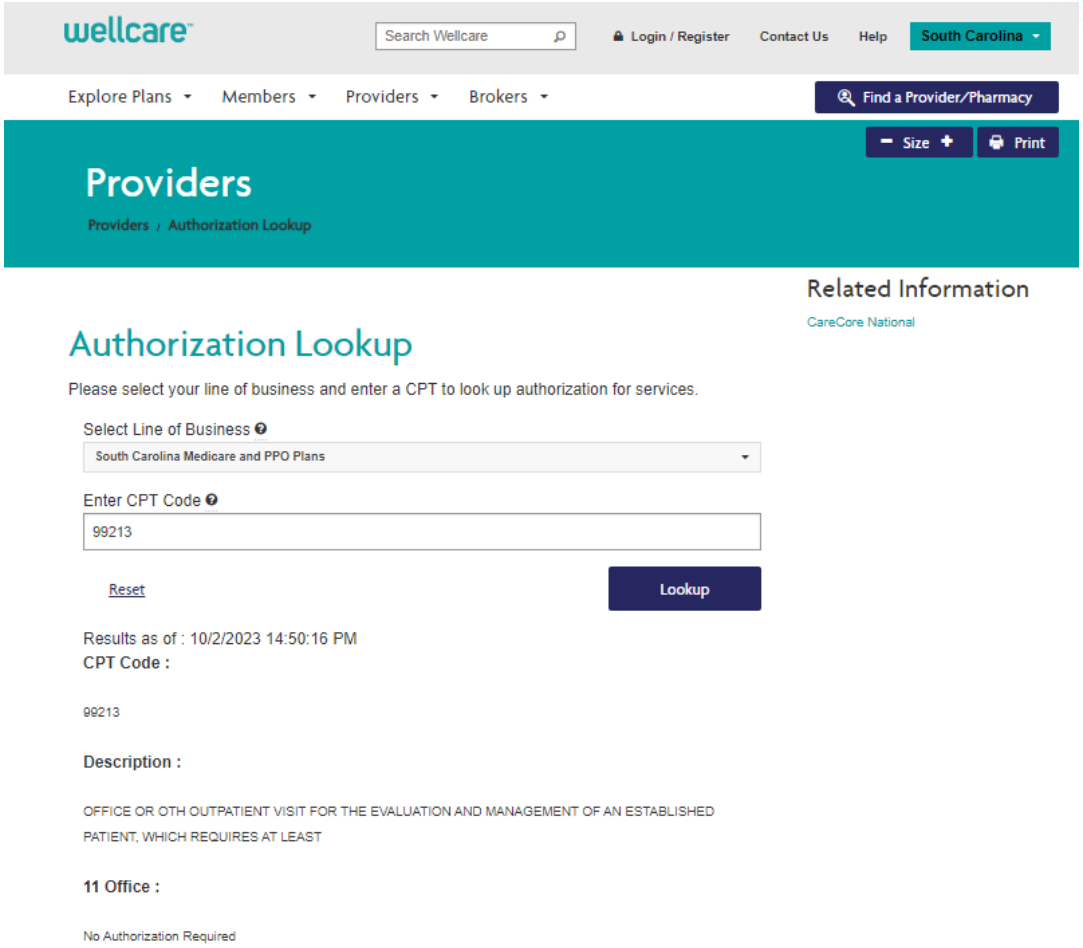


Wellcare Website

- For Providers section
- Pre-Auth Check Tool
- Forms
- Clinical and Payment Policies



Pre-Auth Lookup Tool



Authorization Vendors

- eviCore is our in-network vendor for the following programs and clinical criteria can be accessed through the corresponding program links: Lab Management and Sleep Diagnostics.
- NIA (National Imaging Associates) is our in-network vendor for the following programs and clinical criteria can be accessed through the corresponding program links: Advanced Radiology, Advanced Cardiology, Pain Management, Physical, Occupational and Speech Therapy.
- CareCentrix is our in-network vendor for the following programs and provider resources can be accessed through the corresponding program links: Skilled Nursing Facility, Long Term Acute Care and Inpatient Rehab.
- TurningPoint is our in-network Surgical Quality & Safety Management Program vendor for the following programs Orthopedic Surgery and Spinal Surgery.

Vendor Update

NCH Oncology Pathway Solutions / Cardiology Management Program

Wellcare has partnered with New Century Health (NCH) to implement a new oncology prior authorization program, Oncology Pathway Solutions. Effective October 1, 2023, NCH will manage prior authorization requests for Medical Oncology and Radiation Oncology treatments provided in an outpatient setting. This includes all oncology-related chemotherapeutic drugs and supportive agents and radiation oncology treatments.

Wellcare has also partnered with New Century Health (NCH) to implement a new cardiology prior authorization program, the Cardiology Management Program. This program is intended to help providers easily and effectively deliver quality patient care. Effective October 1, 2023, cardiology services rendered in a physician's office, in an outpatient hospital ambulatory setting, or in an inpatient setting (planned professional services only) must be submitted to NCH for prior authorization. Approvals issued by Wellcare before October 1, 2023, are effective until the authorization end date, but all prior authorization requests needed after October 1, 2023, must be submitted to NCH.

Prior authorization can be requested by:
Visiting NCH's Web portal at my.newcenturyhealth.com, or
Calling 1-888-999-7713, Option 1 (Monday–Friday, 8 a.m.–8 p.m. EST)

National Imaging Associates, Inc (NIA) expanded partnership

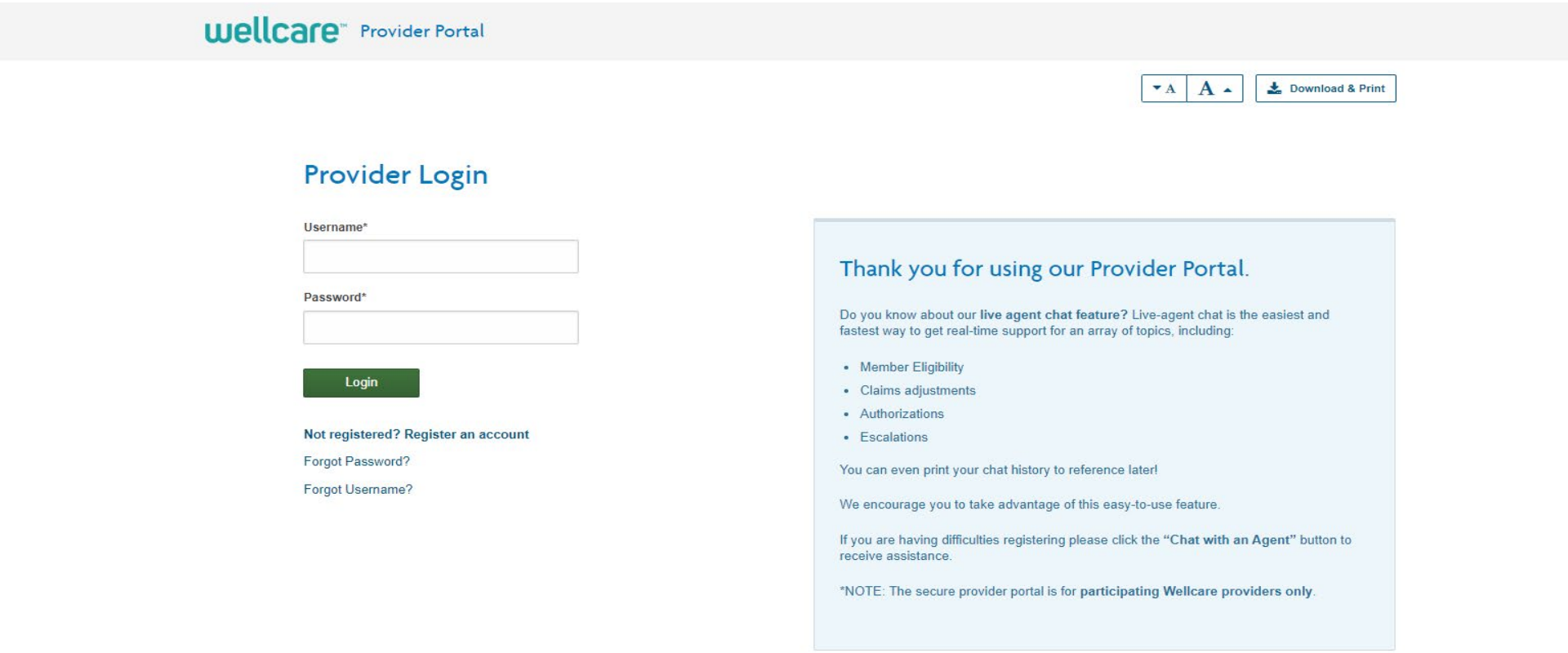
We are pleased to announce our expanded partnership with National Imaging Associates, Inc. (NIA)* to implement a new Musculoskeletal (MSK) Management program.

New Program Starts February 1, 2024
The MSK program includes prior authorization for non-emergent outpatient interventional spine pain management services (IPM), and inpatient and outpatient hip, knee, shoulder, lumbar, and cervical spine surgeries for Absolute Total Care Marketplace and Medicaid members, Wellcare Medicare of South Carolina members, and Wellcare Prime by Absolute Total Care (Medicare-Medicaid Plan) members.

Please contact your Provider Engagement Administrator for more information.

