

Provider Manual

El Paso Health Advantage Dual SNP (HMO D-SNP)

January 2021



El Paso Health+

Advantage Dual SNP

Service Area

El Paso and Hudspeth Counties

1145 Westmoreland Dr., El Paso, Texas 79925

Toll Free 1-833-742-3125, TTY 711

www.ephmedicare.com

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SECTION 1: INTRODUCTION

1.1 Introduction

El Paso Health is pleased to welcome you into our Provider Network.

The Provider Manual contains information about El Paso Health policies and procedures and specific "how to" instructions for providers when working with El Paso Health Advantage Dual SNP (HMO D-SNP) Members. As changes occur, we will update the Provider Manual and forward new sections for insertion.

It is the intention of El Paso Health, in the development of this Provider Manual, to help you navigate the process of providing and billing for healthcare services to our Members. This Manual describes the services covered by El Paso Health Advantage Dual SNP, your responsibilities in providing services, and organizational procedures.

Our goal is to make working with El Paso Health as easy as possible for all providers. We welcome suggestions and comments on our policies and procedures and on the Provider Manual itself. Comments or suggestions can be submitted to:

El Paso Health Advantage Dual SNP
ATTN: Provider Relations
1145 Westmoreland Dr.
El Paso, TX 79925
(915) 532-3778

The Provider Relations department is always available to answer any of your questions. Please see the Quick Reference Guide included in this Manual for additional contact information.

1.2 Background

El Paso Health Advantage Dual SNP is a Texas Health Maintenance Organization (HMO) with Prescription Drug Coverage, established by El Paso Health entered into contract with the Centers for Medicare & Medicaid Services (CMS) for providing medical care to our members. We, at El Paso Health are pleased you are a participating Provider and share our commitment to improving the health care of the El Paso Community.

El Paso Health Model of Care (MOC) has the following components:

- Case management beginning with the primary care physician as the Member's "medical home."
- Preventive care, early intervention, health education and continuity of care in order to improve and maintain Member's health.
- A full range of resources that are available and accessible to Members.
- A comprehensive Quality Improvement/Utilization Management system, tracking key indicators for improved healthcare outcomes and rewarding providers for preventive care.

SECTION 1: INTRODUCTION

Building New Partnerships

El Paso Health believes that a successful managed care program is based on an effective partnership with Providers, Members and the Community.

Providers

El Paso Health is sensitive to the many demands on a Provider's time and resources. Our Provider Relations department offers support and streamlines administrative procedures. El Paso Health pledges to providers the following:

- Compensation is fair and timely.
- A Provider Relations line is available to answer questions and help with Member management.
- Provider education and office staff training programs are offered on an ongoing basis.
- The Board of Directors and Quality Improvement Committees (QIC), composed of physicians and other providers, plays an active role in all policy decisions.
- State-of-the-art information systems provide on-line member profiles, case management data and administrative support.

Members

El Paso Health offers a comprehensive range of health, social, and support services designed to meet the needs of our Members. In addition to standard benefits, El Paso Health pledges to our Members the following:

- Every Member will be treated with dignity and respect throughout the care process.
- Services are available and accessible.
- A local, bilingual Member Services Line is available to answer questions and ensure assistance to community services.
- Providers, Case Managers, and other staff are fully responsive to the unique needs of each Member.
- El Paso Health staff facilitates information and links to necessary social and support programs.

Community

El Paso Health is committed to long-term participation and investment in our community. El Paso Health's network builds upon the existing structure of community providers and organizations. El Paso Health expects to draw from and add to the community strengths in program development and implementation.

SECTION 1: INTRODUCTION

1.3 Contact Information

El Paso Health has different departments to assist you with your day-to-day operations, questions or problems you may encounter. Listed below are the descriptions of El Paso Health Departments and their functions. Departmental Directors and Managers contact information is listed for your convenience.

Provider Relations can assist you with the following:

- Provider Inquiries
- Provider Updates/Demographic changes

Senior Director of Provider Engagement: Mario Flores 915-298-3778 Ext. 1133

Contracting & Credentialing can assist you with the following:

- Credentialing
- Network Participation
- Contract Related Inquiries that include contract reimbursement

Contracting Manager: Evelyn Lopez 915-532-3778 Ext. 1014

Member Services consist of highly qualified individuals that are fluent in both English and Spanish. Our Member Services staff can assist with the following:

- Explain what services are covered
- Help Members choose a PCP
- Process PCP changes
- Send new ID cards

Director of Member Services: Edgar Martinez 915-532-3778 Ext. 1064

Claims/Provider Care Unit (PCU) can assist you with the following:

- Claims inquiry/processing
- Electronic Billing
- Corrected Claims
- Appeals

Claims Director: Patricia Diaz 915-532-3778 Ext. 1171

Claims Manager: Adriana Villagrana 915-532-3778 Ext. 1097

SECTION 1: INTRODUCTION

Health Services can assist you with the following:

- Referral to in-network and necessary out-of-network services
- Pre-Authorizations/Pre-Certifications
- Disease Management
- Utilization Management
- Case Management
- Adverse determination appeals

Medical Director: Dr. David Palafox 915-532-3778 Ext. 1031

Director of Health Services: Dolores Herrada 915-532-3778 Ext. 1007

Compliance can assist you with the following:

- Administering health plan program compliance with HHSC
- Education and training on rules and regulations such as False Claims Act, Deficit Reduction Act and HIPAA and Waste, Fraud and Abuse
- Provider complaints and appeals

Director of Compliance: Diana Watt-Valenzuela 915-532-3778 Ext. 1109

Chief Compliance Officer: Rocio Chavez 915-532-3778 Ext. 1032

Quality Improvement Department can assist you with the following:

- Access and Availability
- CMS and El Paso Health Quality Initiatives
- Member Events Review
- Provider Profiling

Senior Director of Quality Improvement: Don Gillis 915-532-3778 Ext. 1231

Complaints and Appeals can assist you with the following:

- Coverage Decisions
- Grievances
- Appeals

Complaints and Appeals Manager: Corina Diaz 915-532-3778 Ext. 1092

QUICK REFERENCE PHONE LIST

Quick Refence Phone List	Telephone Number/Website
El Paso Health	www.ephmedicare.com
Complaints and Appeals Department Fax Mailing Address	1-833-742-3125 1-844-298-5278 Attn: Health Services P.O. Box 971100 El Paso, TX 79997-1100
Part D Prescription Drugs Fax Mailing Address	1-833-742-3125 915-298-7872 Attn: El Paso Health Advantage Dual SNP P.O. Box 971100 EL Paso, TX 79997-1100
Appeals for Part D Prescription Drugs Fax Mailing Address	1-866-270-3877 1-855-668-8552 Attn: El Paso Health Advantage Dual SNP P.O. Box 1039 Appleton, WI 54912-1039
Behavioral Crisis Line	1-877-379-7647
First Call	1-844-549-2826

SECTION 2: MEMBER INFORMATION

2.1 Member Eligibility & Benefits

Participating providers may request a member's eligibility statement from El Paso Health Advantage Dual SNP (HMO D-SNP) to determine if the member is eligible for health services at the time of the visit.

