Absolute Total Care
Virtual Provider Town Hall

Facilitator: Jennifer Marchant,
Senior Director, Business Operations
2/2/2021
Town Hall Dates

Presenter: Jennifer Marchant,
Senior Director, Business Operations

- November 5, 2020 from 10 to 11 a.m.
- November 11, 2020 from 2 to 3 p.m.
- November 17, 2020 from 2 to 3 p.m.
Meeting Overview

Presenter: Jennifer Marchant, Senior Director, Business Operations

- Absolute Total Care Healthy Connections Medicaid
- Absolute Total Care Medicare-Medicaid Plan
- Allwell from Absolute Total Care
- Ambetter from Absolute Total Care
- Website
- Secure Provider Portal
- Claims 411 – Did You Know?
- Network Development and Participation
- Eligibility
- Closing Healthcare Effectiveness Data and Information Set (HEDIS) Gaps
- Balance Billing
- Start Smart for Your Baby
- Questions and Open Discussion
- Door Prize Drawings
# Provider Relations Team

*Presenter: Jennifer Marchant, Senior Director, Business Operations*

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jennifer Marchant</td>
<td>Senior Director, Business Operations</td>
<td><a href="mailto:jmarchant@centene.com">jmarchant@centene.com</a></td>
</tr>
<tr>
<td>SaBrina Macon</td>
<td>Senior Manager, Provider Relations</td>
<td><a href="mailto:SaBrina.Macon@wellcare.com">SaBrina.Macon@wellcare.com</a></td>
</tr>
<tr>
<td>Andrea Anderson</td>
<td>Provider Network Specialist II</td>
<td><a href="mailto:andanderson@centene.com">andanderson@centene.com</a></td>
</tr>
<tr>
<td>Czai Cobb</td>
<td>Provider Network Specialist II</td>
<td><a href="mailto:czcobb@centene.com">czcobb@centene.com</a></td>
</tr>
<tr>
<td>LaToya Jones</td>
<td>Provider Network Specialist II</td>
<td><a href="mailto:latoya.jones3@centene.com">latoya.jones3@centene.com</a></td>
</tr>
<tr>
<td>Porsha Lewis</td>
<td>Provider Network Specialist II</td>
<td><a href="mailto:porsha.lewis@centene.com">porsha.lewis@centene.com</a></td>
</tr>
<tr>
<td>Regina Meade</td>
<td>Provider Network Specialist II</td>
<td><a href="mailto:regina.meade@centene.com">regina.meade@centene.com</a></td>
</tr>
</tbody>
</table>
## Provider Relations Team

**Presenter:** Jennifer Marchant, 
**Senior Director, Business Operations**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shawn Eason</td>
<td>Provider Network Specialist II</td>
<td><a href="mailto:season@centene.com">season@centene.com</a></td>
</tr>
<tr>
<td>Tammy Nollen</td>
<td>Provider Network Specialist II</td>
<td><a href="mailto:tammy.r.nollen@centene.com">tammy.r.nollen@centene.com</a></td>
</tr>
<tr>
<td>Adria Felder</td>
<td>Provider Network Specialist I</td>
<td><a href="mailto:Adria.felder@centene.com">Adria.felder@centene.com</a></td>
</tr>
<tr>
<td>Lynn Branche</td>
<td>Provider Network Specialist I</td>
<td><a href="mailto:lbranche@centene.com">lbranche@centene.com</a></td>
</tr>
<tr>
<td>Tamara Butler</td>
<td>Provider Network Specialist I</td>
<td><a href="mailto:tamara.s.butler@centene.com">tamara.s.butler@centene.com</a></td>
</tr>
<tr>
<td>Wendy McCrea</td>
<td>Provider Network Specialist I</td>
<td><a href="mailto:wendy.mccrea@centene.com">wendy.mccrea@centene.com</a></td>
</tr>
</tbody>
</table>
Absolute Total Care Healthy Connections Medicaid

Presenter: Lynn Branche, Provider Network Specialist I

- Serving approximately 130,000 members in 46 counties
- 2021 benefit updates:
  - Telehealth services for medical and behavioral health
  - Copay waived for medically necessary COVID-19 testing
  - Boys and Girls Club
  - Boy Scouts and Girl Scouts
  - Step2Success
Absolute Total Care Healthy Connections Medicaid