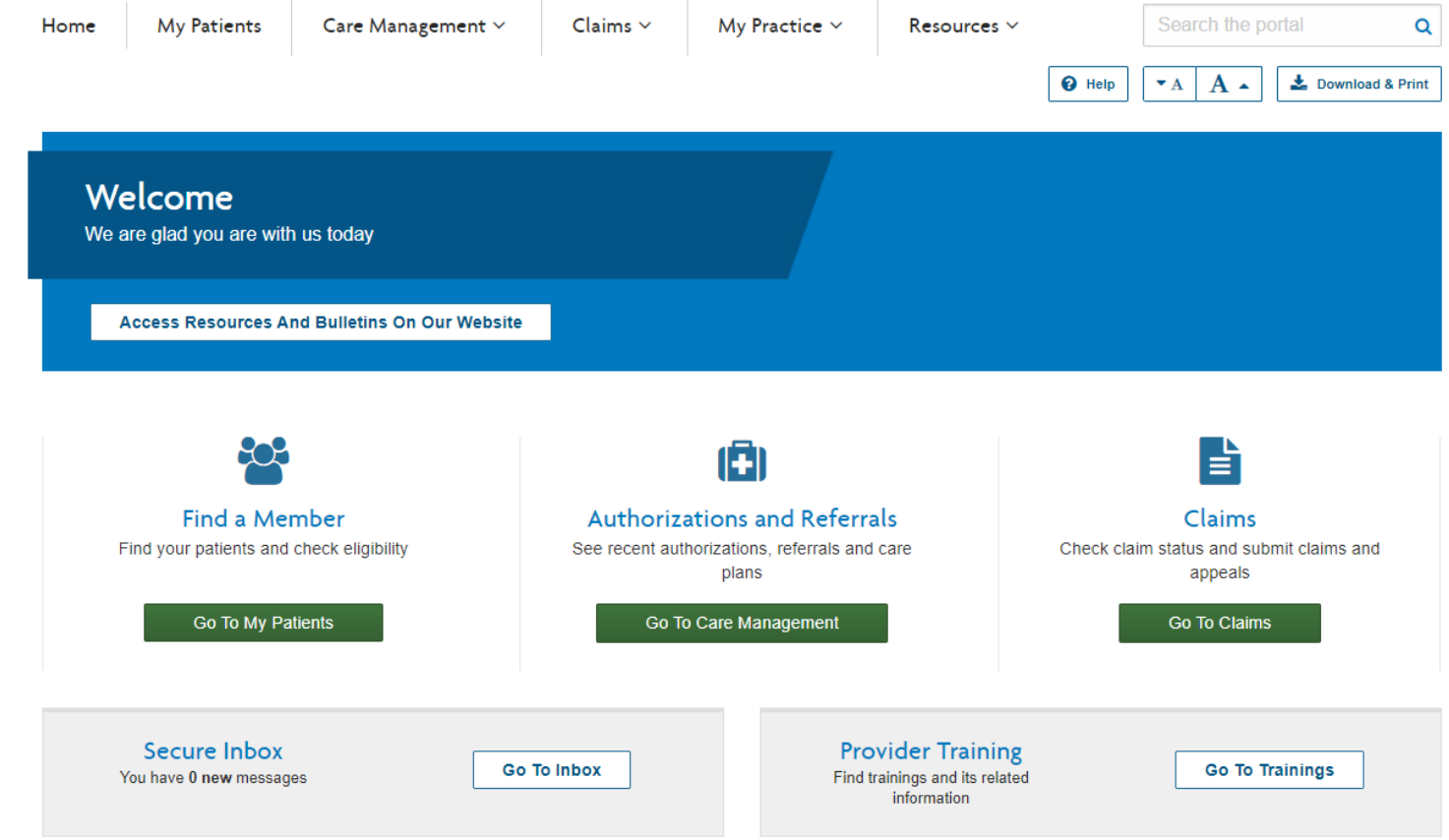
Wellcare Secure Portal

Log in: https://provider.wellcare.com/



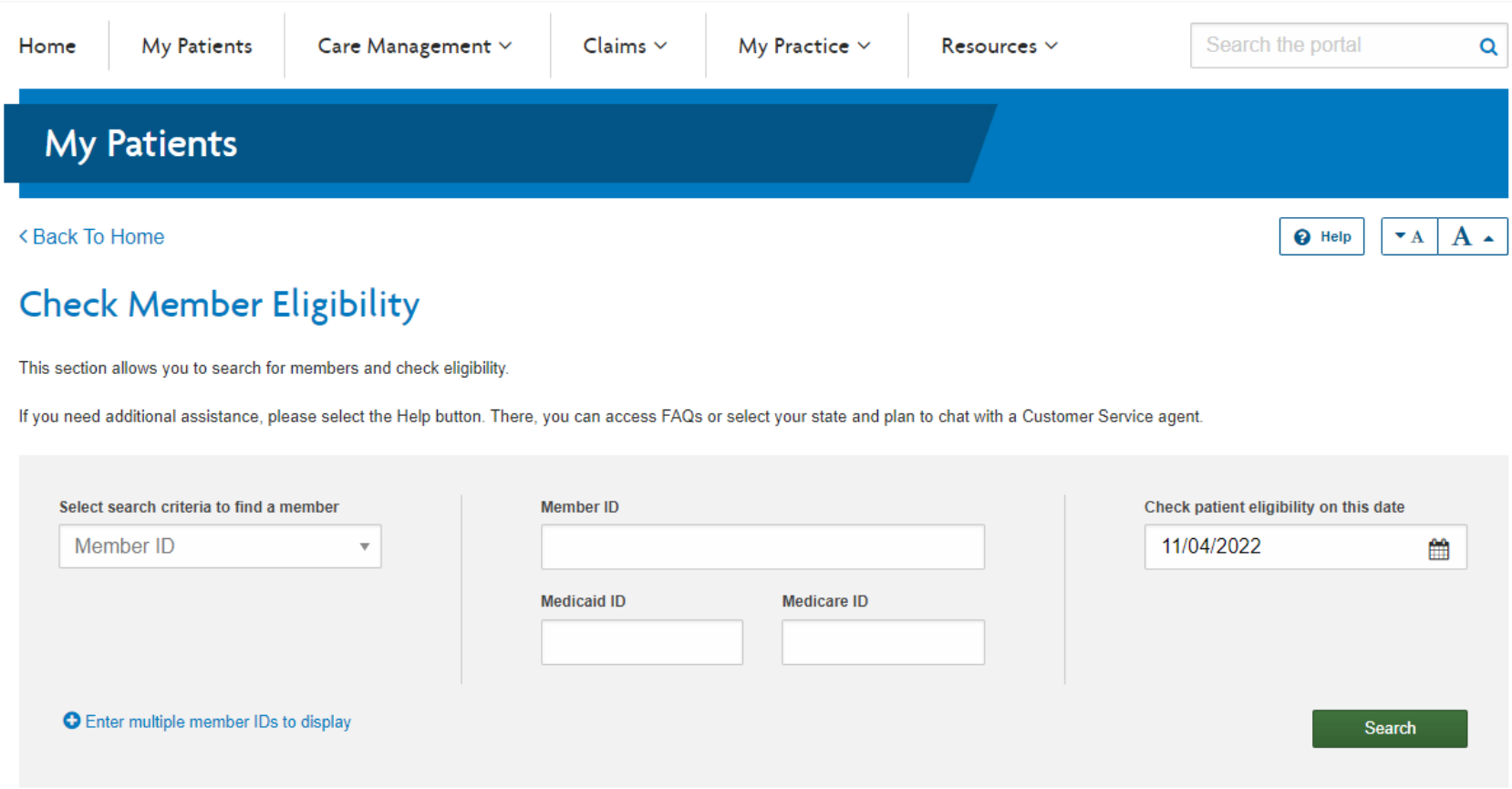
Wellcare Secure Portal

Home Screen



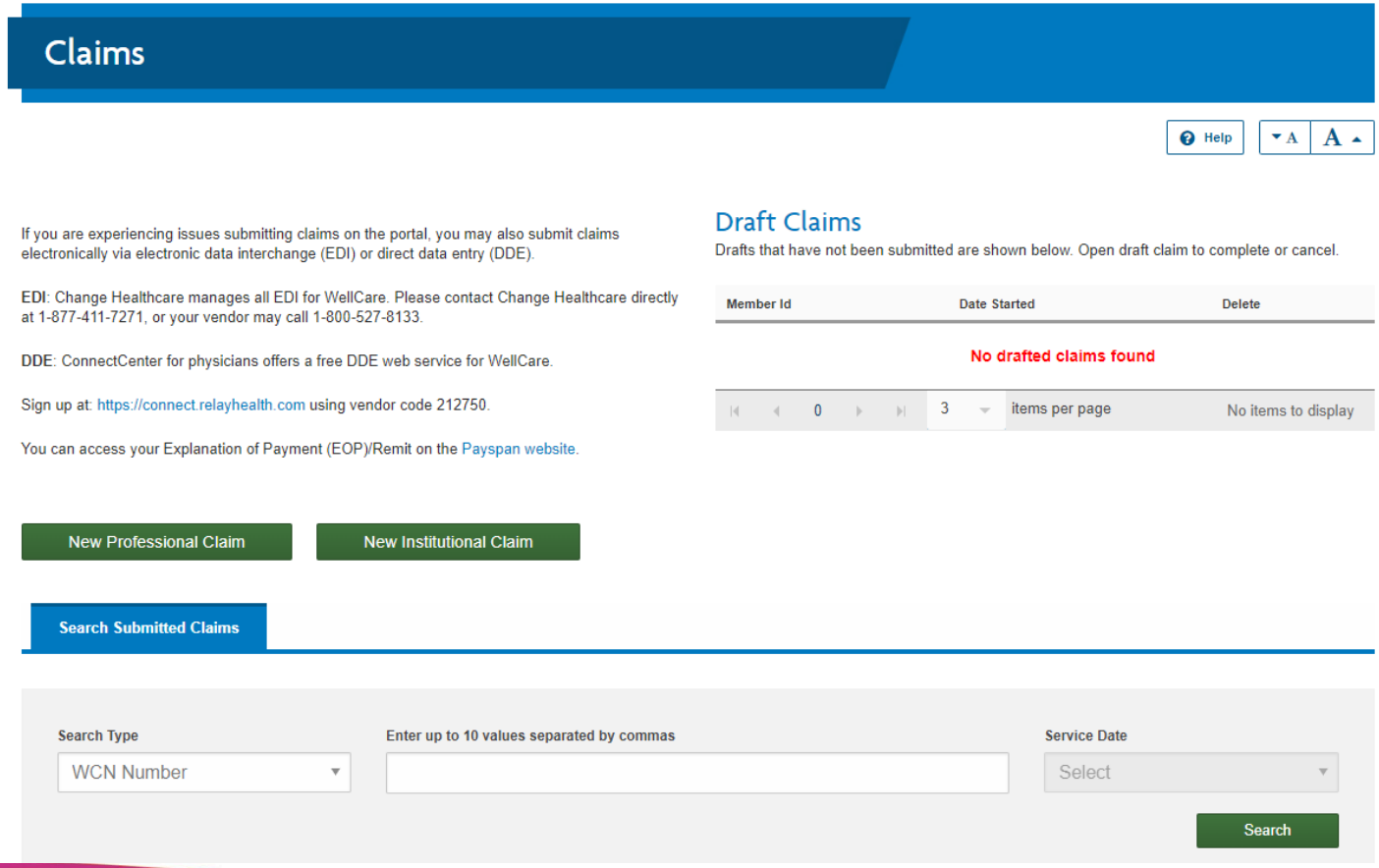
Wellcare Secure Portal

Eligibility and Member Information



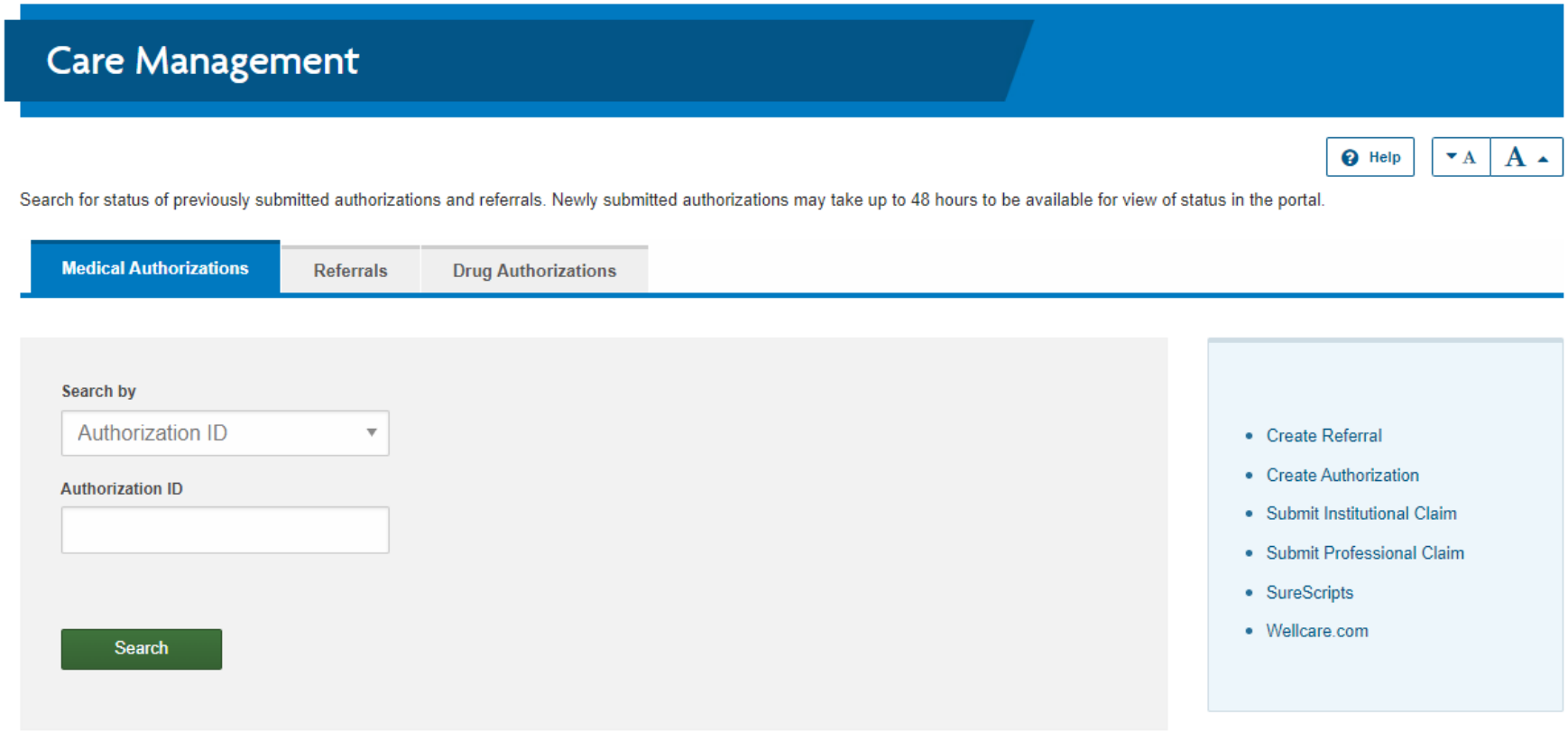
Wellcare Secure Portal

Claims



Wellcare Secure Portal

Authorizations



Wellcare Secure Portal

Self-Service Secure Web Portal Offering and Benefit

Service	Web Portal
Appeal Requests/Status (Rx)	☑ Fastest Results
Appeals & Disputes	☑ Fastest Results
Authorization Requests	☑ Fastest Results
Authorization Requirements	☑ Fastest Results
Authorization Status	☑ Fastest Results
Benefits & Eligibility	☑ Fastest Results
Claim Status	☑ Fastest Results
Claim Submission (and Corrections)	☑ Fastest Results
Co-payment Information	☑ Fastest Results
Coverage Determination Requests/Status (Rx)	☑ Fastest Results
Form Requests	☑ Fastest Results
Provider Resources	☑ Fastest Results

Note: For contract-related questions and/or web portal training, providers should continue to contact their Provider Relations representative.

Wellcare Secure Portal

Chat

Faster than email and easier than phone calls, Chat is a convenient way to ask simple questions and receive real-time support. Providers now have the ability to use our Chat application instead of calling and speaking with agents. Here are some ways our Chat support can help you and your staff:

- Web support assistance
- Real-time claim adjustments

Explore the benefits you will experience by using live Chat!

Convenience – Live Chat offers the convenience of getting help and answers without needing to have a phone call.

Increase Efficiency – If you ever have to wait for a Chat agent to respond, it's easy to carry on with your other tasks and responsibilities.

Documentation of Interaction – Chat logs provide transparency and proof of contact. When customers engage with customer support via phone, they don't typically receive a recording of the verbal conversation. Live Chat software gives you the option of printing a transcription of the conversation afterward.

Poll Question #2

Does your practice use Absolute Total Care and/or Wellcare provider portal?

Poll Question #3

How are you utilizing the provider portal?

- ☐ Benefits/Eligibility
- ☐ Prior Authorization
- ☐ Claim submission/status
- ☐ Appeals/Reconsideration

Poll Question #4

What other sources do you use instead of Absolute Total Care/Wellcare provider portal to obtain information?

Claims 411 – Did You Know?

Claims 411 – Did You Know?

- Most common claim rejections:
  - Member Not Valid at Date of Service (DOS)
  - Invalid Member
  - Invalid Member DOB
- Most common claim denials:
  - Services Not on the Fee Schedule are Not Separately Reimbursable
  - This Service is Not Covered
  - Duplicate Claim Service
  - CMS Medicaid NCCI Unbundling
  - No Authorization on File that Matches Service(s) Billed
- Pre-authorization
  - All inpatient services require an authorization
    - Professional services being performed per inpatient stay require a separate authorization and must be obtained to avoid claims denying for no authorization on file

Claims 411 – Did You Know?

Clinical Policies

Clinical policies are one set of guidelines used to assist in administering health plan benefits, either by prior authorization or payment rules. They include, but are not limited to, policies relating to evolving medical technologies and procedures, as well as pharmacy policies.

Payment Policies

Healthcare claims payment policies are guidelines used to assist in administering payment rules based on generally accepted principles of correct coding. They are used to help identify whether healthcare services are correctly coded for reimbursement. Each payment rule is sourced by a generally accepted coding principle.

All policies found in the Absolute Total Care Payment/Clinical Policy Manual apply with respect to Absolute Total Care members. Policies in the Absolute Total Care Payment/Clinical Policy Manual may have either an Absolute Total Care or a “Centene” heading.

https://www.absolutetotalcare.com/providers/resources/clinical-payment-policies.html

Claims Submission

Claims must be filed electronically or sent directly to our claims processing center. Claims mailed to the physical office address will not be able to be processed.

For claims processing efficiency, Absolute Total Care encourages providers to submit claims electronically.

Balance Billing

- What is balance billing?
  - Seeking payment from members for the difference between the billed charges and the contracted rate paid by the plan
    - Payments less any copays, coinsurance, or deductibles are considered payment in full
- Prohibited by federal law
  - Federal law bars Medicare providers and suppliers from billing an individual enrolled in the QMB program for Medicare Part A and Part B cost-sharing under any circumstances
    - Original Medicare and Medicare Advantage providers and suppliers – not only those that accept Medicaid – must not charge individuals enrolled in the QMB program for Medicare cost-sharing

Balance Billing

- Steps to ensure compliance with QMB billing prohibitions:
  - Establish processes to routinely identify the QMB status of Medicare beneficiaries prior to billing for items and services
  - Ensure that a Member Acknowledgement Statement has been signed by both the provider and the Absolute Total Care member for non-covered services prior to rendering said service
  - If you have erroneously billed these members, recall the charges (including referrals to collection agencies) and refund the invalid payments
  - Healthy Connections prime link https://www.scdhhs.gov/sites/default/files/SCDue2/Improper%20Billing%20Guidance%20for%20Providers%20%28Sep%2025%202017%29.pdf

Quality Improvement

1/9/2024

Key Quality Improvement Activities

Path to Successful Member Care

- Member Visits
- Flu Vaccinations

Path to Successful Provider Satisfaction

- HEDIS Hybrid
- Data Requests
- Claims Coding for Gap Closure

Path to Successful Annual Surveys

- CAHPS

CPT II and HCPCS Billing

Important Information on CPT II and HCPCS Codes

We're asking our providers to make sure to use accurate CPT Category II codes and HCPCS codes to improve efficiencies in closing patient care gaps and in data collection for performance measurement. When you verify that you performed quality procedures and closed care gaps, you're confirming that you're giving the best of quality care to our members.

Absolute Total Care allows the billing of these important codes without a denial of "non-payable code" to assist in the pursuit of quality.

The fee schedule includes CPTII and HCPCS codes at a price of $0.01.

CPTII Codes and HCPCS Billing PRO_91371E_Approved_01112022.pdf

What measures do these codes apply to?

- Controlling Blood Pressure
  - Blood pressure results
- Hba1c levels
- Diabetic Retinal Eye Exams
- Care of Older Adults
  - Pain Assessment
  - Medication List and Review
  - Functional Status Assessment
- Medication Reconciliation Post Discharge
  - Medication List and Review after hospital discharge

Electronic Medical Record (EMR) System

Remote Access to EMR:

Allows designated health plan representatives access to your medical records directly through remote access.

- Reduce provider office staff activities regarding HEDIS Hybrid chart chase requests
- Decrease and avoid duplication of over utilization or retrieval efforts
- Lead to improved HEDIS performance reporting

Contact Jane Brown via email at jane.f.brown@centene.com

Supplemental Data Feeds

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Monthly Supplemental Data Feed

This type of file transfer utilizes specific data extracts from the Electronic Medical Record (EMR). Data is transmitted securely via SFTP.