2.2 Member Identification Cards (ID)

El Paso Health Advantage Dual SNP (HMO D-SNP) members receive a member identification (ID) card. Members should present these ID cards when they are seeking services from El Paso Health network providers. If the member does not have his/her ID card, the provider's office can call Member Service to verify eligibility.

Please remember that possession of an ID card does not guarantee eligibility. Providers are encouraged to verify the effective date of benefit coverage as well as member identity prior to rendering services to the member.

The ID card will contain the following information:

- Name of Member
- Pharmacy Phone Number
- Member ID Number
- RxBin Number (Prescription Benefit ID)
- Contract/ Plan Number
- RxPCN Number (Processor Control Number)
- Effective Date
- RXGRP Number (Group Number)



SECTION 3: MEMBER SUPPORT SERVICES

3.1 Member Information

El Paso Health Advantage Dual SNP members and providers can obtain any information by calling Member Services at 1-833-742-3125, TTY Users 711. Our hours of operation are from October 1 to March 31, 8:00 a.m. to 8:00 p.m. seven days a week and April 1 to September 30, 8:00 a.m. to 8:00 p.m. Monday through Friday.

3.2 Member Welcome Packet

El Paso Health members will receive a Plan Document Notice upon enrolling in El Paso Health Advantage Dual SNP (HMO D-SNP). The notice contains information on how to request any needed plan material such as:

- Evidence of Coverage
- Provider Directory
- Pharmacy Directory
- Abridged Formulary
- Comprehensive Formulary

Along with the Plan Document Notice, members will also obtain an El Paso Health Advantage Dual SNP (HMO D-SNP) Identification Card.

3.3 Assistance with Cultural & Linguistic Services

Our plan has free interpreter services available to answer questions for non English speaking members. Written materials are available in Spanish and other languages upon request. We can also give the member information in Braille, large print or other alternate formats at no cost to them. We are required to provide information about our plan's benefits in a format that is accessible and appropriate to them. If any member has trouble obtaining information from our plan in a format that is accessible and appropriate, they can file a grievance with El Paso Health. Members can also file a complaint with Medicare by calling 1-800-MEDICARE (1-800-633-4227) or directly with the Office for Civil Rights.

SECTION 4: MEMBER RIGHTS & RESPONSIBILITIES

4.1 Member Rights

- El Paso Health members have the right to choose a Primary Care Provider (PCP) in the plan's network to provide and arrange for their covered services. Females have the right to a women's health specialist (such as a gynecologist) without a referral. El Paso Health does not require referrals to see a network provider.
- Members have the right to schedule an appointment and receive covered services from the plans network of providers within a reasonable amount of time. This includes the right to get timely services from specialists when the member needs care. Members also have the right to get prescriptions filled at any of our network pharmacies without long delays.
- Federal and state laws protect the privacy of a member's medical records and personal information. We comply with these regulations and protect our member's personal health information.
- To voice complaints or appeals about the managed care organization or the care provided.
- Right to make recommendations regarding our organization's member rights and responsibilities policy.

4.2 Members Responsibilities

- Members must be familiar with their covered services and follow the guidelines in order to obtain those covered services.
- If members have other health insurance coverage or prescription drug coverage in addition to El Paso Health, they are required to notify our plan and attending provider.
- Members must show their El Paso Health Advantage Dual SNP (HMO D-SNP) ID card and Medicaid card whenever they attend doctor visits and/or obtain Part D prescription drugs.
- Be considerate of other member's rights. We expect our members to act in a way that helps the smooth running of a doctor's office, hospitals, and other offices.
- Members are responsible for paying their Part B premiums in order to be eligible for our plan. For most El Paso Health Advantage Dual SNP (HMO D-SNP) members, Medicaid pays for their Part A and Part B premium.
- Members must also pay their share of the cost when obtaining prescription drugs. This will be a co-payment (fixed amount) or coinsurance (a percentage of the total cost).
- If a member moves out of the El Paso County service area, they are no longer eligible for our plan and must notify Member Service Department.

SECTION 4: MEMBER RIGHTS & RESPONSIBILITIES

4.3 HIPAA Notice of Privacy Practices

El Paso Health will obey all Federal and State Laws protecting member's personal health and medical records by assuring the following:

- No unauthorized person can see or change a member's records.
- We will need to obtain written permission in order to disclose a member's health information to anyone who is not providing or paying for his/her care.

4.4 Advance Directives

The Patient Self-Determination Act of 1990 and State Law provides every adult member the right to make certain decisions concerning medical treatment. Members have the right, under certain conditions, to decide whether to accept or reject medical treatment, including whether to continue medical treatment that would prolong life artificially.

These rights may be communicated by the member through an advance directive. Two kinds of advance directives are generally recognized by the law: the living will and the durable power of attorney for healthcare.

The member's primary care office is not required to have living will or durable power of attorney blank forms available. However, the primary care office must have procedures in place to help assure that the existence of completed advance directive forms are conspicuously noted in the member's medical report.

EPH Members will have the right to the following:

- The right to fill out a written form to give someone the legal authority to make medical decisions for them if unable to do so and/or;
- The right to give doctors written instructions about how they want their medical care handled if unable to make decisions for themselves.

SECTION 5: COVERED SERVICES

5.1 Roles & Responsibilities of a PCP

The Primary Care Physician (PCP) is responsible for establishing the "Medical Home" for those Members who have selected them. The "medical home" concept establishes a patient-Provider relationship to provide better health outcomes. Primary care includes ongoing preventive healthcare, health maintenance, treatment of illness and injuries, and the 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/Gynecologists (OB/GYN) for females

5.2 Member Assignment

El Paso Health will provide PCPs a monthly listing of members that have been assigned or selected to them. The purpose is to have PCPs oversee the delivery of health care services to our members.