Presenter: Lynn Branche, Provider Network Specialist I

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

- Members can earn $5 to $25 by completing healthy behaviors, including:
  - Getting a flu vaccine (one per flu season)
  - Completing the Health Risk Screening
  - Getting an Annual Well Care Visit with primary care provider (PCP)
  - Getting diabetes care (HBA1c, Kidney, retinopathy)
  - Getting breast and cervical cancer screenings
  - Getting certain immunizations
  - Getting infant well care visits with PCP
  - Completing a Notification of Pregnancy (NOP) Form
  - Getting a postpartum doctor visit

2/2/2021
Absolute Total Care
Medicare-Medicaid Plan

Presenter: Christine DeLong,
Manager, Operations

- Serving approximately 6,000 members in 41 counties
- Two new counties (Darlington and Horry)
- 2021 benefit updates:
  - Telehealth services for medical and behavioral health
  - Transportation: Unlimited one-way rides to plan-approved locations
  - Over-the-counter: $100 per calendar quarter
  - Hearing: One hearing aid per calendar year
  - Fitness: Up to $250 toward gym membership

2/2/2021
Absolute Total Care
Medicare-Medicaid Plan

Presenter: Christine DeLong, Manager, Operations

- My Health Pays rewards:
  https://www.absolutetotalcare.com/providers/resources/member-rewards-allwell/Medicaid-Member-Rewards1.html
- Members can earn $20 by completing healthy behaviors, including:
  - Getting a flu vaccine
  - Getting ongoing diabetes care
  - Getting a breast cancer screening
  - Going to a follow-up visit after hospitalization
  - Getting a colon cancer screening

2/2/2021
Allwell from Absolute Total Care

Presenter: Christine DeLong, Manager, Operations

- Allwell Medicare (HMO) and Allwell Dual Medicare (HMO D-SNP)
- Serving approximately 5,000 members in 40 counties
- One new county (Darlington)
- 2021 benefit updates:
  - Telehealth services for medical and behavioral health
  - D-SNP transportation
  - Over-the-counter
  - Dental
  - Hearing
  - Routine Vision
  - Fitness

HMO: H1436-002 – 29 counties
HMO: H1436-004 – 11 counties
HMO D-SNP: H1436-005 – 40 counties

2/2/2021
Allwell from Absolute Total Care

Presenter: Christine DeLong, Manager, Operations

• My Health Pays rewards: https://www.absolutetotalcare.com/providers/resources/member-rewards-allwell/Medicare-Member-Rewards.html

• Members can earn $20 by completing healthy behaviors, including:
  o Getting a flu vaccine
  o Getting ongoing diabetes care
  o Getting a breast cancer screening
  o Going to a follow-up visit after hospitalization
  o Getting a colon cancer screening
Ambetter from Absolute Total Care

Presenter: Demetrius Fleming, Manager, Operations

- Health Insurance Marketplace
- Serving approximately 11,000 members in 30 counties
- Eighteen new counties
- 2021 benefit updates:
  - $0 copay for telehealth services for medical care
  - Health Savings Accounts
  - Dental
  - Routine vision
  - Concierge services for disease management

2/2/2021
Ambetter from Absolute Total Care

*Presenter: Demetrius Fleming, Manager, Operations*

- My Health Pays rewards
- Members can earn $25/$50 by completing healthy behaviors, including:
  - Getting a flu vaccine
  - Getting an annual wellness exam
  - Completing Wellbeing Survey
  - Completing platform activities

2/2/2021
Website

Presenter: Tammy Nollen, Provider Network Specialist II

- Website: absolutetotalcare.com

Coronavirus: What you need to know

Coronavirus Disease 2019 (COVID-19) is a new disease that causes respiratory illness in people and can spread from person to person. People of all ages can be infected. Learn how you can help keep yourself and others healthy.

Information for Absolute Total Care members and providers.
Website

Presenter: Tammy Nollen, Provider Network Specialist II

- For Providers section
- Pre-Auth Check Tool
- Clinical and Payment Policies
Secure Provider Portal

Presenter: Andrea Anderson, Provider Network Specialist II

- Log in: https://www.absolutetotalcare.com/login.html
Secure Provider Portal

Presenter: Andrea Anderson, Provider Network Specialist II

• Patient information
Secure Provider Portal

Presenter: Andrea Anderson, Provider Network Specialist II

- Provider reconsideration
  - Review process
  - Correct routing and procedure
  - Most common issues

2/2/2021
Claims 411 – Did You Know?