- Close care gaps
- Improve our HEDIS scores
- Potential incentives
- Reduces request for medical records

Contact Jane Brown via email at jane.f.brown@centene.com

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CAHPS®
Consumer Assessment of Healthcare Providers and Systems

1/9/2024

Importance of CAHPS®

- CAHPS is a program of the Agency for Healthcare Research and Quality, U.S. Department of Health and Human Services.
- CAHPS is a tool used to evaluate *member perception and overall satisfaction* in order to improve *the member experience.* CAHPS allows health plans to receive anonymous feedback from its members.
- CAHPS is the interaction and conversations with the front desk, any staff, and especially their providers.
- CAHPS survey aims to capture accurate and complete information regarding real experiences with individuals' healthcare.
- CAHPS scores account for CMS Medicare STAR Ratings, NCQA Health Insurance Plan Ratings, CMS Marketplace Quality Rating System (QRS) and SCDHHS Medicaid Quality Withhold Program.

CAHPS® Provider Resource Guide

[Consumer Assessment of Healthcare Providers and Systems (CAHPS) | Absolute Total Care]

Provider Focus Quick Tips

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Getting Needed Care

- For urgent specialty appointments, office staff should help coordinate with the appropriate specialty office.
- If a patient portal is available, encourage patients and caregivers to view results there.

Getting Care Quickly

- Maintain an effective triage system to ensure that frail and/or very sick patients are seen right away or provided alternate care via phone and urgent care.
- For patients who want to be seen on short notice but cannot access their doctor, offer appointments with a nurse practitioner or physician assistant.
- Ensure a few appointments each day are available to accommodate urgent visits.
- Address the 15-minute wait time frame by ensuring patients are receiving staff attention.
- Keep patients informed if there is a wait and give them the opportunity to reschedule.

Care Coordination

- Ensure there are open appointments for patients recently discharged from a facility.
- Integrate PCP and specialty practices through EMR or fax to get reports on time.
- Ask patients if they've seen any other providers. If you are aware specialty care has occurred, please mention it and discuss as needed.
- Encourage patients to bring in their medications to each visit.

Rating of Health Care

- Encourage patients to make their routine appointments for checkups or follow up visits as soon as they can – weeks or even months in advance.

Poll Question # 5

Does your organization/practice offer patient portal access to schedule appointments?

Poll Question #6

Does your organization/practice encourage patients to schedule routine checkups/follow ups at check-out?

Access Standards

All Providers must adhere to standards of timeliness for appointments and in-office waiting times. These standards take into consideration the immediacy of the Member's needs. Absolute Total Care and Wellcare will monitor Providers against the standards for each line of business to help Members obtain needed health services within acceptable appointment times, in-office waiting times, and after-hours standards. Providers not in compliance with these standards will be required to implement corrective actions.

RISK ADJUSTMENT

1/9/2024

Risk Adjustment

Continuity of Care Incentive Program

Designed to support your outreach to members for annual visits and condition management, which will help us better identify members who are eligible for case management. The program achieves this goal by increasing visibility into members' existing medical conditions for better quality of care for chronic condition management and prevention. Providers earn bonus payments for proactively coordinating preventive medicine and for thoroughly addressing patients' current conditions to improve health and clinical quality of care.

Clinical Documentation Improvement Program

- Help providers understand and apply risk adjustment concepts
- Assist in the application of documentation and coding best practices to workflows
- Trainings are scheduled throughout the year and are available to providers

Please reach out to your Provider Engagement Administrator for more information regarding these programs.

Risk Adjustment

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Clinical Documentation Improvement Program

- Help providers understand and apply risk adjustment concepts
- Assist in the application of documentation and coding best practices to workflows

2024 CMS Model and ICD-10 Updates

- Jan 16, 2024 @ 10AM | https://centene.zoom.us/meeting/register/tJ0uf-usrzgpGtx6TUrMFGlSMYm3iNc-aXsy
- Jan 17, 2024 @ 12noon | https://centene.zoom.us/meeting/register/tJEqc-qppjgsHNc1F0AlMFejQ9K_tKatjNog
- Jan 18, 2024 @ 5PM | https://centene.zoom.us/meeting/register/tJAkdeCtrTIoG9UYWE4UWP2TE0YkQ_UXMwZ7
- Jan 19, 2024 @ 2PM | https://centene.zoom.us/meeting/register/tJ0sdeCuqz4uGN0BzaltbOjRRrwNAADaRjY1
- Jan 23, 2024 @ 10AM | https://centene.zoom.us/meeting/register/tJEqfuCgrD8jG93jfCHOhlRzNtQ6MGqEh4hu
- Jan 24, 2024 @ 12noon |https://centene.zoom.us/meeting/register/tJIqdO2hqDouHNzQ_l3zG4dl3CZtecvbXtTS
- Jan 25, 2024 @ 6PM | https://centene.zoom.us/meeting/register/tJMpdu-sqjorHNebSk4IUP-yUva1a-jLrKnu
- Jan 26, 2024 @ 3PM | https://centene.zoom.us/meeting/register/tJYucuCspj8jHtR9Zit-q1hnnWYIZvb21Owl
- Jan 30, 2024 @ 10AM | https://centene.zoom.us/meeting/register/tJItcOitrzIpGNzMf3O2qtXfXyABvPqFbQBO
- Jan 31, 2024 @ 1PM | https://centene.zoom.us/meeting/register/tJApcOCoqD4uGNOj-NgWh15WNWPNNO8UMiIF

Please reach out to your Provider Engagement Administrator for more information regarding these programs.

2023 Provider Satisfaction Survey

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Questions

APPENDIX

ATC Provider Resources

https://www.absolutetotalcare.com/providers/resources/forms-resources.html

https://ambetter.absolutetotalcare.com/provider-resources/manuals-and-forms.html

Wellcare Provider Resources

https://www.wellcare.com/South-Carolina/Providers/Medicare/Training/New-Provider-Portal-Overview-Training

https://www.wellcare.com/Global-Content/Trainings/AcctRegandAffil

No Cost Interpreter Services and Oral Translation Service

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No Cost Interpreter Services and Oral Translation Service

Absolute Total Care is committed to ensuring that staff and subcontractors are educated about, remain aware of, and are sensitive to the linguistic needs and cultural differences of its members. Commitment includes:

- Trained professional interpreters for Spanish and American Sign Language, and who will be available on site or via telephone to assist providers with discussing technical, medical, or treatment information with members as needed.
- Language Line services that will be available 24/7 in 140 languages to assist providers and members in communicating with each other when there are no other translators available for the language.
- In-person interpreter services are made available when Absolute Total Care is notified two business days in advance of the member's scheduled appointment.
- TTY access for members who are hearing impaired through 711.
- Absolute Total Care medical/nurse advice line is available 24/7 for interpretation of Spanish or the coordination of non-English/Spanish needs via the Language Line.
- Member Services and health education materials in alternative formats as needed to meet the needs of the members, such as audio tapes or language translation; all alternative methods must be requested by the member or designee.

For an interpreter for a medical visit, contact Member Services at 1-866-433-6041 (TTY: 711).

For ASL interpreter requested please use the vendor portal: www.lsaweb.com, call the vendor directly at 1-866-827-7028 or email clientservices@lsaweb.com.

1/9/2024

No Surprises Act

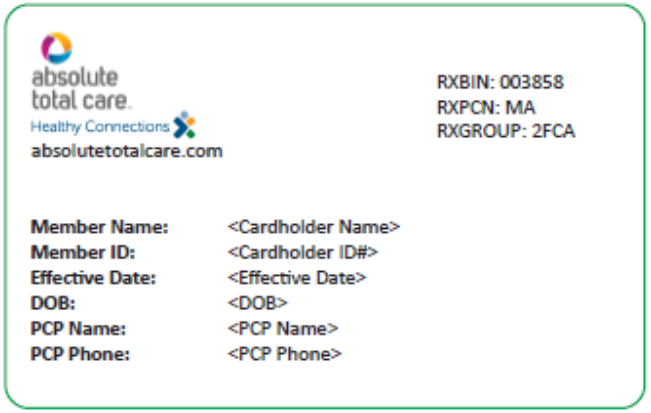
The No Surprises Act is specific to the Ambetter (Marketplace) product.

Effective January 1, 2022 and applies to:

- Emergency care at out-of-network facilities
- Post stabilization care at out-of-network facilities
- Non-emergency services provided by out-of-network providers at in-network facilities, unless notice and consent is given
- Out-of-network air ambulance services

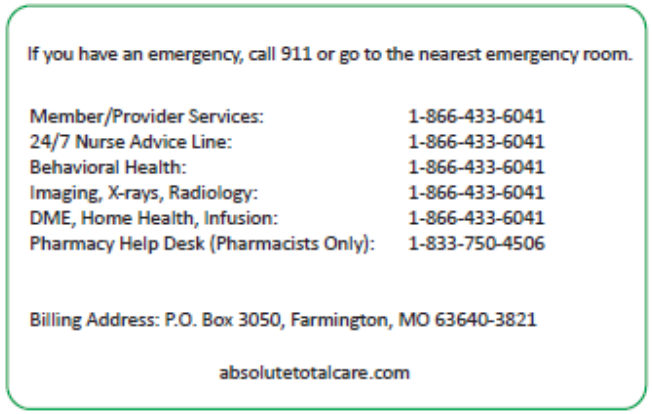
- No balance billing for out-of-network emergency services.
- No balance billing for non-emergency services rendered by nonparticipating providers at in-network hospitals and ambulatory surgical centers:
  - Emergency Medicine, Anesthesiology, Pathology, Radiology and Neonatology
  - Services provided by assistant surgeons, hospitalists, and intensivists
  - Items and services provided by a nonparticipating provider if there is no participating provider who can provide such item or service at the facility

Medicaid 2024


absolute total care
Healthy Connections
absolutetotalcare.com

RXBIN: 003858
RXPCN: MA
RXGROUP: 2FCA

Member Name: <Cardholder Name>
Member ID: <Cardholder ID#>
Effective Date: <Effective Date>
DOB: <DOB>
PCP Name: <PCP Name>
PCP Phone: <PCP Phone>

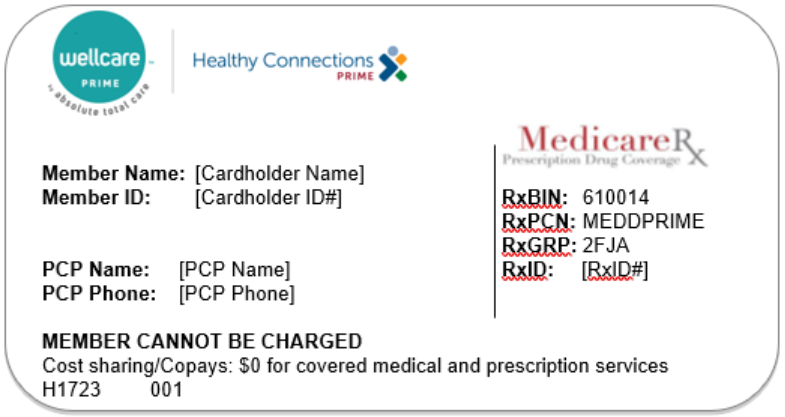

If you have an emergency, call 911 or go to the nearest emergency room.

Member/Provider Services:	1-866-433-6041
24/7 Nurse Advice Line:	1-866-433-6041
Behavioral Health:	1-866-433-6041
Imaging, X-rays, Radiology:	1-866-433-6041
DME, Home Health, Infusion:	1-866-433-6041
Pharmacy Help Desk (Pharmacists Only):	1-833-750-4506

Billing Address: P.O. Box 3050, Farmington, MO 63640-3821

absolutetotalcare.com

Wellcare Prime by Absolute Total Care (Medicare-Medicaid Plan) 2024



wellcare PRIME by absolute total care | Healthy Connections PRIME

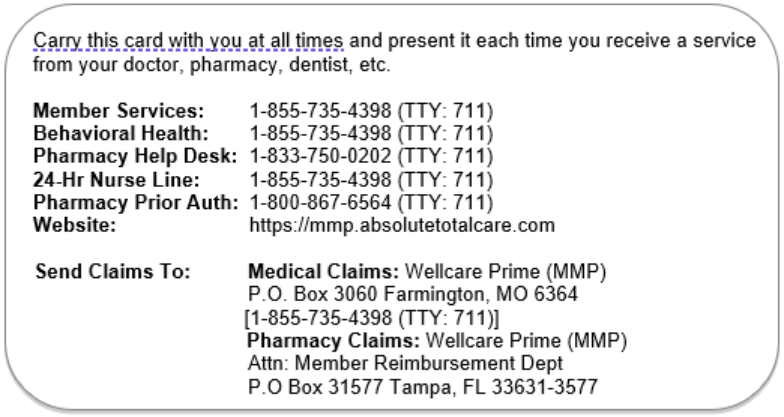
MedicareRx Prescription Drug Coverage

Member Name: [Cardholder Name]
Member ID: [Cardholder ID#]

PCP Name: [PCP Name]
PCP Phone: [PCP Phone]

RxBIN: 610014
RxPCN: MEDDPRIME
RxGRP: 2FJA
RxID: [RxID#]

MEMBER CANNOT BE CHARGED
Cost sharing/Copays: $0 for covered medical and prescription services
H1723 001

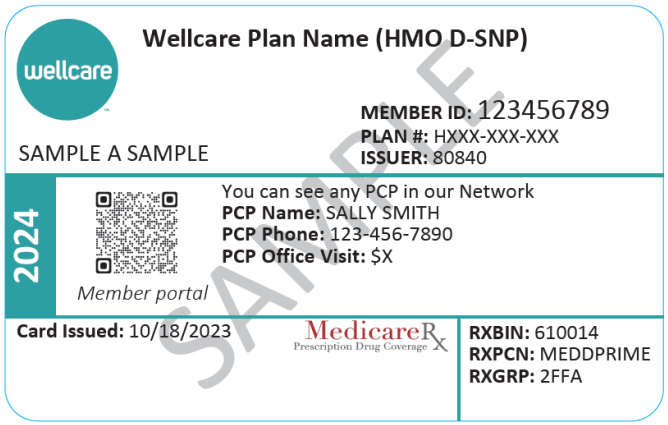


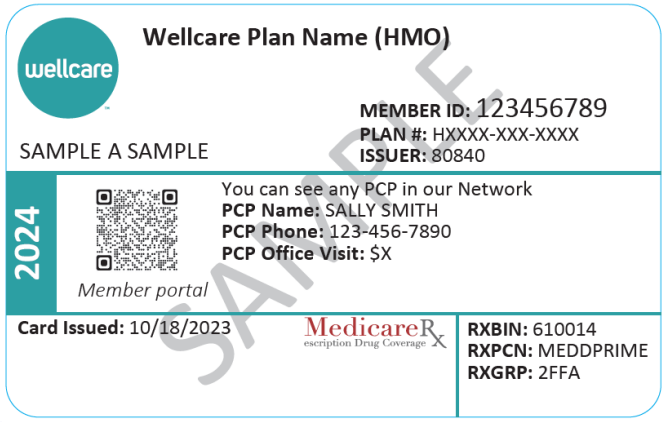
Carry this card with you at all times and present it each time you receive a service from your doctor, pharmacy, dentist, etc.