If a member is not on their eligibility list, the PCP is required to contact El Paso Health Advantage Dual SNP (HMO D-SNP), Member Service Department to determine eligibility when contacted by the member seeking care. Failure to verify assignment to the PCP may prevent the PCP from receiving reimbursement for services rendered.

5.3 Designation of an OB/GYN for Female Members

Our female members, in addition to choosing a PCP, may designate an OB/GYN physician to provide for their needs relating to:

- Once a year well woman exam,
- Care related to pregnancy;
- Care for all active gynecological conditions; and
- Gender-related care within the OB/GYN scope of professional practice, including treatment of medical conditions concerning the breasts, genital tract, female endocrinology, reproductive physiology, infertility, and pregnancy.

SECTION 5: COVERED SERVICES

5.4 Roles & Responsibilities of a Specialist

A Specialty Care Provider collaborates with the PCP to deliver care to Members. 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 Members PCP. The Members 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 two weeks. Specialty care providers and facilities are responsible for ensuring the necessary authorizations have been obtained prior to providing services. Specialty Care Provider responsibilities must adhere to availability and accessibility standards of El Paso Health.

5.5 Access to Care

Primary Care Providers are required to have at least one of the following arrangements in place to provide 24hour, 7-day a week access for managed care clients:

PCP's and Specialty care providers must have adequate office hours to accommodate appointments for Members and arrange for coverage with another El Paso Health Provider during scheduled and unscheduled time off.

5.6 Services Covered Under Specific Conditions

There are some services considered as Medical Necessity in which El Paso Health must approve. The following are examples of these services:

- Private room in a hospital
- Cosmetic surgery or procedure – in case of an accidental injury or for improvement of the functioning of a malformed body part. Also for reconstruction of a breast after a mastectomy, as well as for the unaffected breast to produce a symmetrical appearance.
- Non-Routine Dental Care – Dental care required to treat illness or injury may be covered as inpatient or outpatient care.
- Routine chiropractic care – manual manipulation of the spine to correct a sublimation.
- Orthopedic shoes – if shoes are part of a leg brace and are included in the cost of the brace, or the shoes are for diabetic foot disease.
- Routine eye examinations – Eye exam and one pair of eyeglasses (or contact lenses) covered for people after cataract surgery.

SECTION 5: COVERED SERVICES

5.7 Out-of-Network Providers

Members of our plan must use providers within our network. El Paso Health authorizes the use of out-of-network providers in the following exceptions:

- Emergency care or urgently needed services.
- Medical care that is not available from our in-network providers that is a Medicare required benefit will need a “prior-authorization” from our Utilization Management Department.
- Kidney dialysis services from a Medicare-certified dialysis facility when they are temporarily outside the plan's service area.

5.8 Emergency Care

El Paso Health Advantage Dual SNP members are able to obtain Emergency Care rendered by a provider qualified to furnish emergency services and needed to treat, evaluate or stabilize an emergency medical condition. Referrals are not required for emergency care. In case of an emergency care, our members are able to see out-of-network providers.

5.9 Covered Services

El Paso Health covers Original Medicare Part A and Part B covered services and supplemental benefits.

Part A Covered Services

- *Inpatient Hospital Care*
- *Skilled Nursing Facility Care*
- *Inpatient Skilled Nursing Facility (non custodial or long-term care)*
- *Hospice Care*
- *Home Health Care*

Part B Covered Services

- *Clinical Research*
- *Ambulance Services*
- *Durable Medical Equipment (DME)*
- *Mental Health - inpatient, outpatient, and partial hospitalization*
- *Limited Outpatient Prescription Drugs such as:*
 - Drugs used with an item of durable equipment (DME), Infusion pump or nebulizer*
 - Some antigens*
 - Injectable osteoporosis drugs*
 - Erythropoiesis- stimulating agents*
 - Blood clotting factors*
 - Oral End-Stage Renal Disease (ESRD) drugs*
 - Parental and enteral nutrition (intravenous and tube feeding)*
 - Intravenous Immune Globulin (IVIG) provided in home*
 - Shots (vaccinations): flu shots, pneumococcal shots, Hepatitis B*
 - shots Transplant/immunosuppressive drugs*

SECTION 6: PROVIDER CREDENTIALING

6.1 Credentialing & Re-credentialing Process

El Paso Health Credentialing Department follows the Utilization Review Accreditation Commission (URAC), National Committee for Quality Assurance (NCQA) guidelines in addition to relevant and federal regulations for initial and re-credentialing standards. El Paso Health requires Providers to be credentialed prior to joining the network with the exception of Hospital Based Providers. Credentialing for Providers is required every 3 years.

1. El Paso Health obtains a Provider Demographic Form and W-9.
2. A credentialing and contract packet is prepared for the Provider.
3. Providers complete credentialing process while the contract remains pending until the (CPRC) review is complete.
4. Provider Agreement is executed and becomes effective the 1st of the following month after the CPRC approval.
5. A copy of the original executed agreement is given to the Provider.

6.2 Excluded Providers

Providers must be eligible and remain eligible to participate in Medicare and State Health Care Programs under Title XVIII of the Social Security Act Section 1128 42 U.S.C. 1320a-7 prior to being enrolled with El Paso Health.

6.3 General Provider Rights & Responsibilities

Provider obligations are described in the Provider Agreement. These obligations specify that Providers agree to:

- Maintain any and all licenses required by the State of Texas that govern a Provider's profession or business.
- Notify El Paso Health immediately of any limitation, suspension, or revocation of any license or medical staff Membership.
- Maintain a facility that promotes patient safety
- Maintain appropriate professional liability insurance in an amount consistent with the Texas Department of Insurance.
- Maintain all medical records for a period of at least seven years from the date of service
- Participate in El Paso Health Quality Assessment and Performance Improvement Program (QIP) Initiatives.

SECTION 6: PROVIDER CREDENTIALING

- Participate in applicable compliance training, education and/or communications, MOC.
- Any Provider's subcontractors providing Contracted Services to El Paso Health Members shall be required to comply with the terms in the provider's agreement to the same extent as the Provider.
- Comply with State and Federal laws and administrative regulations concerning nondiscrimination on the grounds of race, color, national origin, age, sex, disability, political beliefs, or religion.
- Comply with all El Paso Health policies, procedures, rules and regulations including those found in the Provider Manual.

6.4 Out Of Network Providers

Out of Network Providers must contact the El Paso Health Contracting Department for enrollment. El Paso Health's Contracting Department will obtain a Provider Demographic Form and W-9 to ensure that the Provider is set up accordingly.