Presenter: Shawn Eason, Provider Network Specialist II

- Most common claim rejection
  - Member Not Valid at Date of Service (DOS)
  - Invalid Member
  - Invalid Member Date of Birth (DOB)
- Always utilize the eligibility tab on the Secure Provider Portal prior to services to avoid these rejections
- Most common claim denial
  - 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

2/2/2021
Claims 411 – Did You Know?

Presenter: Regina Meade,
Provider Network Specialist II

• Clinical and payment policies
  o Utilize these policies for any NCCI or HCI edit denials
    – Denials with a code consisting of lower case letters is an HCI edit denial and will require Medical Records to be submitted for review
    – You can find these policies located under Provider Resources tab in the For Providers section on the website

• Pre-authorization
  o The Pre-Auth Check Tool
    – A great tool to utilize to avoid authorization denial
  o 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

• Provider news
  o Provider News can be found on the website under the For Providers section. In addition to Centene news, you will find articles to include updates to billing, updated codes newly requiring authorizations, CMS and SCDHHS regulation updates, etc.
Network Development and Participation

Presenter: Regina Meade, Provider Network Specialist II

- Network development
  - If you are interested in joining our network, call Provider Services at 1-866-433-6041, or to request a contract, email us at atc_contracting@centene.com
  - You can also find resources related to becoming a provider, such as the Contract Initiation Form and Provider Data Forms, on the Provider Manuals and Forms section of the website
  - For contract updates and questions (i.e., change of ownership, TIN resignations, amendments, etc), send an email to atc_contracting@centene.com
Network Development and Participation

Presenter: Regina Meade, Provider Network Specialist II

• Network participation
  o 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
  o Providers must submit a Provider Data (Add) Form and Current W-9 to SouthCarolinaPDM@centene.com to begin the credentialing process
    – Refer to the Provider Manual for more information on requirements for network participation
    – This process takes approximately 90 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
  o Provider updating existing participating providers and locations may do so by emailing the Provider Data Form (Update) to SouthCarolinaPDM@centene.com
Eligibility

Presenter: Porsha Lewis, Provider Network Specialist II

- Member eligibility should be checked each month and each time prior to rendering services
- The Absolute Total Care Secure Provider Portal or the Interactive Voice Response (IVR) system (1-855-766-1497) are available 24 hours a day, seven days a week
Closing Healthcare Effectiveness Data and Information Set (HEDIS) Gaps

Presenter: Czai Cobb, Provider Network Specialist II

• Ways to close gaps:
  o Face-to-face contact
  o Email campaigns
  o Clinical days
  o Outreach calls
  o Mailer campaigns
Balance Billing

Presenter: LaToya Jones, Provider Network Specialist II

• What is balance billing?
  o 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
  o 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

Presenter: LaToya Jones,
Provider Network Specialist II

• Steps to ensure compliance with QMB billing prohibitions
  o Establish processes to routinely identify the QMB status of Medicare beneficiaries prior to billing for items and services
  o 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
  o If you have erroneously billed these members, recall the charges (including referrals to collection agencies) and refund the invalid payments
Start Smart for Your Baby

Presenter: Betty Smith, Lead Program Coordinator

- Program goals
  - Early identification of pregnant members and their risk factors
  - Reducing the risk of pregnancy complications
  - Better birth outcomes
- Strategy
  - Submission of 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

Presenter: Betty Smith, Lead Program Coordinator

• NOP Form sample
Start Smart for Your Baby

Presenter: Betty Smith,
Lead Program Coordinator

- OB incentive reimbursements
  - Member NOP incentive:
    - Members earn $25 if an NOP Form is submitted before the end of their second trimester
  - 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 second and third 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

Presenter: Betty Smith,
Lead Program Coordinator

- Physician incentive: 17P/Makena Program
  - Providers will be reimbursed $100 for each eligible member enrolled in the 17P/Makena Program. Eligibility criteria includes the following:
    - Gestational age between 16 and 26 weeks
    - History of spontaneous preterm delivery
  - To obtain your incentive, you must complete both of the following:
    - Obtain an approved authorization from Absolute Total Care using the MCO Universal 17P/Makena Authorization Form found on our website.
      - This request must be faxed to our Pharmacy Department at the number listed on the form
    - Fax a copy of the completed MCO Universal 17P/Makena Authorization Form along with the Pregnancy Incentive Program Reimbursement Form to the Pregnancy Incentive Program Reimbursement Unit at 1-866-918-4451
Questions and Open Discussion
Door Prize Drawings
Adjournment