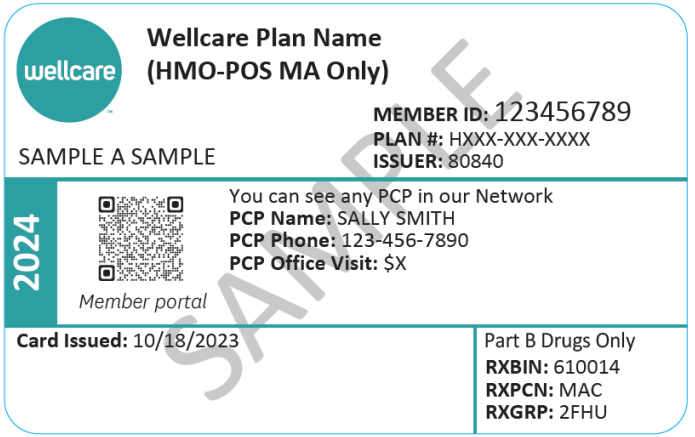
Member Services:	1-855-735-4398 (TTY: 711)
Behavioral Health:	1-855-735-4398 (TTY: 711)
Pharmacy Help Desk:	1-833-750-0202 (TTY: 711)
24-Hr Nurse Line:	1-855-735-4398 (TTY: 711)
Pharmacy Prior Auth:	1-800-867-6564 (TTY: 711)
Website:	https://mmp.absolutetotalcare.com

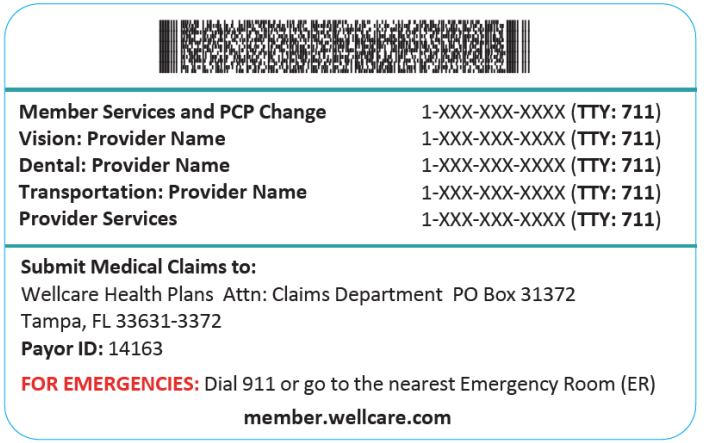
Send Claims To:
Medical Claims: Wellcare Prime (MMP)
P.O. Box 3060 Farmington, MO 6364
[1-855-735-4398 (TTY: 711)]
Pharmacy Claims: Wellcare Prime (MMP)
Attn: Member Reimbursement Dept
P.O Box 31577 Tampa, FL 33631-3577

Medicare – HMO/DSNP/MA Only 2024



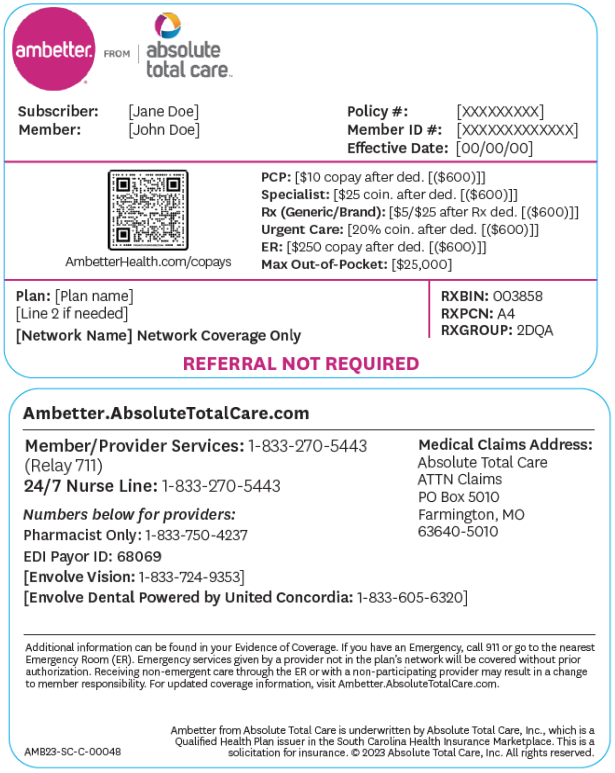






Ambetter from Absolute Total Care 2024

CORE


ambetter. FROM absolute total care.

Subscriber: [Jane Doe]
Member: [John Doe]

Policy #: [XXXXXXXXX]
Member ID #: [XXXXXXXXXXXX]
Effective Date: [00/00/00]

AmbetterHealth.com/copays

PCP: [$10 copay after ded. [($600)]]
Specialist: [$25 coin. after ded. [($600)]]
Rx (Generic/Brand): [$5/$25 after Rx ded. [($600)]]
Urgent Care: [20% coin. after ded. [($600)]]
ER: [$250 copay after ded. [($600)]]
Max Out-of-Pocket: [$25,000]

Plan: [Plan name]
[Line 2 if needed]
[Network Name] Network Coverage Only

RXBIN: 003858
RXPCN: A4
RXGROUP: 2DQA

REFERRAL NOT REQUIRED

Ambetter.AbsoluteTotalCare.com

Member/Provider Services: 1-833-270-5443 (Relay 711)
24/7 Nurse Line: 1-833-270-5443

Numbers below for providers:
Pharmacist Only: 1-833-750-4237
EDI Payor ID: 68069
[Envolve Vision: 1-833-724-9353]
[Envolve Dental Powered by United Concordia: 1-833-605-6320]

Medical Claims Address:
Absolute Total Care
ATTN Claims
PO Box 5010
Farmington, MO
63640-5010

Additional information can be found in your Evidence of Coverage. If you have an Emergency, call 911 or go to the nearest Emergency Room (ER). Emergency services given by a provider not in the plan's network will be covered without prior authorization. Receiving non-emergent care through the ER or with a non-participating provider may result in a change to member responsibility. For updated coverage information, visit Ambetter.AbsoluteTotalCare.com.

AMB23-SC-C-00048

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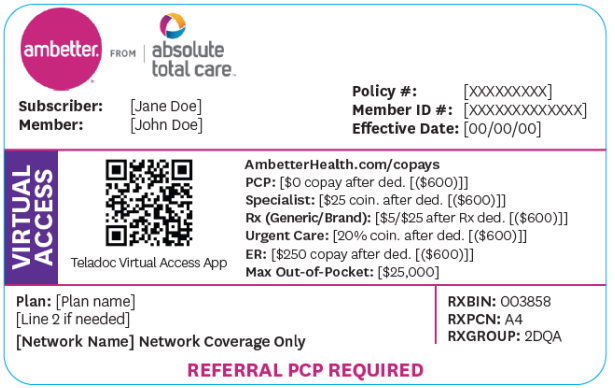
VIRTUAL


ambetter. FROM absolute total care.

Subscriber: [Jane Doe]
Member: [John Doe]

Policy #: [XXXXXXXXX]
Member ID #: [XXXXXXXXXXXX]
Effective Date: [00/00/00]

VIRTUAL ACCESS

Teladoc Virtual Access App

AmbetterHealth.com/copays
PCP: [$0 copay after ded. [($600)]]
Specialist: [$25 coin. after ded. [($600)]]
Rx (Generic/Brand): [$5/$25 after Rx ded. [($600)]]
Urgent Care: [20% coin. after ded. [($600)]]
ER: [$250 copay after ded. [($600)]]
Max Out-of-Pocket: [$25,000]

Plan: [Plan name]
[Line 2 if needed]
[Network Name] Network Coverage Only

RXBIN: 003858
RXPCN: A4
RXGROUP: 2DQA

REFERRAL PCP REQUIRED

Ambetter.AbsoluteTotalCare.com

Member/Provider Services: 1-833-270-5443 (Relay 711)
24/7 Nurse Line: 1-833-270-5443

Numbers below for providers:
Pharmacist Only: 1-833-750-4237
EDI Payor ID: 68069

Medical Claims Address:
Absolute Total Care
ATTN Claims
PO Box 5010
Farmington, MO
63640-5010

Additional information can be found in your Evidence of Coverage. If you have an Emergency, call 911 or go to the nearest Emergency Room (ER). Emergency services given by a provider not in the plan's network will be covered without prior authorization. Receiving non-emergent care through the ER or with a non-participating provider may result in a change to member responsibility. For updated coverage information, visit Ambetter.AbsoluteTotalCare.com.

AMB23-SC-C-00048

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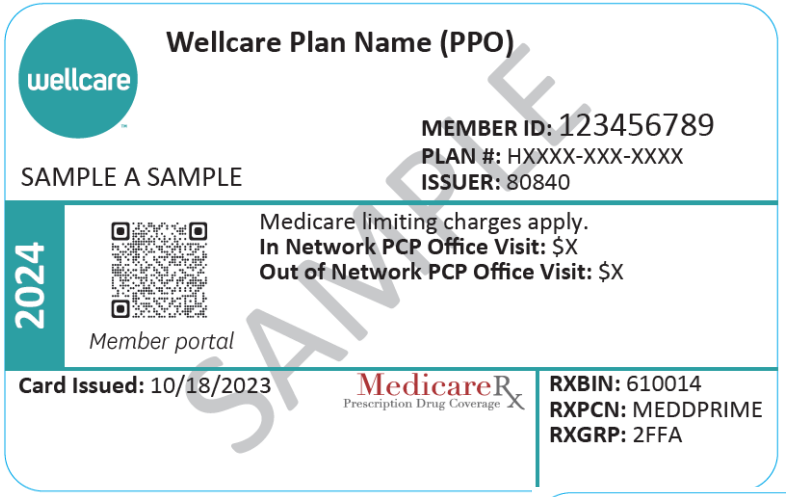
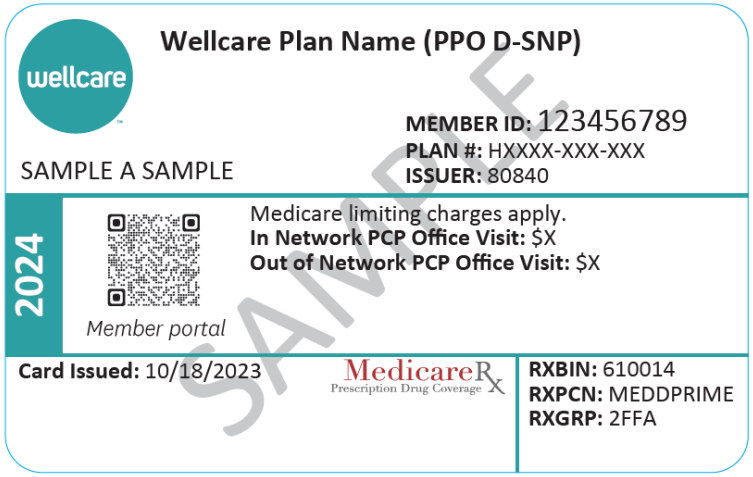
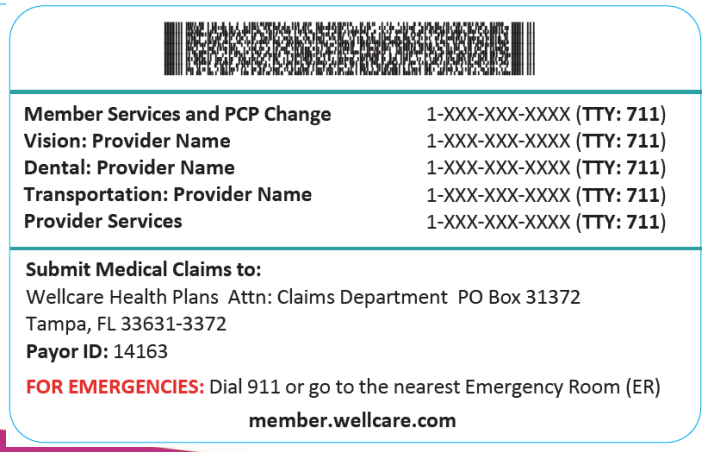
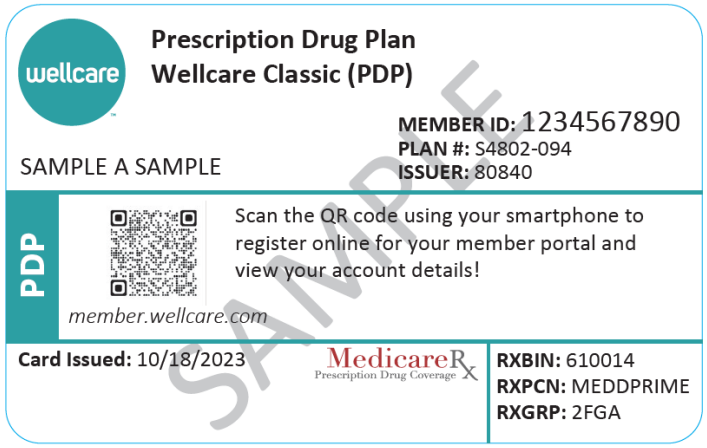
Medicare – PPO (HMO) and PPO HMO D-SNP 2024

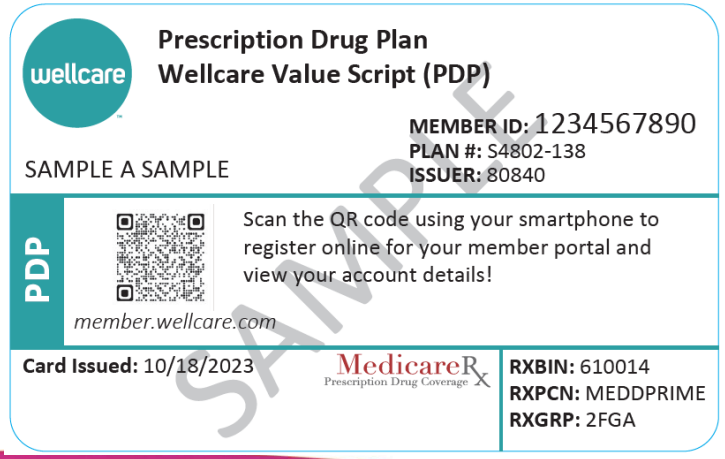


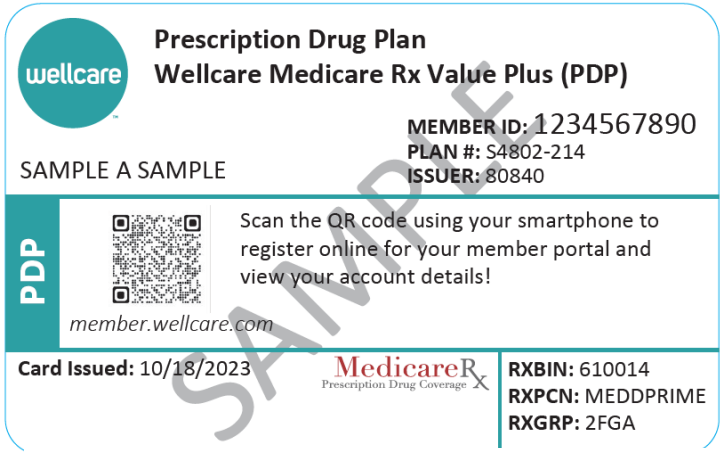




PDP 2024


wellcare
Prescription Drug Plan
Wellcare Classic (PDP)
MEMBER ID: 1234567890
PLAN #: S4802-094
ISSUER: 80840
SAMPLE A SAMPLE
PDP
Scan the QR code using your smartphone to register online for your member portal and view your account details!
member.wellcare.com
Card Issued: 10/18/2023
MedicareRx Prescription Drug Coverage
RXBIN: 610014
RXPCN: MEDDPRIME
RXGRP: 2FGA
SAMPLE


wellcare
Prescription Drug Plan
Wellcare Value Script (PDP)
MEMBER ID: 1234567890
PLAN #: S4802-138
ISSUER: 80840
SAMPLE A SAMPLE
PDP
Scan the QR code using your smartphone to register online for your member portal and view your account details!
member.wellcare.com
Card Issued: 10/18/2023
MedicareRx Prescription Drug Coverage
RXBIN: 610014
RXPCN: MEDDPRIME
RXGRP: 2FGA
SAMPLE


wellcare
Prescription Drug Plan
Wellcare Medicare Rx Value Plus (PDP)
MEMBER ID: 1234567890
PLAN #: S4802-214
ISSUER: 80840
SAMPLE A SAMPLE
PDP
Scan the QR code using your smartphone to register online for your member portal and view your account details!
member.wellcare.com
Card Issued: 10/18/2023
MedicareRx Prescription Drug Coverage
RXBIN: 610014
RXPCN: MEDDPRIME
RXGRP: 2FGA
SAMPLE


Member Services 1-888-550-5252 (TTY: 711)
Mail Order Pharmacy 1-833-750-0201 (TTY: 711)
Provider Services 1-855-538-0453 (TTY: 711)
Pharmacists Only 1-833-750-0408 (TTY: 711)
Submit Part D Claims To:
Attn: Member Reimbursement Department
P.O. Box 31577 Tampa, FL 33631-3577
FOR EMERGENCIES: Dial 911 or go to the nearest Emergency Room (ER)
member.wellcare.com

Medicare Part B Step Therapy

Step Therapy programs are developed by Wellcare's Pharmacy & Therapeutics (P&T) Committee. They encourage the use of therapeutically equivalent, lower-cost medication alternatives (first-line therapy) before "stepping up" to alternatives that are usually less cost-effective.