SECTION 7: REFERRALS & PRIOR AUTHORIZATION

7.1 Referrals

Members of El Paso Health Advantage Dual SNP are required to choose a PCP who provides and oversees their care. In most situations, the PCP is responsible for providing a member with a referral to use other providers in the plan's network, such as specialists, hospitals, skilled nursing facilities, or home health care agencies. Referrals from a PCP are not required for emergency care or urgently needed services.

7.2 Prior Authorization Procedures

Providers will need to obtain prior authorization from El Paso Health Advantage Dual SNP for required services from our Utilization Management department. 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 on line, fax, or telephonic.

Online Portal: <http://ephmedicare.com/providers/>

Telephone: 1-833-742-3125

Fax: Outpatient

915-298-7866

Toll Free: 844-298-7866

In-patient

915-298-5278

Toll Free: 844-298-5278

7.3 SERVICES REQUIRING PRIOR AUTHORIZATION

Service	Description
Ambulance	Non-emergent (air, ground, water)
Ambulatory surgical	Any procedure performed in an outpatient hospital or free standing ambulatory surgical center.
Behavioral Health	<ul style="list-style-type: none"> • Inpatient Psychiatric • Partial Hospitalization
Cardiology	<ul style="list-style-type: none"> • Cardiac Catheterization (not required for emergent or urgent care) • Cardiac implants (not required for emergent care)
Chemotherapy	<ul style="list-style-type: none"> • Inpatient • Outpatient • Freestanding clinic • Doctor's Office
Chiropractic Services	After initial evaluation
Drugs and Medical Injectables	Required for prompt repair of accidental injury or to improve the function of a malformed body part. Breast prostheses for breast reconstruction if you had a mastectomy because of breast cancer.
Durable Medical Equipment (DME) - over \$500, limitations may apply (continued on next page)	<p>Includes, but not limited to:</p> <ul style="list-style-type: none"> • BIPAP • Bone Growth Stimulator • CPAP • CPM device • Custom Wheelchair • Electric or Motorized Wheelchair • Enteral Supplies • Hospital Bed/Mattress • Infusion Pumps • Lift Devices • Oxygen • Rentals exceeding 2 months • Scooters • Speech Generating Device • TENS unit • Therapeutic Glucose Monitors

7.3 SERVICES REQUIRING PRIOR AUTHORIZATION

Service	Description
Durable Medical Equipment (DME) - over \$500, limitations may apply (continued)	<ul style="list-style-type: none"> • Ventilators • Wound Vacuum Devices • Vagus Nerve Stimulator
Genetic and Molecular Testing	<ul style="list-style-type: none"> • Genetic Analysis • Molecular Pathology Procedures • Genomic Sequencing Procedures • Multianalyte Assays with Algorithmic Analysis that include Molecular Pathology Testing
Home Health Services	<ul style="list-style-type: none"> • Home IV Infusion • Home Health Aide • Occupational Therapy • Physical Therapy • Speech Therapy • Skilled Nursing Services • Social Work Services
Hyperbaric Oxygen Therapy (HBO)	
Inpatient Admission: Elective or Scheduled	<ul style="list-style-type: none"> • Acute Inpatient Hospital • Inpatient Rehabilitation • Hospice • Long-Term Care Hospital (LTCH) • Psychiatric Inpatient Hospital • Skilled Nursing Facility (SNF) • Substance Use Disorder Treatment/Rehabilitation
Orthotics	Any setting
Out-of-Network Services (unless services are for emergency care or out-of-area urgent)	Exceeding \$200
Part B Drugs (Medicare)	<ul style="list-style-type: none"> • Clinician Administered Drugs exceeding \$500 • Anti-cancer • Blood Clotting Factors • Dialysis drugs • Intravenous Immune Globulin (IVIG) (in-home) • Total Parenteral Nutrition (in-home)

7.3 SERVICES REQUIRING PRIOR AUTHORIZATION

Service	Description
Inpatient Admission: Elective or Scheduled	<ul style="list-style-type: none">• Acute Inpatient Hospital• Inpatient Rehabilitation• Hospice• Long-Term Care Hospital (LTCH)• Psychiatric Inpatient Hospital• Skilled Nursing Facility (SNF)• Substance Use Disorder Treatment/Rehabilitation
Orthotics	Any setting
Out-of-Network Services (unless services are for emergency care or out-of-area urgent)	Exceeding \$200
Part B Drugs (Medicare)	<ul style="list-style-type: none">• Clinician Administered Drugs exceeding \$500• Anti-cancer• Blood Clotting Factors• Dialysis drugs• Intravenous Immune Globulin (IVIG) (in-home)• Total Parenteral Nutrition (in-home)

SECTION 8: MEMBER COMPLAINTS

8.1 Coverage Decisions

Members have the right to file a grievance, request an appeal or ask for a coverage decision.

A coverage decision is a determination El Paso Health makes about benefits, coverage or amount paid for medical services or drugs.

You can request a coverage decision for instances when there is uncertainty about a medical service or drug being covered. If the member disagrees with the decision, they have the right for an appeal.

For questions or a status update, please call our Member Services Department toll free at 1-833-742-3125. TTY users should call 711.

October 1- March 31, from 8 a.m.-8 p.m. Mountain Time (MT) 7 days a week.

April 1- Sept. 30, from 8 a.m.-8 p.m. Mountain Time (CT) Monday through Friday.

Write
El Paso Health
Advantage Dual SNP
Attention: Complaints and Appeals
P.O Box 97110
El Paso, TX 79997-1100
Fax: 915-298-7872

8.2 Grievances

Members can submit a grievance if they have a complaint against El Paso Health or are dissatisfied with the care or treatment from our network providers.

Call

Members may call our Member Services Department toll free at 1-833-742-3125. TTY users should call 711.

October 1- March 31, from 8 a.m.-8 p.m. Mountain Time (MT) 7 days a week.

April 1-Sept. 30, from 8 a.m.-8 p.m. Mountain Time (MT) Monday through Friday.

A member, representative (with appropriate authorization), or treating physician, may submit a complaint. Complaints must be submitted verbally or in writing within 60 calendar days from the date of the incident.

SECTION 8: MEMBER COMPLAINTS

Write

El Paso Health Advantage Dual SNP
Attention: Complaints and Appeals Department
PO Box 97110
El Paso, TX 79997-1100
Fax: 915-298-7872

All Grievances must be responded to in writing. They will be investigated as expeditiously as the case requires, based on health status, but no later than 30 days of receipt of the request or within 24 hours for expedited grievances. We may take a 14-day extension if there is a request for an extension or if we justify a need for additional information and how the delay is in the best interest of our member.

