

## Resource Sheet for Healthcare Providers

June Q3 2021



El Paso Health welcomes you into our Medicare Network. We are committed to partnering with you to improve the health care of El Paso's Medicare Community. El Paso Health Advantage Dual Special Needs Plan (D-SNP) is a Health Maintenance Organization (HMO) with Prescription Drug Coverage currently serving the El Paso and Hudspeth community.

El Paso Health is the only local non-for-profit health plan. As a local health plan, we understand the needs of our community. We collaborate and partner with all health care providers to improve the health care delivery system for our Medicare members.

At El Paso Health we take pride in being a health plan for El Pasoans by El Pasoans. Thank you for being a participating provider for the El Paso Health Medicare Advantage Dual Special Needs Plan (D-SNP).

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# Resource Sheet for Healthcare Providers

## Provider Relations and Contracting & Credentialing Associates

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Our hours of operations are Monday through Friday, 8:00 am to 5:00 pm MST. For any assistance, you may need please contact El Paso Health at 1-833-742-3125, or visit our website at [ephmedicare.com](http://ephmedicare.com).

## Roles & Responsibilities of a PCP

The Primary Care Physician (PCP) is responsible for establishing the “Medical Home”. The “Medical Home” concept establishes a Patient-Provider relationship to provide comprehensive and continuous medical care to improve health outcomes. Primary care includes ongoing preventive healthcare, health maintenance, treatment of illness or injury, coordination of access to in-network specialty providers, network facilities and/or other medically necessary services. Provider types who are eligible to serve as a PCP include:

- General Practitioners
- Family Practitioners
- Internal Medicine
- Obstetrician/Gynecologist (OB/GYN) for females

## Roles & Responsibilities of a Specialist

A Specialty Care Provider collaborates with the PCP to deliver medical care to their patients. El Paso Health operates a closed specialty network. This means that PCP's must refer Members to El Paso Health Network Specialists and facilities only. A key component of the Specialist responsibility is to maintain ongoing communication with the Member's PCP. The Member's PCP must initiate a referral to the Specialty Care Provider that outlines the necessary treatment for the Member. If the Member's condition requires urgent care, the Specialist should see the Member within 24 hours. For routine care, the Specialist should see the Member within 14 days. Specialty Care Providers and facilities are responsible for ensuring that the necessary authorizations have been obtained prior to providing services to their patients.

## Reminders

### Model of Care

Training and Attestation must be completed annually.

<http://ephmedicare.com/medicare-compliance-program-2/model-of-care/>

### COVID Updates

Please visit our website for the latest updates.

<http://ephmedicare.com/members/covid-19/>

## Member ID Card



## Important Phone Numbers

### Liberty Dental

(888) 352-7924

[Libertydental/Providers](http://Libertydental/Providers)

### Envolve Vision

(800) 531-2818

[Visionbenefits/Envolve/Providers](http://Visionbenefits/Envolve/Providers)

### InComm, OTC

(833) 746-7682

[NationsOTC.com](http://NationsOTC.com)



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## Referrals

El Paso Health Advantage Dual SNP is an open access health plan. No referrals are required for in-network specialists, unless, the specialist requires a referral from the PCP. The PCP is responsible for providing a member with a referral as a reference when seeking medical services from other providers in the plan's network, such as specialists, hospitals, skilled nursing facilities, or home health care agencies. Referrals are not required for emergency care or out-of-area urgently needed services.

## Prior Authorization Procedures

Providers will need to obtain prior authorization for required services from our Utilization Management Department. A list of the services requiring prior authorization can be found at [ephmedicare.com/priorauthorizationlist](http://ephmedicare.com/priorauthorizationlist). Emergency or out-of-area urgently needed services do not require prior authorization. To ensure that we provide you a response prior to providing a service, please submit your request at least five (5) days in advance. Requests for prior authorization may be submitted online, fax (915) 298-7866, or telephonic UM Dept. 1-915 532-3778 ext. 1500 or Toll Free 1-833-742-3125.

## Claims

Claims must be received by El Paso Health within 95 days from each date of service (DOS). A clean claim will be processed within 30 days. The Provider should allow 30 days before re-billing any claim to avoid duplication of claims. Corrected claims or appeals of denied claims, must be received by El Paso Health Advantage Dual SNP within 120 days from the date of the Remittance Advice notice.

## Electronic Claim Submission Payer ID EPF07

## Fraud Waste and Abuse

El Paso Health (EPH) maintains several ways to report suspected fraud, waste, and abuse. As a Medicare Advantage Provider and a participant in government-sponsored health care, you and your staff are obligated to report suspected fraud, waste, and abuse at Fraud, Waste, and Abuse Hotline: 1-866-356-8395 Anonymous reporting, suspected fraud, waste, and abuse may also be reported by reaching out directly to the EPH Chief Compliance Officer at [rchavez@elpasohealth.com](mailto:rchavez@elpasohealth.com).

## Provider Online Resources

### Medicare Learning Network (MLN)

<https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNGenInfo>

- Publications & Multimedia
- News & Updates
- Events & Trainings
- Continuing Education Credits
- Provider Compliance

### El Paso Health Advantage Dual SNP

[ephmedicare.com/providers](http://ephmedicare.com/providers)

- Important Plan Documents
- Claim Forms
- Miscellaneous Forms
- Model of Care
- Provider Manual
- News & Events

## Important Contact Information

### Physical Address

1145 Westmoreland Dr.  
El Paso, TX 79925

### Member Service toll free number 1-833-742-3125, TTY 711

Provider Relations Department email:  
[ProviderServicesDG@elpasohealth.com](mailto:ProviderServicesDG@elpasohealth.com)

Local Office Number 915-532-3778

### Ephmedicare.com

### El Paso Health Advantage Dual SNP

Attention: Claims Department  
P.O. BOX 971370  
El Paso, TX 79997