Step Therapy programs are intended to be a safe and effective method of reducing the cost of treatment by ensuring that an adequate trial of a proven safe and cost-effective therapy is attempted before progressing to a more costly option. First-line drugs are recognized as safe, effective, and economically sound treatments.

The first-line drugs on Wellcare's formulary have been evaluated through the use of clinical literature and are approved by Wellcare's P&T Committee. Step therapy is failure of at least one different or less expensive drug prior to coverage of a drug on this list.

Drugs requiring step therapy effective January 1, 2024, can be found in this list:

Medicare Part B Step Therapy - Effective 1/1/24 - Provider Notification from Absolute Total Care (PDF)

November 27, 2023

Dear Provider,

Absolute Total Care and Wellcare are committed to continuous improvement of quality services for our members. We are pleased to announce our expanded partnership with National Imaging Associates, Inc. (NIA)* to implement a new Musculoskeletal (MSK) Management program. This program is consistent with industry-wide efforts to ensure clinically appropriate care and to manage the increased utilization of these services.

New Program Starts February 1, 2024

The MSK program includes prior authorization for non-emergent outpatient interventional spine pain management services (IPM), and inpatient and outpatient hip, knee, shoulder, lumbar, and cervical spine surgeries for Absolute Total Care Marketplace and Medicaid members, Wellcare Medicare of South Carolina members, and Wellcare Prime by Absolute Total Care (Medicare-Medicaid Plan) members.

- Absolute Total Care and Wellcare will oversee the MSK program and continue to be responsible for claims adjudication and medical policies.
- NIA will manage IPM services and inpatient and outpatient MSK surgeries through the existing contractual relationships with Absolute Total Care and Wellcare.

Providers can contact NIA on February 1, 2024 to get prior authorization for procedures scheduled on or after February 1, 2024. This outlines the specific procedures requiring prior authorization:

IPM Component: Prior authorization will be required for these non-emergent outpatient IPM services:

- Spinal Epidural Injections
- Paravertebral Facet Joint Injections or Blocks
- Paravertebral Facet Joint Denervation (Radiofrequency (RF) Neurolysis)
- Sacroiliac Joint Injections
- Sympathetic Nerve Blocks
- Intrathecal Pump Trials
- Spinal Cord Stimulators

MSK Surgeries: Prior authorization will be required for the following non-emergent inpatient and outpatient MSK surgeries: hip, knee, shoulder, lumbar and cervical.

Hip

- Revision/Conversion Hip Arthroplasty
- Total Hip Arthroplasty/Resurfacing
- Femoroacetabular Impingement (FAI) Hip Surgery (includes CAM/pincer & labral repair)
- Hip Surgery – Other (includes synovectomy, loose body removal, debridement, diagnostic hip arthroscopy, and extra-articular arthroscopy knee)

*Effective 1/20/2023, National Imaging Associates, Inc. is now a subsidiary of Evolent Health. Evolent Health and its affiliates and subsidiaries collectively referred to as "Evolent."

Knee

- Revision Knee Arthroplasty
- Total Knee Arthroplasty (TKA)
- Partial-Unicompartmental Knee Arthroplasty (UKA)
- Knee Manipulation under Anesthesia (MUA)
- Knee Ligament Reconstruction/Repair
- Knee Meniscectomy/Meniscal Repair/Meniscal Transplant
- Knee Surgery – Other (includes synovectomy, loose body removal, diagnostic knee arthroscopy, debridement with or without chondroplasty, lateral release/patellar realignment, articular cartilage restoration)

Shoulder

- Revision Shoulder Arthroplasty
- Total/Reverse Shoulder Arthroplasty or Resurfacing
- Partial Shoulder Arthroplasty/Hemiarthroplasty
- Shoulder Rotator Cuff Repair
- Shoulder Labral Repair
- Frozen Shoulder Repair/Adhesive Capsulitis
- Shoulder Surgery – Other (includes debridement, manipulation, decompression, tenotomy, tenodesis, synovectomy, claviculectomy, diagnostic shoulder arthroscopy)

Lumbar

- Lumbar Microdiscectomy
- Lumbar Decompression (Laminotomy, Laminectomy, Facetectomy & Foraminotomy)
- Lumbar Spine Fusion (Arthrodesis) with or without Decompression – Single & Multiple Levels
- Sacroiliac Joint Fusion

Cervical

- Cervical Anterior Decompression with Fusion – Single & Multiple Levels
- Cervical Posterior Decompression with Fusion – Single & Multiple Levels
- Cervical Posterior Decompression (without fusion)
- Cervical Artificial Disc Replacement
- Cervical Anterior Decompression (without fusion)

KEY PROVISIONS:

- It is the responsibility of the ordering physician to obtain prior authorization for all IPM procedures and MSK surgeries managed by NIA.
- NIA does not manage prior authorization for emergency MSK surgery cases that are admitted through the emergency room or for MSK surgery procedures outside of those procedures listed above.
- The ordering physician must obtain prior authorization with NIA prior to performing the surgery/procedure.
- Facility admissions do not require a separate prior authorization. However, the facility should ensure that an NIA prior authorization has been obtained prior to scheduling the surgery/procedure.

MSK surgeries other than those outlined above will continue to follow Absolute Total Care and Wellcare prior authorization requirements for hospital admissions and elective surgeries.

We appreciate your support and look forward to your assistance in assuring that our members and your patients receive quality, clinically appropriate services.

We will provide additional information as we get closer to the implementation date. Please contact Provider Services if you have questions.

Sincerely,

Absolute Total Care
Wellcare of South Carolina

Centers for Medicare & Medicaid Services
Atlanta Regional Office
61 Forsyth St., SW; Suite 4T20
Atlanta, GA 30303

May 19, 2016

TO: **Providers**
SUBJECT: **Prohibition on Balance Billing of Healthy Connections Prime Members**

BALANCE BILLING IS PROHIBITED

Balance billing is the practice in which providers bill dually eligible beneficiaries enrolled in the Qualified Medicare Beneficiary (QMB) program for Medicare cost-sharing. This population is exempt from paying any cost-sharing for deductibles, coinsurance and co-payments related to Medicare services and prescription drugs. Healthy Connections Prime Members are considered QMBs. Please be advised that it is **unlawful for providers to "balance bill" any patient who is a member of Healthy Connections Prime** for any covered services. Balance billing for Healthy Connections Prime members is billing the patients for the difference between what the Medicare-Medicaid plan (MMP) pays and the retail price you charge for your services. The provider must accept payment in full from the Medicare-Medicaid plan (MMP) and should not deny any services to members for non-payment. Providers who inappropriately balance bill Healthy Connections Prime members are subject to sanctions and/or termination of their MMP provider agreement.

WHAT CAN BE BILLED TO MEMBERS?

1. For non-covered items and services, providers must give members advance notice that such items or services will be non-covered and have a written agreement with the members for these non-covered items or services. If such notice is not given and the agreement is not in place, providers may not bill members for such items or services.
2. For certain Medicaid-only items and services (such as durable medical equipment and home health agency care), members can be billed the allowable Medicaid co-pays.

ABOUT HEALTHY CONNECTIONS PRIME

Healthy Connections Prime is a new option for South Carolina seniors 65 and older with Medicare and Healthy Connections Medicaid. It is part of a national initiative designed to integrate all the services of Medicare, Medicare Part D and Medicaid into a single set of benefits fully managed by an MMP. Visit the Provider page on the Healthy Connections Prime website (http://www.scdhhs.gov/prime) to learn more details about the program or email PrimeProviders@scdhhs.gov with any questions.

1-855-735-4398
mmp.absolutetotalcare.com

Prohibition on Billing Medicare-Medicaid Plan (MMP) Enrollees for Medicare Cost-Sharing

This communication serves as a reminder that for Wellcare Prime by Absolute Total Care Healthy Connections Prime members, providers **may not bill and/or collect** any Medicare cost-sharing amounts, including deductibles, coinsurance, and copayments that may be represented on the Explanation of Payment (EOP), as they are not the member's responsibility.

This practice, known as "balance billing", is prohibited by Federal Law and as stipulated under your Wellcare Prime/Healthy Connections Prime Provider Services Agreement. **Please be advised that it is unlawful for providers to "balance bill" any patient who is a member of Healthy Connections Prime for any covered services.**

If your patient presented the following Member ID Card, you provided services to Wellcare Prime (Healthy Connections Prime) MMP member:

Wellcare Prime members can be billed for:

- Medicaid participation in cost of care amounts for long-term services and supports as determined by SCDHHS.
- Medicaid copay for Medicaid only covered Durable Medical Equipment (DME) items.

How Wellcare Prime resolves balance billing issues with the provider:

- Wellcare Prime informs the provider that the member has been inappropriately balance billed and educates the provider on balance billing.
- If Wellcare Prime reimbursed the member for an inappropriately balance billed amount, the plan will notify the provider and request reimbursement be made to the plan.
- If after outreach and education efforts to the provider, Wellcare Prime identifies ongoing inappropriate balance billing activities, Wellcare Prime may take disciplinary action up to and including termination of the Provider Agreement.

For more information regarding balance billing please refer to the Wellcare Prime Provider Manual at **absolutetotalcare.com**. You can also refer to CMS' Balance Billing Prohibition Notice at this link (**https://msp.scdhhs.gov/SCDue2/press-release/prohibition-balance-billing-healthy-connections-prime-members-0**) on the Healthy Connections Prime website. If you have any questions, please contact Member Services at 1-855-735-4398.

MMP Example EOP- Medicaid

Balance Billing

Run Date: 8/17/2022

Page 1 of 4

EXPLANATION OF PAYMENT
Wellcare Prime by Absolute Total Care
Medicare-Medicaid Plan
100 Center Point Circle, Suite 100
Columbia, SC 29210
1-855-735-4398

Payment Date:	8/17/2022
Payment #:	
Payment Amt:	$0.00

PAY TO: [redacted]

Payee ID: [redacted]
IRS#: [redacted]

Insured Name: [redacted] Mbr No: [redacted] MRN: [redacted] Claim/Ctrl No: [redacted]
Patient Name: [redacted] SvcProv No: Carrier: MM PatCtrl No: [redacted]
Servicing Provider: [redacted] NPI: [redacted] Group: SCTCC - BERKELEY
Please note: This bill has crossed over from Medicare to Medicaid. Payment is now complete.

Serv	Date	Proc #	Modifiers	Days/ Ct/Qty	Charged/ Allowed	Deduct	CoPay	Coinsur/ Penalty	Discount/ Interest	Med Allow / Med Paid	Third Party Payer	Denied	EXPL Codes	Payment/ Withheld
0100	7/20/2022	99214		1.00	$310.00 $66.87	$0.00	$0.00	$0.00 $0.00	$0.00 $0.00	$145.00 $116.00	$0.00	$0.00	MX PM Aa	$0.00 $0.00
			Sub-total		$310.00 $66.87	$0.00	$0.00	$0.00 $0.00	$0.00 $0.00	$145.00 $116.00	$0.00	$0.00		$0.00 $0.00
			Total		$310.00 $66.87	$0.00	$0.00	$0.00 $0.00	$0.00 $0.00	$145.00 $116.00	$0.00	$0.00		$0.00 $0.00

Explanation Code	Description
Aa	INFORMATIONAL: CLAIM PROCESSED THROUGH COORDINATION OF BENEFITS
MX	PAY: MAXIMUM ALLOWABLE HAS BEEN PAID BY PRIME INS
PM	PAY: PCP IS NOT EFFECTIVE AT THE TIME OF SERVICE

Annual Provider Training Requirements

Absolute Total Care partners with all of our contracted providers to ensure that you have received the necessary training to deliver quality care to our members and your patients and to be compliant with Centers for Medicare & Medicaid Services (CMS) and state requirements. All Medicare Advantage Organization (MAO) and Medicare-Medicaid Plan (MMP) contracted providers are required to complete the following trainings within 90 days of contracting and **annually** thereafter:

- General Compliance (Compliance)
- Fraud, Waste, and Abuse
- Model of Care (MOC)*
- Person-Centered Planning**

General Compliance and Fraud, Waste, and Abuse trainings are posted on the CMS Medicare Learning Network (MLN) website at http://go.cms.gov/mln, and links to the specific trainings can be found in the table below. The MOC training* and Person-Centered Planning training** can be found on the Absolute Total Care website as indicated in the table below. Once practitioners have taken the required trainings, we ask that you attest to their completion by filling out an Attestation Form or submitting CMS certificates of completion. While the training itself must be completed by every participating practitioner, attestation can be completed one time for all practitioners within a given provider group.

Required Training Resources

Required Training	Training Location
General Compliance	https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/MedCandDGenCompdownload.pdf
Fraud, Waste, and Abuse	https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/Fraud-Abuse-MLN4649244-Print-Friendly.pdf
Model of Care (MOC)*	https://www.absolutetotalcare.com/providers/resources/provider-training/model-of-care-provider-training.html
Person-Centered Planning**	https://www.absolutetotalcare.com/providers/resources/provider-training.html

*MOC training is required for providers who directly or indirectly facilitate and/or provide Medicare Part C or D benefits for any Allwell from Absolute Total Care HMO SNP Member. Please refer to the Quick Reference Guide for additional information on MOC training.

**Person-Centered Planning training is required for providers who directly or indirectly provide services for our Absolute Total Care MMP members.