Members may also contact Medicare

If a member wishes to place a complaint on El Paso Health, they may do so by visiting Medicare's website at: <https://www.medicare.gov/MedicareComplaintForm/home.aspx>

8.3 Appeals

Members may also request "expedited" appeals if we have denied coverage that is not related to payment for services already received.

Call

If you have a complaint or need a status update, please call our Member Services

Department toll free at 1-833-742-3125. TTY users should call 711.

October 1- March 31, from 8 a.m.-8 p.m. Mountain Time (MT) 7 days a week.
April 1- Sept. 30, from 8 a.m.-8 p.m. Mountain Time (MT) Monday through Friday.

A member, representative, or treating physician, may submit an appeal. Appeals must be submitted verbally or in writing within 60 calendar days from the date of the decision.

Write

El Paso Health Advantage Dual SNP
Attention: Complaints and Appeals
PO Box 97110
El Paso, TX 79997-1100
Fax: 915-298-7872

SECTION 8: MEMBER COMPLAINTS

Members must make an appeal request within 60 calendar days from the date of coverage determination letter. If a member misses the deadline, with good reason, we may allow more time for the appeal.

We will authorize the service or benefit as expeditiously as the case requires, based on health no later than 30 days of the request or in the case of expedited appeals, within 72 hours. We may accept a 14-day extension request, if we determine it is in the best interest based on additional information from the Provider or in circumstances beyond our control.

How to obtain an Aggregate Number of Grievances, Appeals and Exceptions Filed with
El Paso Health.

To obtain an aggregate number of El Paso Health grievances, appeals and exceptions,
please call Member Services Department toll free at 1-833-742-3125. TTY users should call
711.

October 1- March 31, from 8 a.m.-8 p.m. Mountain Time (MT) 7 days a week.
April 1- Sept. 30, from 8 a.m.-8 p.m. Mountain Time (MT) Monday through Friday.

8.4 Part D Grievance & Appeals

El Paso Health Advantage Dual SNP collaborates with Pharmacy Benefit Manager, Navitus, to process all Part D coverage re-determinations. Providers and Members have the right to request an (appeal) up to 60 days from the date of The Notice of Denial of Medicare Prescription Drug Coverage. The form may be sent to us by mail or fax.

Address:
El Paso Health Advantage Dual SNP
P.O. Box 971100
El Paso, TX 79997-1100
Fax Number: 915-298-7872

You can ask us to "expedite" or provide a quick decision if coverage was denied in a situation you believe may cause serious harm to the member by using standard deadlines.

SECTION 9: PROVIDER PAYMENT DISPUTE & APPEAL PROCESS

9.1 Contracted Providers

Contracted providers do not have appeals rights under the Medicare Advantage program. If you disagree with our payment decision, please submit your dispute request in writing to the following:

El Paso Health Advantage Dual SNP
Attn: Complaints and Appeals Department
P. O. Box 971100
El Paso, TX 79997

9.2 Non-Contracted Providers

Payment Dispute:

Non-contracted providers may submit a formal request disputing the amount paid by El Paso Health Advantage Dual SNP for a covered service. (The form is available on our website under the provider information section.) Examples of items that can be disputed include:

- Underpayment (the amount paid by El Paso Health for covered services is less than the amount that would have been paid under Original Medicare), or
- Disagreement between a non-contracting provider and El Paso Health regarding the decision to make payment on an appropriate code (down coding).

Payment Dispute Time Frame:

- Payment dispute must be submitted within 120 calendar days after the date of the initial payment determination.

Payment Appeals (Reconsiderations):

Non-contracted providers may submit a formal payment Appeals (Reconsideration) if providers do **not agree with our payment denial**. Examples of appeal-able claims decision include but not limited to:

- Services not approved and were determined not to be urgent/emergent; or
- Services determined not covered in the Evidence of Coverage or by Medicare.

SECTION 9: PROVIDER PAYMENT DISPUTE & APPEAL PROCESS

Payment Appeals/Reconsideration Time Frame:

- Payment appeals/reconsideration must be submitted within 60 calendar days of the initial determination date.

Information required for filing a Payment Dispute and Reconsideration:

1. Provider's Name
2. Provider's Identification Number (NPI/Tax ID number)
3. Contract Information; and
4. A clear explanation of the disputed item should include:
 - The date of service
 - A clear identification of the basis upon which the provider believes the payment amount is incorrect
 - Copy of the provider's submitted claim with disputed portion identified
 - Request for reimbursement for the overpayment of a claim (if item being disputed is for overpayment request)

Waiver of Liability:

Non-Contracted Providers must sign a waiver of liability form releasing our member from any financial obligation (other than their cost-sharing responsibility). An appeal will not be processed without the signed Waiver of Liability Form. (The form is available on our Health Plan website under the provider information section.) The case will be dismissed if the non-contracted provider does not submit the signed Waiver of Liability within the appeal time frame.

Non-Contracted Providers Payment Dispute/Appeals can be mailed or faxed to the following:

El Paso Health Advantage Dual SNP
Attn: Complaints and Appeals Department
P. O. Box 971100
El Paso, TX 79997
Fax Number: (915) 298-7872

Contact Information:

- If you need information or help in submitting your request, call us at 1-833-742-3125
- You may also check our website: www.ephmedicare.com/providers/

Forms:

Provider Dispute Resolution Form

Waiver of Liability Form Non-Contracted Providers Only

SECTION 10: CLAIM PROCESSING GUIDELINES

This section establishes the Claims Processing requirements and time lines that must be used by providers. These requirements are based on the authorities noted below. El Paso Health follows Texas Department of Insurance (TDI), Health and Human Services Commission (HHSC), Health Insurance Portability and Accountability Act of 1996 (HIPAA), National Standard Correct Coding Initiative (NSCCI) and Centers for Medicare and Medicaid Services (CMS) guidelines.

10.1 Prompt Payment Requirements

El Paso Health will adjudicate both paper and electronic clean claims:

1. by Claim Type,
2. by Program, and
3. by Service Area

The statutory payment period by which a clean claim must be paid begins to run upon the receipt date of a clean claim, including a corrected clean claim. Clean claims received by El Paso Health are adjudicated in adherence to the following performance requirements and time frames set by CMS:

1. 98% of all Clean Claims within 30 days of receipt (whether paper or electronic)
2. 99% of all Clean Claims within 90 days of receipt.
3. 98% of all Appealed Claims within 30 days of receipt.
4. 100% of all claims, including Appealed Claims, within 24 months from Date of Service (DOS).

Time frames are based on calendar days and are subject to change due to updates in CMS requirements federal and state laws, rules, or regulations.

Payment of a clean claim is considered to have been paid on the date of:

1. Date of issue of a check for payment and its corresponding Remittance Advice to the Provider.
2. Electronic transmission, if claim paid electronically.
3. Delivery of the claim payment, if payment is made through a commercial carrier, such as UPS or Federal Express.
4. Receipt by the Provider, if payment is made other than steps one through three.

El Paso Health is not required to pay any claims to providers who, are excluded or suspended from CMS for fraud, waste, and abuse.

SECTION 10: CLAIM PROCESSING GUIDELINES

REQUIREMENTS

Under the National Uniform Insurance Industry and CMS, El Paso Health will only accept paper claims submitted on CMS 1500 or CMS 1450 UB-04 claim forms. **It is important to note that the National Uniform Claim Committee (NUCC) has approved a revised version of the CMS 1500 claim form effective 04-01-2014.**

Under the HIPAA provisions, El Paso Health will only accept 5010 ANSI X12N electronic files. El Paso Health requires all electronic files to contain Taxonomy Codes. The Provider Taxonomy code set is an external non-medical data code set designed for use in an electronic environment, specifically within the ANSI ASC X12N healthcare transaction. These codes may be obtained from the Washington Publishing Company.

The implementation guides may be obtained from:

Washington Publishing Company, PMB 161,
5284 Randolph Road
Rockville, MD, 20852-2116
Telephone (301) 949-9740
Fax (301) 949-9742 www.wpc-edi.com

Under HIPAA guidelines, El Paso Health will only accept HCPCS, CPT-4, and ICD-10 codes approved by CMS for claims reimbursement.

Under CMS guidelines, El Paso Health will accept place-of-service codes approved by CMS. El Paso Health adheres to the following 28 TAC Chapter 21, Sub chapter T, "Submission of Clean Claims" amendments to §§21.2802, 21.2807, 21.2815, and 21.2821.

These amendments:

1. Ensure that carriers are aware of the responsibility to process a clean claim submitted together with deficient claims;
2. Ensure that penalties are calculated consistently and in accordance with statutory requirements; and
3. Provide consistency in reporting dates and clarify the reporting period for the required verification data report.

SECTION 10: CLAIM PROCESSING GUIDELINES

Documentation Requirements

Providers must include the following required documentation with the claim submission:

National Provider Identifier (NPI) Requirements

The National Provider Identifier (NPI) final rule, Federal Register 45, Code of Federal Regulations (CFR) Part 162, established the NPI as the standard unique identifier for health-care providers and requires covered health-care providers, clearinghouses, and health plans to use this identifier in Health Insurance Portability and Accountability Act (HIPAA)-covered transactions. An NPI is a 10-digit number assigned randomly by the National Plan and Provider Enumeration System (NPPES). Providers must verify the NPI number associated with their Provider name and specialty before beginning the on line attestation process. Provider must ensure to attest all NPI numbers for the practice name and individual name Taxonomy Code Requirements.

Taxonomy Code

The Health Care Provider Taxonomy Code Set is an external, non-medical collection of alphanumeric codes designed to classify health-care providers by Provider type and specialty. Providers may have more than one taxonomy code. (Taxonomy codes can be obtained from the Washington Publishing Company website at www.wpc-edl.com). Providers must verify the taxonomy code associated with their Provider type and specialty before beginning the on line attestation process.

Diagnosis Codes (ICD-10-CM/PCS)

El Paso Health+ requires the International Classification of Diseases, Ninth Edition, Clinical Modification (ICD-10-CM/PCS).

This coding system is published by the U.S. Department of Health and Human Services, and is available from:

Superintendent of Documents
U.S. Government Printing Office
Washington, D.C. 20402

SECTION 10: CLAIM PROCESSING GUIDELINES

Diagnosis Codes (ICD-10)

El Paso Health requires that providers use the Current Procedural Terminology (CPT), which contains a listing of descriptive terms and identifying codes for reporting medical services and procedures performed by physicians.

These codes are used for the following services:

- Evaluation and Management
- Anesthesia
- Surgery
- Pathology and Laboratory
- Radiology (Including Nuclear medicine, diagnosis ultrasound)
- Medicine

Modifier Requirements

A Current Procedural Terminology (CPT) code set modifier is a two-digit code reported in addition to the CPT services or procedure code that indicates the service or procedure was modified in some way. Modifiers are essential tools in the coding process. The American Medical Association (AMA) developed modifiers to be used with its CPT codes set to explain various aspects of coding. Modifiers are used to enhance a code narrative to describe the circumstances of each procedure or service and how it individually applies to the patient and payers. A modifier provides the means by which a rendering physician may indicate that a service or procedure has been performed, or has been altered by some specific circumstances, but not changed in its definition or code. The lack of modifiers or the improper use of modifiers can result in claims delays or denials from El Paso Health. Most procedure codes do not require a modifier, but are required for some services submitted on professional claims and outpatient hospital claims.

SECTION 10: CLAIM PROCESSING GUIDELINES

Modifiers are used as a method to report:

- A service or procedure that has been modified but not changed in its identification or definition
- Special circumstances or conditions of patient care
- Repeat or multiple procedures
- Cause for higher or lower costs while protecting charges history data
- Assistant surgeon services
- Anesthesia service
- Interpretation service
- Technical component service
- Professional component for a procedure or service
- Service or procedure performed bilaterally
- Multiple services performed
- Reduction or elimination of a procedure by the same Provider
- Service performed by more than one physician

10.2 In-Patient Hospital Claims

Present on Admission (POA) reporting is required for all inpatient hospital claims. No hospital is exempt from this requirement. All hospital providers are required to submit a POA value for each diagnosis on the claim form. POA is defined as a condition present at the time the order for inpatient admission occurs. Conditions that develop during an outpatient visit, including emergency department, observation, or outpatient surgery, are also considered POA. POA information helps to determine whether a claim will be considered for payment. No payment will be made for claims containing POA indicators “N” or “U” when a Hospital Acquired Condition (HAC) is present.