ATC-06072021-AP-2 Approved 06072021
SC1PROLTR75289E_0000

Access Standards Medicaid

absolute total care™
Healthy Connections

Primary Care Provider Appointment Type	Access Standard
Routine Visits	Within 4-6 weeks
Urgent or non-emergency visits	Within 48 hours
Emergent or emergency visits	Immediately upon presentation at a service delivery site
24-hour coverage	24 hours a day, 7 days a week, or triage system approved by Absolute Total Care
Office Wait time for scheduled routine appointments	Not to exceed 45 minutes
Walk-in appointments/non-urgent	Should be seen if possible or scheduled for an appointment

Specialty Care Provider Appointment Type	Access Standard
Routine Visits	Within 4-12 weeks for unique specialists
Urgent or non-emergency visits	Within 48 hours
Emergent or emergency visits	Immediately upon presentation at a service delivery site

Access Standards Medicaid

absolute total care™
Healthy Connections

Behavioral Healthcare Specialist Appointment Type	Access Standard
Initial visit for routine care	Within 10 business days
Follow-up routine care	Within calendar days of initial care
Care for a non-life-threatening emergency	Within 6 hours or referred to the emergency room or behavioral health crisis unit
Urgent or non-emergency visits	Within 48 hours

Access Standards

Wellcare Prime by Absolute Total Care (Medicare-Medicaid Plan)

Primary Care and Specialist Appointment Type	Access Standard
Routine appointment and physicals	Within 4 weeks
Primary care urgent (non-life threatening) visits	Within 1 week of the request
Urgent specialty care	Should be available within 24 hours of referral
Referrals to specialists	Should be made within 4 weeks of the request
Emergency Care	Should be received immediately and be available 24 hours a day
Persistent symptoms	Must be treated no later than the end of the following working day after initial contact with the PCP
Non-urgent appointment for sick visit	Should be available within 72 hours of the request
Behavioral healthcare	

Behavioral Healthcare Specialist Appointment Type	Access Standard
Initial visit for routine care	Within 10 days
Urgent or non-emergency visits	Within 24 hours
Emergency	Immediately

Access Standards Ambetter from Absolute Total Care

Appointment Type	Access Standard
PCPs-Routine visits	30 calendar days
PCPs-Adult Sick Visit	48 hours
PCPs-Pediatric Sick Visit	24 hours
Behavioral Health-Non-life-Threatening Emergency	6 hours, or direct member to crisis center or emergency room (ER)
Specialist	Within 30 calendar days
Urgent Care Providers	24 hours
Behavioral Health Urgent Care	48 hours
After Hours Care	Office number answered 24 hours/seven days a week by answering service or instructions on how to reach a physician
Emergency	24 hours a day, seven days a week

Access standards
Wellcare Medicare

Appointment Type	Access Standard
PCP-Urgent	≤ 24 hours
PCP- Non-urgent	≤ 1 week
PCP-Regular and Routine	≤ 30 calendar days
All Specialists (including High Volume and High Impact) –Urgent	≤ 24 hours
All Specialists (including High Volume and High Impact) –Regular Routine	≤ 30 calendar days
Behavioral Health Provider-Urgent Care	≤ 48 hours
Behavioral Health Provider - Initial Routine Care	≤ 10 business days
Behavioral Health Provider- Non-Life-Threatening Emergency	≤ 6 hours
Behavioral Health Provider - Initial Routine Care follow up	≤ 10 business days

Culturally and Linguistically Appropriate Services (CLAS) Program

https://www.absolutetotalcare.com/content/dam/centene/absolute-total-care/test/2023%20CLAS%20Program%20Description%20(1).pdf

1-855-735-4398
mmp.absolutetotalcare.com

Cultural Competency Quick Reference Guide

What is cultural competency?

- A set of interpersonal skills that allow individuals to increase their understanding, appreciation, acceptance, and respect for cultural differences and similarities within, among, and between groups, and the sensitivity to know how these differences influence relationships with members
- It is a set of complimentary behaviors, attitudes, and policies that help professionals work effectively with people of different cultures

Purpose of cultural competency

- Learn about, understand and provide excellent customer service to all members across all segments of the population
- Promote sensitivity to the needs of patients who are members of various racial, religious, age, gender, or ethnic groups
- Accommodate the patient's culturally-based attitudes, beliefs, and needs

You will learn:

- What is cultural competency
- Sources of diversity
- Steps for becoming culturally competent
- Communicating across cultures
- Tips for successful cross-cultural communications

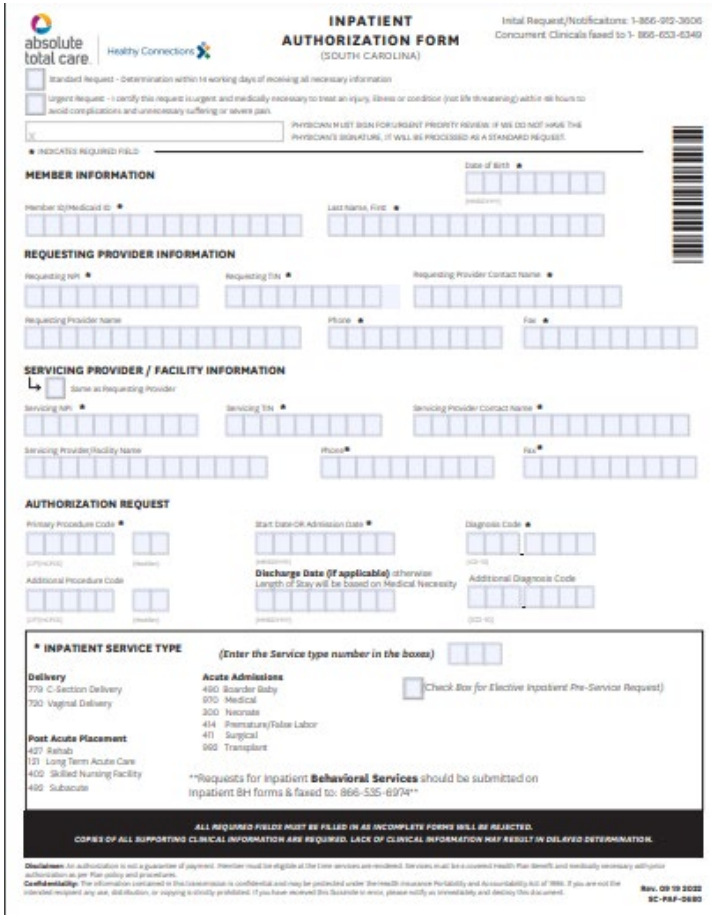
Resources

Resources for Cultural Competency training can be found on Wellcare Prime by Absolute Total Care's website on the Provider Manuals and Forms page (https://www.absolutetotalcare.com/providers/resources/forms-resources.html).

- Medicare-Medicaid Plan (MMP) Provider Manual
- Cultural Competency PDF

Authorization Forms

absolute total care™
Healthy Connections



INPATIENT
AUTHORIZATION FORM
(SOUTH CAROLINA)

Inital Request/Notifications: 1-866-912-3606
Concurrent Clinicals faxed to 1- 866-653-6349

Standard Request - Determination within 14 working days of receiving all necessary information

Urgent Request - I certify this request is urgent and medically necessary to treat an injury, illness or condition (not life threatening) within 48 hours to avoid complications and unnecessary suffering or severe pain.

PHYSICIAN MUST SIGN FOR URGENT PRIORITY REVIEW. IF WE DO NOT HAVE THE PHYSICIAN'S SIGNATURE, IT WILL BE PROCESSED AS A STANDARD REQUEST.

* INDICATES REQUIRED FIELD

MEMBER INFORMATION

Member ID/Medicaid ID * | Last Name, First * | Date of Birth *

REQUESTING PROVIDER INFORMATION

Requesting NPI * | Requesting TIN * | Requesting Provider Contact Name *
Requesting Provider Name | Phone * | Fax *

SERVICING PROVIDER / FACILITY INFORMATION

Same as Requesting Provider
Servicing NPI * | Servicing TIN * | Servicing Provider Contact Name *
Servicing Provider/Facility Name | Phone* | Fax*

AUTHORIZATION REQUEST

Primary Procedure Code * | Start Date OR Admission Date * | Diagnosis Code *
Additional Procedure Code | Discharge Date (if applicable) otherwise Length of Stay will be based on Medical Necessity | Additional Diagnosis Code

* INPATIENT SERVICE TYPE (Enter the Service type number in the boxes)

Delivery
779 C-Section Delivery
780 Vaginal Delivery

Post Acute Placement
407 Rehab
101 Long Term Acute Care
402 Skilled Nursing Facility
466 Subacute

Acute Admissions
480 Boarder Baby
970 Medical
300 Neonate
414 Premature/False Labor
411 Surgical
992 Transplant

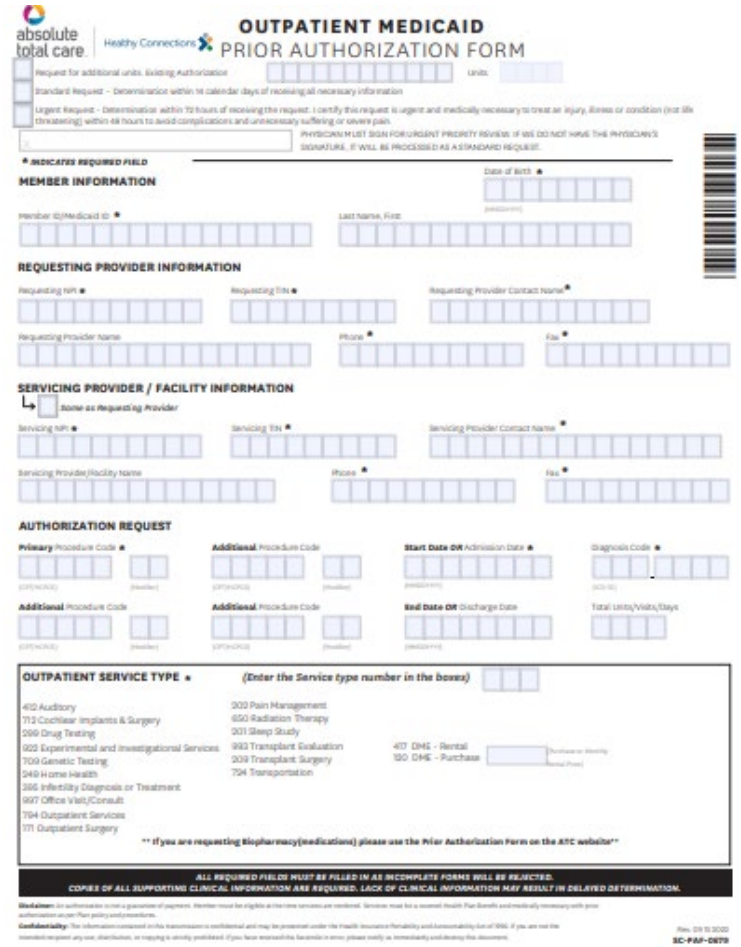
Check Box for Elective Inpatient Pre-Service Request)

Requests for inpatient **Behavioral Services should be submitted on Inpatient BH forms & faxed to: 866-535-6974**

ALL REQUIRED FIELDS MUST BE FILLED IN AS INCOMPLETE FORMS WILL BE REJECTED.
COPIES OF ALL SUPPORTING CLINICAL INFORMATION ARE REQUIRED. LACK OF CLINICAL INFORMATION MAY RESULT IN DELAYED DETERMINATION.

Disclaimer: An authorization is not a guarantee of payment. Member must be eligible at the time services are rendered. Services must be a covered Health Plan Benefit and medically necessary with prior authorization as per Plan policy and procedures.
Confidentiality: The information contained in this transmission is confidential and may be protected under the Health Insurance Portability and Accountability Act of 1996. If you are not the intended recipient any use, distribution, or copying is strictly prohibited. If you have received this facsimile in error, please notify us immediately and destroy this document.

Rev. 09 19 2022
SC-PAF-0680



OUTPATIENT MEDICAID
PRIOR AUTHORIZATION FORM

Request for additional units: Existing Authorization | Units:

Standard Request - Determination within 14 calendar days of receiving all necessary information

Urgent Request - Determination within 72 hours of receiving the request. I certify this request is urgent and medically necessary to treat an injury, illness or condition (not life threatening) within 48 hours to avoid complications and unnecessary suffering or severe pain.

PHYSICIAN MUST SIGN FOR URGENT PRIORITY REVIEW. IF WE DO NOT HAVE THE PHYSICIAN'S SIGNATURE, IT WILL BE PROCESSED AS A STANDARD REQUEST.

* INDICATES REQUIRED FIELD

MEMBER INFORMATION

Member ID/Medicaid ID * | Last Name, First | Date of Birth *

REQUESTING PROVIDER INFORMATION

Requesting NPI * | Requesting TIN * | Requesting Provider Contact Name *
Requesting Provider Name | Phone * | Fax *

SERVICING PROVIDER / FACILITY INFORMATION

Same as Requesting Provider
Servicing NPI * | Servicing TIN * | Servicing Provider Contact Name *
Servicing Provider/Facility Name | Phone * | Fax *

AUTHORIZATION REQUEST

Primary Procedure Code * | Additional Procedure Code | Start Date OR Admission Date * | Diagnosis Code *
Additional Procedure Code | Additional Procedure Code | End Date OR Discharge Date | Total Units/Visits/Days

OUTPATIENT SERVICE TYPE * (Enter the Service type number in the boxes)

412 Auditory
713 Cochlear Implants & Surgery
099 Drug Testing
923 Experimental and Investigational Services
709 Genetic Testing
949 Home Health
266 Infertility Diagnosis or Treatment
997 Office Visit/Consult
794 Outpatient Services
171 Outpatient Surgery
909 Pain Management
650 Radiation Therapy
901 Sleep Study
993 Transplant Evaluation
209 Transplant Surgery
794 Transportation
417 DME - Rental
130 DME - Purchase

** If you are requesting Biopharmacy(medications) please use the Prior Authorization Form on the ATC website**

ALL REQUIRED FIELDS MUST BE FILLED IN AS INCOMPLETE FORMS WILL BE REJECTED.
COPIES OF ALL SUPPORTING CLINICAL INFORMATION ARE REQUIRED. LACK OF CLINICAL INFORMATION MAY RESULT IN DELAYED DETERMINATION.

Disclaimer: An authorization is not a guarantee of payment. Member must be eligible at the time services are rendered. Services must be a covered Health Plan Benefit and medically necessary with prior authorization as per Plan policy and procedures.
Confidentiality: The information contained in this transmission is confidential and may be protected under the Health Insurance Portability and Accountability Act of 1996. If you are not the intended recipient any use, distribution, or copying is strictly prohibited. If you have received this facsimile in error, please notify us immediately and destroy this document.

Rev. 09 19 2022
SC-PAF-0679

Pregnancy Notification Form

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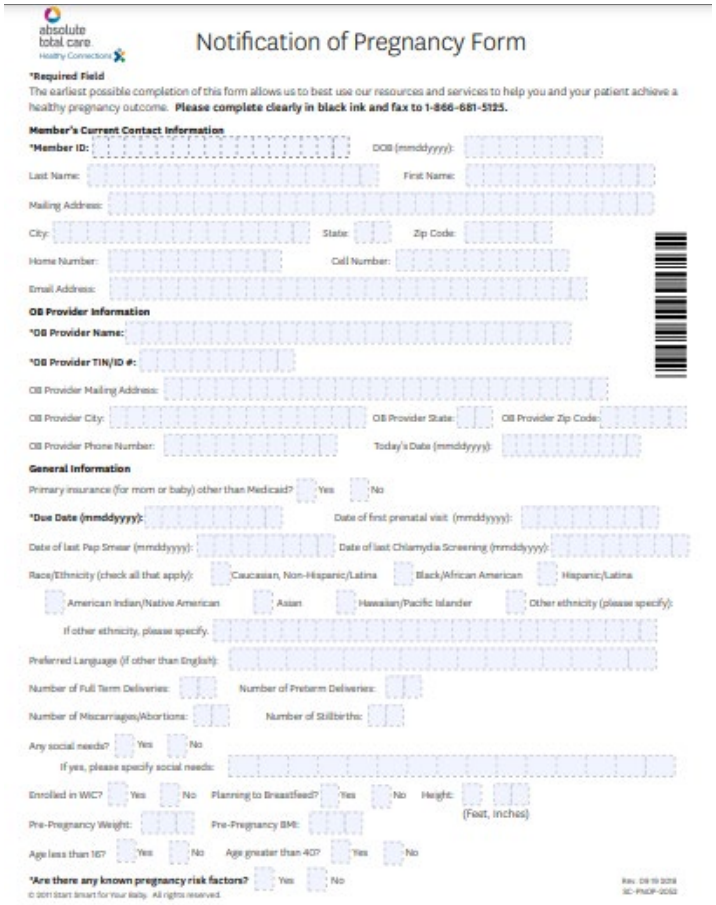
Healthy Connections™



absolute total care Healthy Connections

Notification of Pregnancy Form

***Required Field**

The earliest possible completion of this form allows us to best use our resources and services to help you and your patient achieve a healthy pregnancy outcome. **Please complete clearly in black ink and fax to 1-866-681-5125.**

Member's Current Contact Information

*Member ID: DOB (mm/dd/yyyy):

Last Name: First Name:

Mailing Address:

City: State: Zip Code:

Home Number: Cell Number:

Email Address:

OB Provider Information

*OB Provider Name:

*OB Provider TIN/ID #:

OB Provider Mailing Address:

OB Provider City: OB Provider State: OB Provider Zip Code:

OB Provider Phone Number: Today's Date (mm/dd/yyyy):

General Information

Primary insurance (for mom or baby) other than Medicaid? Yes No

*Due Date (mm/dd/yyyy): Date of first prenatal visit (mm/dd/yyyy):

Date of last Pap Smear (mm/dd/yyyy): Date of last Chlamydia Screening (mm/dd/yyyy):

Race/Ethnicity (check all that apply): Caucasian, Non-Hispanic/Latina Black/African American Hispanic/Latina

American Indian/Native American Asian Hawaiian/Pacific Islander Other ethnicity (please specify):

If other ethnicity, please specify.