10.3 Claim Submission Time lines

For Professional Provider claims, the Date of Service (DOS) drives submission timelines. In order to be considered timely, a claim for medical services must be presented for processing within 95 days of the DOS. In the case of Institutional Providers, the Date of Discharge (DOD) is the driving element. Institutional claims for medical services must be presented within 95 days from the DOD. In the cases of prolonged in-patient stays, Institutional Providers may submit interim billing.

At no time will El Paso Health charge a Provider or a Member a fee for claim adjudication.

SECTION 10: CLAIM PROCESSING GUIDELINES

Example: HCFA CMS 1500 Form

APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE										CARRIER	
<input type="checkbox"/> PICA											
1. MEDICARE <input type="checkbox"/> MEDICAID <input type="checkbox"/> TRICARE <input type="checkbox"/> CHAMPVA <input type="checkbox"/> GROUP HEALTH PLAN <input type="checkbox"/> FECA BENEFIT <input type="checkbox"/> OTHER <input type="checkbox"/> (Medicare) (Medicaid) (TRICARE) (Member ID#) (ID#) (ID#) (ID#)										1a. INSURED'S I.D. NUMBER (For Program in Item 1)	
2. PATIENT'S NAME (Last Name, First Name)					3. PATIENT'S BIRTH DATE/SEX MM DD YY M <input type="checkbox"/> F <input type="checkbox"/>					4. INSURED'S NAME (Last Name, First Name)	
5. PATIENT'S ADDRESS (H)					6. PATIENT RELATIONSHIP Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other <input type="checkbox"/>					7. INSURED'S ADDRESS (H)	
CHY STATE					CHY STATE					ZIP CODE TELEPHONE (Include Area Code)	
9. OTHER INSURED'S NAME (Last Name, First Name)					10. IS PATIENT'S CONDITION RE: a. EMPLOYMENT? (Current or former) <input type="checkbox"/> YES <input type="checkbox"/> NO b. AUTO ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO PLACE (State) <input type="text"/> c. OTHER ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO					11. INSURED'S POLICY GROUP OR FE: a. INSURED'S DATE OF BIRTH MM DD YY SEX M <input type="checkbox"/> F <input type="checkbox"/> b. OTHER CLAIM ID (Designated) c. INSURANCE PLAN NAME OR PROC	
12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE: I authorize the release of any medical information to process this claim. I also request payment of government benefits either to myself or to the insured. SIGNED _____ DATE _____					13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE: payment of medical benefits to the undersigned physician as described below. SIGNED _____ DATE _____					d. IS THERE ANOTHER HEALTH BENEFIT? <input type="checkbox"/> YES <input type="checkbox"/> NO If yes, complete items 9, 9a, 10, 11.	
14. DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY MM DD YY QUAL _____					15. OTHER DATE MM DD YY QUAL _____					16. DATES PATIENT UNABLE TO WORK IN CURRENT CLAIM FROM MM DD YY TO MM DD YY	
17. NAME OF REFERRING PROVIDER OR OT					17a. NPI					18. HOSPITALIZATION DATES RELATED TO CURRENT CLAIM FROM MM DD YY TO MM DD YY	
19. ADDITIONAL CLAIM INFORMATION (Describe)					20. OUTSIDE LAB? <input type="checkbox"/> YES <input type="checkbox"/> NO \$ CHARGES					21. PRIOR AUTHORIZATION	
21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY: Relate A-L to ICD-9-CM code					22. RESUBMISSION CODE					23. ORIGINAL REF. NO.	
24. A. DATE(S) OF SERVICE From MM DD YY to MM DD YY B. PLACE OF SERVICE C. EMG D. PROCEDURES, SERVICES, OR (Explain Unusual Circumstances) E. DIAGNOSIS POINTEER F. \$ CHARGES G. DAYS OR UNITS H. ICD-9-CM Code I. ID. QUAL J. REFERRING PROVIDER ID. #											
25. FEDERAL TAX I.D. NUMBER SSN EIN					26. PATIENT'S ACCOUNT NO.					27. ACCEPT ASSIGNMENT (For gov't claims, see instructions) <input type="checkbox"/> YES <input type="checkbox"/> NO	
28. TOTAL CHARGE \$					29. AMOUNT PAID \$					30. Reserved for NUCC Use	
31. SIGNATURE OF PHYSICIAN OR INCLUDING DEGREES OR CRI (I certify that the statements on this form are true and correct.)					32. SERVICE FACILITY LOCATION INFO a. NPI b. NPI					33. BILLING PROVIDER INFO a. NPI b. NPI	

Example: UB-04 Claim Form

UB-04 CMS-1450

SECTION 10: CLAIM PROCESSING GUIDELINES

Revised CMS 1500 (02/12)

It is important to note that the National Uniform Claim Committee (NUCC) has approved a revised version of the CMS 1500 claim form. This version shall be CMS (02/12). CMS has announced the following tentative datelines:

- January 6, 2014: Payers will begin to receive and process paper claims submitted on the revised 1500 Claim Form.
- January 6 through March 31, 2014: Dual use period during which payers continue to receive and process paper claims on the old 1500 Claim Form (version 08/05) along with paper claims on the new form.
- April 1, 2014: Payers receive and process paper claims submitted only on the revised 1500 Claim Form (version 02/12).

10.4 Multi-page Claim Forms

If a claim is split the Provider must ensure that the claim is split at a logical break and all pages must contain the required information. For example, the Provider may submit the surgery charges in one claim and the subsequent recovery days in the next claim. Hospitals are required to submit all charges including HCPCS codes when required with the Revenue Codes.

The CMS-1500 Paper claim form is designed to list six line items in Box 24. If more than six line items are billed on a paper claim, a Provider may attach additional forms (pages). All the claims must contain all the required billing information. On subsequent pages of a multi-page claim, the Provider should indicate "continued" in Block 28 and the combined total charges for all pages should be listed on the last page in Block 28. In addition the Provider should indicate the number of pages of the multi-page claim on the top right hand corner of the form for example, (page 2 of 3).

The paper UB-04 CMS-1450 is designed to list 22 lines in Box 42. If services exceed the 22-line limitation, the Provider may attach additional claim forms. Each of the claim forms must contain all the required billing information. All subsequent pages of the multi page claim should indicate the page numbers in Box 23 and "continued" in line 23 Box 47. The combined total charges for all pages should be listed on the last page in line 23 of Box 47.