Preferred Language (if other than English):

Number of Full Term Deliveries: Number of Preterm Deliveries:

Number of Miscarriages/Abortions: Number of Stillbirths:

Any social needs? Yes No

If yes, please specify social needs:

Enrolled in WIC? Yes No Planning to Breastfeed? Yes No Height: (Feet, Inches)

Pre-Pregnancy Weight: Pre-Pregnancy BMI:

Age less than 16? Yes No Age greater than 40? Yes No

***Are there any known pregnancy risk factors?** Yes No

Rev. 09 19 2018
SC-PNOP-2052

*Member ID: DOB (mm/dd/yyyy):

Last Name: First Name:

History

Previous Preterm delivery (<37 weeks)? Yes No If yes, was the delivery spontaneous? Yes No

Currently on TPT? Yes No

Recent delivery (within past 12 months)? Yes No Recent delivery (within past 6 months)? Yes No

Previous C-Section? Yes No Previous severe preeclampsia? Yes No

Diabetes (prior to pregnancy)? Yes No Sickle Cell? Yes No

Asthma? Yes No If yes, are asthma symptoms worse during pregnancy? Yes No

High Blood Pressure (prior to pregnancy)? Yes No If yes, is high blood pressure well controlled? Yes No

Previous neonatal death or stillborn? Yes No

If yes, was neonatal death associated with an underlying maternal health condition? Yes No

HIV Positive? Yes No HIV Negative? Yes No HIV Test Refused? Yes No AIDS? Yes No

Seizure disorder? Yes No If yes, has there been a seizure within the last 6 months? Yes No

Current Pregnancy

Preterm labor this pregnancy? Yes No Current placenta previa? Yes No

Vaginal bleeding after 14 weeks? Yes No

Shortened Cervix <23 weeks this pregnancy? Yes No If yes, Length ___ cm.

Current gestational diabetes? Yes No Current preeclampsia? Yes No Current oligohydramnios? Yes No

Current Twins? Yes No Current Triplets? Yes No Discordant growth? Yes No

Current fetal growth restriction? Yes No Current congenital anomalies? Yes No

BMI < 20 or poor weight gain during this pregnancy? Yes No UTI/Pyelo Bacteriuria this pregnancy? Yes No

Current severe hyperemesis? Yes No

Current mental health concerns? Yes No

If yes, please specify mental health concerns.

Current STD? Yes No If yes, please list STD's.

Current tobacco use? Yes No If yes, please specify amount used.

Current alcohol use? Yes No If yes, please specify amount used.

Current street drug use? Yes No If yes, please specify amount used.

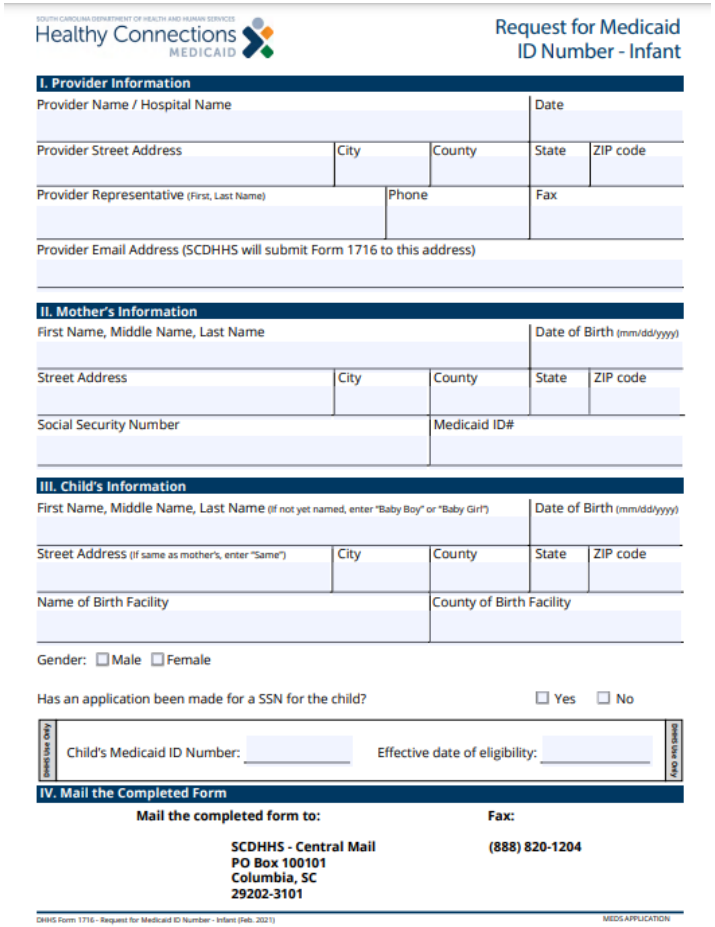
Are there any other significant risk factors? Yes No

If yes, Please list other risk factors:

Rev. 09 19 2018
SC-PNOP-2052-2

ATC-06232020-P-1

SC DHHS 1716 Form for Newborns



Healthy Connections MEDICAID

Request for Medicaid ID Number - Infant

I. Provider Information

Provider Name / Hospital Name | Date

Provider Street Address | City | County | State | ZIP code

Provider Representative (First, Last Name) | Phone | Fax

Provider Email Address (SCDHHS will submit Form 1716 to this address)

II. Mother's Information

First Name, Middle Name, Last Name | Date of Birth (mm/dd/yyyy)

Street Address | City | County | State | ZIP code

Social Security Number | Medicaid ID#

III. Child's Information

First Name, Middle Name, Last Name (If not yet named, enter "Baby Boy" or "Baby Girl") | Date of Birth (mm/dd/yyyy)

Street Address (If same as mother's, enter "Same") | City | County | State | ZIP code

Name of Birth Facility | County of Birth Facility

Gender: ☐ Male ☐ Female

Has an application been made for a SSN for the child? ☐ Yes ☐ No

DHHS Use Only — Child's Medicaid ID Number: _____ Effective date of eligibility: _____ — DHHS Use Only

IV. Mail the Completed Form

Mail the completed form to:

SCDHHS - Central Mail
PO Box 100101
Columbia, SC
29202-3101

Fax:

(888) 820-1204

DHHS Form 1716 - Request for Medicaid ID Number - Infant (Feb. 2021) MEDS APPLICATION

https://www.scdhhs.gov/sites/default/files/documents/FM%201716%20ME_1.pdf

ASL Interpretation Services

Please request a copy of this policy from your PR Rep if needed

absolute total care™

Language Services Associates

www.lsawob.com

Client Policy Guide: ASL Face-to-Face Interpreting Requests

Thank you for choosing LSA as your language services provider! We are committed to providing you with exceptional service from the minute you submit a request to the conclusion of any assignment.

In order to guarantee that all requests are received and responded to in a timely fashion, we are providing you with our policies for requesting American Sign Language (ASL) interpreting services, including ASL interpretation, English transliteration (signed and oral) and Deaf interpretation. LSA is proud to offer RID nationally certified interpreters and qualified pre-certified interpreters.

Types of Interpreting Situations

Legal
Applies to court trials, hearings, depositions or any legal matter that becomes part of a legal record. LSA uses a team of two interpreters for all legal assignments.

Mental Health
The need for completely accurate and effective communication is critical in the mental health setting. For this reason, LSA uses a Deaf / hearing team (which consist of one Deaf interpreter and one hearing interpreter) for most mental health assignments. Deaf interpreters have the highest level of linguistic skill in ASL and the best cultural connection to the Deaf consumer. There are times when a Deaf consumer will require a Deaf / hearing team for non mental health assignments due to limited language skills.

Conference / Platform Interpreting
Applies to any type of conference, seminar, town hall meeting or religious service. LSA requires a minimum of four weeks' notice for conference interpreting services lasting more than one day.

So that we can determine interpreter and CART needs for your conference, please be sure to include a checkbox on your registration form indicating the need for services, as well as a clearly defined response deadline four weeks before the conference start date.

Conference interpreting always requires a team of interpreters. For larger conferences with several breakout sessions, several teams may be necessary.

Team Interpreting
For occupational safety, requests for 1.5 hours or more of interpreting services may require a team of two interpreters, depending upon the complexity of the assignment.

Submitting Requests

Please try to submit your community / routine interpreting requests at least two business days in advance. Emergency / rush situations may be requested on demand but they will incur additional surcharges.

It is the institution's responsibility (not the Deaf consumer's) to request interpreting services. We recommend you do this when the appointment is booked with the Deaf consumer, or immediately after.

We kindly ask that you submit your ASL interpretation requests to LSA in one of the following two ways:

Online: Once your account is set up to submit online requests, you can enter requests via the LSA website any time of the day, any day of the week. Please note that requests received after 6:30 p.m. Monday through Friday will be processed the next business day. Please contact LSA's Client Services department at 800.305.9763 (option #7) or via e-mail at clientservices@lsaweb.com to enable your account for online requests.

Telephone: You may call 866.827.7028 at any time to make a face-to-face interpreting request. If calling outside of our standard business hours (before 8:00 a.m. EST and after 6:30 p.m. EST Monday through Friday, and on the weekends), LSA's call center staff will be able to assist you.

Language Services Associates

www.lsawob.com

Extra Time

Please try to provide us with a realistic estimate for the total length of time for the assignment, including any extra time that should be taken into consideration. For example, if there are security check-in procedures, or paperwork that needs to be filled out prior to the appointment, that information should be included in your request. In these instances, if the appointment is scheduled for 8:30 a.m., you should place your request for 8:15 a.m.

Sometimes assignments will go over the contracted time period. If the interpreter is available to stay after the projected end of an assignment, extra time will be charged to you in half-hour increments. Please understand that interpreters book their own schedules and may not be able to stay longer due to other commitments. If your meetings frequently run over the scheduled time, please expand the time of your request.

Cancellation / No Show Policy

In the event a request for interpreting services is cancelled with more than two business days notice, there will be no charge to the requesting organization. Please note that if a holiday falls within the notice time period, an additional day notice is required.

Requests cancelled with less than two business days notice will be billed for the interpreter time reserved. If more than two hours were reserved, the payable fee will be for the time reserved per interpreter. If there was travel time involved, and the interpreter actually traveled to the assignment location, travel fees will also be charged.

Deaf Consumer No-Show

In the event a Deaf consumer does not arrive as scheduled for an assignment, it is customary for the interpreter to wait approximately 30 minutes before leaving the assignment location. The requesting organization will be billed for the time reserved per interpreter.

Interpreter No-Show

If the interpreter does not arrive for the scheduled assignment, please call LSA's Face-to-Face Interpreting division immediately. We will make every attempt to provide a substitute interpreter. If a substitute interpreter is not available, the assignment will be canceled and there will be no charge to the requesting organization.

Travel Policy

Depending on your specific agreement with LSA, travel compensation may be charged for:

Portal to Portal – Travel compensation is charged at half the hourly interpreting rate for interpreters who travel to the site of an assignment.

Mileage / Tolls / Parking – These are all charged to the client as applicable. The current mileage rate is charged as set by the Internal Revenue Service.

Please feel free to contact a member of LSA's Face-to-Face Interpreting division at 866.827.7028 with any questions or concerns regarding our policies for placing ASL face-to-face interpreting requests.

Are you a Healthy Connections Medicaid member?

Have you moved?

Let us know!

Make sure your mailing and home address, contact information and other household details are up to date so we can reach you about any changes in your Medicaid.

Change your address, email or phone number online at apply.scdhhs.gov.

SCAN ME

Call (888) 549-0820
Monday through Friday from 8 a.m. to 6 p.m.

Visit your local eligibility office.

Healthy Connections MEDICAID

Revised January 2023

¿Es usted miembro de Healthy Connections Medicaid?

¿Te has mudado?

¡Háganoslo saber!

Asegúrese de que su dirección postal y la de su domicilio, la información de contacto y otros datos del hogar están actualizados para que podamos ponernos en contacto con usted sobre cualquier cambio en su Medicaid.

Haga cambios de su direccion, correo electrónico email o número de telefono por internet en apply. scdhhs.gov.

SCAN ME

Llame al (888) 549-0820
De lunes a viernes, de 8 a.m. a 6 p.m.

Visite su oficina local de elegibilidad.

Healthy Connections MEDICAID

Revised January 2023

Change of Address flyer-English and Spanish

PaySpan®

PaySpan provides an innovative web-based solution for Electronic Funds Transfers (EFTs) and Electronic Remittance Advices (ERAs). This service is provided at no cost to providers and allows online enrollment.

PaySpan Benefits:

- Elimination of paper checks
- Convenient payments and retrieval of remittance information.
- Electronic Remittance Advice (ERAs) presented online.
- HIPAA 835 electronic remittance files for download directly to a HIPAA-Compliant Practice Management for Patient Accounting System.
- Reduce accounting expenses: Electronic remittance advices can be imported directly into practice management or patient accounting systems

PaySpan®

PaySpan Benefits [CON'T]

- Improve cash flow: Electronic payments can mean faster payments, leading to improvements in cash flow.
- Maintain control over bank accounts: You keep total control over the destination of claim payment funds. Multiple practices and accounts are supported.
- Match payments to advices quickly: You can associate electronic payments with ERAs quickly and easily.
- Manage multiple payers: Reuse enrollment information to connect with multiple payers. Assign different payers to different bank accounts, as desired.

PaySpan®

- Providers can register using PaySpan's enhanced provider registration process at http://www.payspanhealth.com/
- Providers can access additional resources by clicking Need More Help on the PaySpan homepage or link directly to https://www.payspanhealth.com/nps/Support/Index.
- PaySpan Health Support can be reached via email at providersupport@payspanhealth.com, by phone at 1-877-331-7154 or on the web at payspanhealth.com.

Claim Adjustments, Reconsiderations, and Disputes

Claim Adjustments: Requests to change the initial claim

Reconsiderations: Submitted when a provider disagrees with how a clean or adjusted claim was processed

Disputes: Submitted when a provider has received an unsatisfactory response to a previous reconsideration request

Provider Timeframes Claim Adjustments, Reconsiderations, and Disputes

absolute total care™

MEDICAID		
Submission Timeframes	**Par**	**Non-Par**
Claim Initial/Resubmission	365	365
Claim Adjustment	365	365
Claim Dispute	60	60
Decision Timeframes	**Par**	**Non-Par**
Dispute Decision	30	30
Mailing Address		
P.O. Box 3050 Farmington, MO 63640-3821		

MARKETPLACE		
Submission Timeframes	**Par**	**Non-Par**
Claim Initial/Resubmission	120	120
Claim Adjustment	60	60
Claim Reconsideration	60	60
Claim Dispute	60	60
Decision Timeframes	**Par**	**Non-Par**
Appeal Decision	30	30
Dispute Decision	30	30
Mailing Address		
P.O. Box 5010 Farmington, MO 63640-5010		

Provider Timeframes Claim Adjustments, Reconsiderations, and Disputes

	MMP	
Submission Timeframes	**Par**	**Non-Par**
Claim Initial/Resubmission	365	365
Claim Adjustment	365*	365*
Claim Reconsideration	365*	365*
Claim Appeal	60	60**
Claim Dispute	60	60
Decision Timeframes	**Par**	**Non-Par**
Appeal Decision	30	60
Dispute Decision	30	30

*from date of service
**Waiver of Liability required
***from date of last processed claim

Mailing Address

P.O. Box 3060
Farmington, MO 63640-3822

Wellcare Provider Timeframes
Claim Adjustments & Disputes

	PAR	NON-PAR
Claim initial/resubmission	180*	180*
Claim Payment Dispute	90*	90*
Claim Payment Policy Dispute	30***	30***
Appeal (Medical)	90	60**

*from date of service
**Waiver of Liability required
***from date of last processed claim

Claims Submission

Submit following one of the procedures below according to line of business:

Line of Business	Electronic Claim Submission	Paper Claim Submission
Medicaid	**Secure Provider Portal:** www.AbsoluteTotalCare.com/Login or **EDI Payer Numbers:** 68069 - Emdeon/WebMD/Envoy/PayerPath 42772 - Relay Health/McKesson 68068 - Behavioral Health	Absolute Total Care P.O. Box 3050 Farmington, MO 63640-3821 Behavioral Health: P.O. Box 7001 Farmington, MO 63640-3811
Marketplace	**Secure Provider Portal:** www.AbsoluteTotalCare.com/Login or **EDI Payer Numbers:** 68069 - Emdeon/WebMD/Envoy/PayerPath	Ambetter from Absolute Total Care P.O. Box 5010 Farmington, MO 63640-5010
MMP		Wellcare Prime by Absolute Total Care P.O. Box 3060 Farmington, MO 63640-3822

Claims Submission - Wellcare

- Claims are not accepted at local office
- Submit following one of the procedures below, according to line of business:

<table>
<tr><th>Line of Business</th><th>Electronic Claim Submission</th><th>Paper Claim Submission</th></tr>
<tr><td>Medicare Advantage</td><td>Register online using the simplified, enhanced provider registration process at PaySpan.com or call 1-877-331-7154
Or
Change Healthcare EDI Clearinghouse
1-877-411-7271.

CHANGE HEALTHCARE CLEARINGHOUSE PAYER IDS (CPIDS)
<table><tr><th>Claim Type</th><th>Fee-for-Service (CH - Chargeable) Submissions</th><th>Encounter (RF - Reporting only) Submissions</th></tr><tr><td>Professional</td><td>1844</td><td>3211</td></tr><tr><td>Institutional</td><td>8551</td><td>4949</td></tr></table>
If your clearinghouse or billing system is not connected to Change Healthcare and requires a 5-digit Payer ID, please use the following according to Fee-for-Service or Encounters file type:
• Fee-for-Service (FFS) is defined in the Transaction Type Code BHT06 as CH, which means Chargeable, expecting adjudication.
• Encounters (ENC) is defined in the Transaction Type Code BHT06 as RP, which means Reportable only, NOT expecting adjudication.
<table><tr><th>Claim Type</th><th>FFS (CH - Chargeable) Submissions</th><th>Encounter (RF - Reporting only) Submissions</th></tr><tr><td>Professional or Institutional</td><td>14163</td><td>59354</td></tr></table></td><td>Wellcare
Attn: Claims Department
P.O. Box 31372
Tampa, FL 33631-3372</td></tr>
</table>

Claims Submission - Wellcare

CLAIMS SUBMISSIONS DATE OF SERVICE GUIDANCE

Date of Service	Health Plan	Health Plan Name	Transaction Type	Paper Claim Submissions	
Before 01/01/2023	Wellcare by Allwell Medicare	Wellcare No Premium (HMO) Wellcare Dual Liberty (HMO D-SNP) Wellcare Dual Access (HMO D-SNP)	**Fee-For-Service & Encounter**	EDI	Payer ID 68069
				Portal	https://www.absolutetotalcare.com/login.html
				Paper	Absolute Total Care P.O. Box 3060 Farmington, MO 63640
After 01/01/2023	Wellcare	Wellcare No Premium (HMO) Wellcare Assist (HMO) Wellcare Dual Liberty (HMO D-SNP)	**Fee-For-Service**	EDI	Payer ID 14163
				Portal	https://provider.wellcare.com/Provider/Login
				Paper	Wellcare Attn: Claims Department P.O. Box 31372 Tampa, FL 33631-3372
After 01/01/2023	Wellcare	Wellcare No Premium (HMO) Wellcare Assist (HMO) Wellcare Dual Liberty (HMO D-SNP)	**Encounter**	EDI	Payer ID 59354
				Portal	https://provider.wellcare.com/Provider/Login
				Paper	Wellcare Attn: Claims Department P.O. Box 31372 Tampa, FL 33631-3372

NETWORK DEVELOPMENT AND PARTICIPATION

1/9/2024

Network Development and Participation

- Network Participation
  - The enrollment, credentialing and recredentialing processes exist to ensure that participating providers meet and remain compliant to the criteria established by Absolute Total Care, as well as government regulations and standards of accrediting bodies

- Network Development
  - To request a new agreement, send an email to ATC_Contracting@centene.com
  - For contract updates and questions (i.e., change of ownership, TIN changes, amendments, etc.), send an email to ATC_Contracting@centene.com

- To add a new practitioner, providers must submit a Provider Data (Add) Form and Current W-9 to SouthCarolinaPDM@centene.com to begin the credentialing process
  - This process takes approximately 60 days to complete (follow ups prior to receiving the Welcome Letter can be done so by emailing SouthCarolinaPDM@centene.com)
  - Recredentialing is performed at least every 36 months
  - Provider updating existing participating providers and locations may do so by emailing the Provider Data Form (Update) to SouthCarolinaPDM@centene.com

Network Development and Participation

- Network Development
  - To request a new Medicare agreement, send an email to ATC_Contracting@centene.com
  - For contract updates and questions (i.e., change of ownership, TIN changes, amendments, etc.), send an email to ATC_Contracting@centene.com

- To add a new practitioner, providers must contact their Provider Engagement Administrator
  - This process takes approximately 60 days to complete (follow ups prior to receiving the Welcome Letter can be done so by emailing SouthCarolinaPDM@centene.com)
  - Recredentialing is performed at least every 36 months
  - Provider updating existing participating providers and locations may do so by contacting your Provider Engagement Administrator

Credentialing Rights

All practitioners requesting participation with ATC have the right to review information obtained by ATC to evaluate their credentialing and/or recredentialing application. This includes information obtained from any outside primary source. This does not allow a practitioner to review references, personal recommendations or other information that is peer review protected.

Should a practitioner believe any of the information used in the credentialing/recredentialing process to be erroneous, or should any information gathered as part of the primary source verification process differ from that submitted by a practitioner, they have the right to correct any erroneous information submitted by another party.

To request release of such information, a written request must be submitted to the ATC Credentialing Department. Upon receipt of this information, the practitioner will have 14 days to provide a written explanation detailing the error or the difference in information to ATC. ATC's Credentialing Committee will then include this information as part of the credentialing/recredentialing process.

START SMART FOR YOUR BABY

Start Smart for Your Baby

- Program goals
  - Early identification of pregnant members and their risk factors
  - Reducing the risk of pregnancy complications
  - Better birth outcomes
- Strategy
  - Submission of Notification of Pregnancy (NOP) Form
  - High-risk members are prioritized for Care Management Program
  - OB Nurse Care Managers collaborate with members and providers to improve maternal and infant health

Start Smart for Your Baby

- OB incentive reimbursements:
  - Office staff NOP incentive:
    - Provider office staff can be reimbursed up to $25 for each NOP Form, up to a total of $500 for the year
      - $25 check per form submitted during first and second month
      - $20 check per form submitted during third and fourth month
      - $15 check per form submitted during fifth and sixth month
      - If an NOP Form has already been received from another source, subsequent NOP Forms would not be eligible for incentive reimbursement
      - Provider office staff must submit a copy of the NOP Form along with the Pregnancy Incentive Reimbursement Form to receive the incentive

Start Smart for Your Baby

- Notification of Pregnancy (NOP) Form sample

absolute total care™

absolute total care.

Notification of Pregnancy Form

***Required Field**
The earliest possible completion of this form allows us to best use our resources and services to help you and your patient achieve a healthy pregnancy outcome. **Please complete clearly in black ink and fax to 1-866-653-6961.**

Member's Current Contact Information

*Member ID: DOB (mmddyyyy):
Last Name: First Name:
Mailing Address:
City: State: Zip Code:
Home Number: Cell Number:
Email Address:

OB Provider Information

*OB Provider Name:
*OB Provider TIN/ID #:
OB Provider Mailing Address:
OB Provider City: OB Provider State: OB Provider Zip Code:
OB Provider Phone Number: Today's Date (mmddyyyy):

General Information

Primary Insurance (for mom or baby) other than Medicaid? Yes No
*Due Date (mmddyyyy): Date of first prenatal visit (mmddyyyy):
Date of last Pap Smear (mmddyyyy): Date of last Chlamydia Screening (mmddyyyy):
Race/Ethnicity (check all that apply): Caucasian, Non-Hispanic/Latina Black/African American Hispanic/Latina
American Indian/Native American Asian Hawaiian/Pacific Islander Other ethnicity (please specify):
If other ethnicity, please specify.
Preferred Language (if other than English):
Number of Full Term Deliveries: Number of Preterm Deliveries:
Number of Miscarriages/Abortions: Number of Stillbirths:
Any social needs? Yes No
If yes, please specify social needs:
Enrolled in WIC? Yes No Planning to Breastfeed? Yes No Height: (Feet, Inches)
Pre-Pregnancy Weight: Pre-Pregnancy BMI:
Age less than 16? Yes No Age greater than 40? Yes No
***Are there any known pregnancy risk factors?** Yes No

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*Member ID: DOB (mmddyyyy):
Last Name: First Name:

History

Previous Preterm delivery (<37 weeks)? Yes No If yes, was the delivery spontaneous? Yes No
Currently on TTP? Yes No
Recent delivery (within past 12 months)? Yes No Recent delivery (within past 6 months)? Yes No
Previous C-Section? Yes No Previous severe preeclampsia? Yes No
Diabetes (prior to pregnancy)? Yes No Sickle Cell? Yes No
Asthma? Yes No If yes, are asthma symptoms worse during pregnancy? Yes No
High Blood Pressure (prior to pregnancy)? Yes No If yes, is high blood pressure well controlled? Yes No
Previous neonatal death or stillborn? Yes No
If yes, was neonatal death associated with an underlying maternal health condition? Yes No
HIV Positive? Yes No HIV Negative? Yes No HIV Test Refused? Yes No AIDS? Yes No
Seizure disorder? Yes No If yes, has there been a seizure within the last 6 months? Yes No

Current Pregnancy

Preterm labor this pregnancy? Yes No Current placenta previa? Yes No
Vaginal bleeding after 14 weeks? Yes No
Shortened Cervix <03 weeks this pregnancy? Yes No If yes, Length ___cm.
Current gestational diabetes? Yes No Current preeclampsia? Yes No Current oligohydramnios? Yes No
Current Twins? Yes No Current Triplets? Yes No Discordant growth? Yes No
Current fetal growth restriction? Yes No Current congenital anomalies? Yes No
BMI < 20 or poor weight gain during this pregnancy? Yes No UTI/Pyelo Bacteriuria this pregnancy? Yes No
Current severe hyperemesis? Yes No
Current mental health concerns? Yes No
If yes, please specify mental health concerns.
Current STD? Yes No If yes, please list STD's.
Current tobacco use? Yes No If yes, please specify amount used.
Current alcohol use? Yes No If yes, please specify amount used.
Current street drug use? Yes No If yes, please specify amount used.
Are there any other significant risk factors? Yes No
If yes, Please list other risk factors:

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ATC Provider Engagement Territory Assignment

Adria Felder, Provider Engagement Administrator I
(803)315-8405, Adria.Felder@CENTENE.COM
Ambulatory/EMS, Health Network Solutions, Chiropractors, Long Term Acute Care, Rehabilitation Facility and Skilled Nursing Facilities

Kisha Thomas, Provider Engagement Administrator I
(803) 904-6430, Kisthomas@centene.com
Dialysis Centers and Ambulatory Surgery Centers

Neshelle Miller, Provider Engagement Administrator I
(803) 972-1460, Neshelle.Miller@centene.com
Durable Medical Equipment and Home Health (statewide)

ATC Provider Engagement Territory Assignment

Anna Truesdale, Provider Engagement Administrator II
Cell: (803) 427-3260, Anna.Truesdale@CENTENE.COM
Federally Qualified Health Center (Statewide)

Camille Gray, Provider Engagement Administrator II
(803) 213-1661, Camille.L.Gray@centene.com

- *Counties: Aiken, Allendale, Bamberg, Barnwell, Calhoun, Edgefield and Orangeburg*

Wendy McCrea, BH Provider Engagement Administrator II
803-260-7093, Wendy.McCrea@CENTENE.COM
Behavioral Health to include school districts, Department of Alcohol and Other Drug Abuse Services, SC Department of Mental Health

ATC Provider Engagement Territory Assignment

Sarah Wilkinson, Provider Engagement Administrator II
(843) 344-0009, Sarah.Wilkinson@centene.com

- *Counties: Chesterfield, Clarendon, Darlington, Dillon, Florence, Georgetown, Horry, Marion, Marlboro and Williamsburg*

Porsha Lewis, Provider Engagement Administrator II
(803) 873-8691, Porsha.Lewis@centene.com

- *Counties: Chester, Fairfield, Kershaw, Lee, Lexington, Richland, Saluda, Sumter, Border GA counties and Tenet Health*

LaToya Jones, Provider Engagement Administrator II
(803) 553-7324, Latoya.Jones3@Centene.com

- *Counties: Abbeville, Anderson, Cherokee, Greenville, Greenwood, Lancaster, Laurens, McCormick, Newberry, Oconee, Pickens, Spartanburg, Union, York and Border-NC*

S. Brandi Crosby, Provider Engagement Administrator II
(843) 518-3918, shunta.crosby@centene.com

- *Counties: Beaufort, Berkeley, Charleston, Colleton, Dorchester, Hampton, Jasper, Border GA-Savannah and MUSC*

ATC Provider Engagement Territory Assignment

Janet Kimbrough, Provider Engagement Administrator III
803-873-4454, Janet.H.Kimbrough@centene.com

- *Provider Groups: Abbeville Medical Center, Bon Secours St Francis, CenterWell Senior Primary Care, Preferred Care of Aiken, Spartanburg Regional Health/Regional HealthPlus*

Tracey Snowden, Provider Engagement Administrator III
(803)606-5328 , Tracey.D.Snowden@centene.com

- *Provider Groups: AnMed Health, Atrium Health, Newberry Hospital, Self Regional, SC Oncology Associates*

Tonya Ruff, Provider Engagement Administrator III
(864) 492-5669, Tonya.C.Ruff@centene.com

- *Provider Groups: HCA Healthcare, Lexington Medical Center, McLeod Health, Palmetto Primary Care Physician, Prisma Health Midlands, Prisma Health- Upstate, Roper St. Francis Healthcare, SC Pediatric Alliance*

Adjournment