Note: It is strongly recommended that providers who submit paper claims keep a copy of the documentation they send for processing. It is also recommended that paper claims be sent by certified mail with a return receipt requested and a detailed listing of the claims enclosed. This is important to demonstrate the claims were received by El Paso Health Advantage Dual SNP and that the 95-day claims filing deadline has been met.

SECTION 10: CLAIM PROCESSING GUIDELINES

10.5 Electronic Claim Submission & Response Reports

El Paso Health has the capability to receive ANSI X12N 837I and 837P health claims. To enroll, contact the El Paso Health PCU team to obtain a companion guide at:

**El Paso Health Advantage Dual SNP
Provider Relations Department
915-532-3778 ext. 1504
Or via e-mail at:
Helpdesk@elpasohealth.com**

A clearinghouse is an electronic claim and information network available to all Providers and their billing agents in the El Paso Health care community that enables physicians hospitals and ancillary providers to file patient claims electronically to El Paso Health. Filing electronic claims directly to a clearinghouse will allow for the reduction in administrative costs, accelerate claims payment, increase accuracy, and simplify daily administration.

Note: All clearinghouse entities provide their individual Payer Identification numbers. For more information or to obtain the Payer Identification numbers, log onto the El Paso Health website (www.elpasohealth.com) for a Companion Guide.

- The Companion Guide assists trading partners in clarifying El Paso Health's specified values in order to facilitate implementation of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
- HIPAA directed the Secretary to adopt standards for each transaction. These standards enable health information to be exchanged electronically and adopt specifications for implementing each transaction. HIPAA Implementation Guides were published for this purpose and should be used by all affected legal entities.

Recommendations for a clean testing process:

- It is important to make sure the four payer ID's have been entered into your computer system. A list of available Payer IDs can be located in the companion manual.
- It is important to provide a "good, clean" 837(I or P) 4010A1 test file which meets all HIPAA specifications.
- It is important to provide a unique NPI number for all 837 submissions at the corresponding Provider and facility loops that are submitted within the transaction.
- It is recommended that the Provider's social security number or Federal Tax Id Number (TIN) is included as a secondary identifier in REF02 loop 2010AA for validation purposes. It is required to address all grey areas in the El Paso Health 837P Companion Guide. All grey areas have an attachment note that provides additional formatting information.

SECTION 10: CLAIM PROCESSING GUIDELINES

- It is required to provide the proper Taxonomy codes per specialty. To accommodate our providers, we are only requiring the Header Taxonomy number to be reported. A list of all header taxonomy numbers can be obtained in our Electronic Claims Submission companion manual or at:

Washington Publishing Company

Publishes X12 Implementation Guides and offers training on EDI standards, etc.
<http://www.wpc-edi.com>

Note: Our contracted clearinghouse will reject any claims that do not contain proper Rendering Provider Taxonomy Numbers and/or Rendering Providers Unique Identifiers.

Once the testing process is complete, El Paso Health+ will notify your office of the exact date electronic claims processing may begin. If you have any questions, feel free to contact EDI Development Department / Provider Relations at 915-532-3778 or 877-532-3778.

Payer Name	Payer ID #
El Paso Health Advantage Dual SNP	EPF07

CMS 1500 Professional Claims

The HIPAA Electronic claims format is designed to list 50 line items. The total number of details allowed for electronic claims by El Paso Health claims processing system is 28. If the services provided exceed 28 line items on an approved electronic claims format, or the Provider must submit another claim for the additional line items.

UB-04 CMS-1450 Institutional Claims

The HIPAA Electronic claims format is designed to list 61 line items. The total number of details allowed for electronic claims by El Paso Health claims processing system is 28. If the services provided exceed 28 line items on an approved electronic claims format the Provider must submit another claim for the additional line items. It is recommended that the Provider merge like revenue codes together to reduce the lines to 28 or less or payment may be delayed.

SECTION 10: CLAIM PROCESSING GUIDELINES

10.6 CLAIM FILING DEADLINES

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.

Once a Clean Claim is received, El Paso Health is required, within the 30-day claim payment period and 18-day clean claim payment for electronic pharmacy claim submission, to: (1) pay the total amount of the claim, or part of the claim, in accordance with the contract, (2) deny the entire claim, or part of the claim, and notify the Provider why the claim will not be paid.

Payment is considered to have been paid on the date of: (1) the date of issue of a check for payment and its corresponding EOB to the Provider by El Paso Health, or (2) electronic transmission, if payment is made electronically.

If a claim was denied due to a billing error, the corrected claim must be resubmitted within 120 days from the disposition date on the EOB.

If the claim was denied due to a request for medical documentation, please include a copy of the claim, a copy of the EOB and the requested documentation with the resubmission. Providers must adhere to the claim filing time lines and claims received after the filing deadline will be denied for failure to meet timely filing.

When a service is billed to another insurance resource, the filing deadline is 95 days from the date of disposition by the other insurance carrier. When a service is billed to a third party and no response has been received, the Provider must allow 110 days to elapse before submitting a claim to El Paso Health however, the federal 365 day filing requirement must still be met.

Note: It is strongly recommended that providers who submit paper claims keep a copy of the documentation they send. It is also recommended that paper claims be sent by certified mail with a return receipt requested and a detailed listing of the claims enclosed. This is important to demonstrate that the claims were received by El Paso Health and that the 95 day claims filing deadline has been met.

SECTION 10: CLAIM PROCESSING GUIDELINES

10.7 OUTPATIENT PHARMACY PRESCRIPTIONS

Navitus Health Solutions (Navitus) is the Pharmacy Benefit Manager (PBM) contracted by El Paso Health to manage the outpatient pharmacy benefit for Members. Navitus operates on a payment cycle which allows all payments for clean electronic claims to be made within 18-days. Claims received non-electronically are adjudicated no later than 21 days after receipt. Pharmacy payment cycles occur twice per month.

10.8 SUBMISSION OF CORRECTED CLAIMS

Providers that receive an EDI rejection may resubmit an electronic claim within 95 days of the DOS. Submit a copy of an Electronic Claims Report that includes the following information:

- Batch submission ID and date
- Individual claim that is being appealed
- El Paso Health assigned batch ID number

Note: *Office notes indicating claims were submitted on time or personal screen prints of claim submissions are not considered proof of timely filing.*

Only Zero Paid Denied claims may be sent electronically within a 95-day timely filing. Claims with partial payments should be submitted on paper.

All corrected paper claims must be submitted within 120 days of the EOB to meet the filing deadline of a corrected claim time line. Each corrected claim must include a corrected CMS 1500 or UB04 claim **ATTACHMENT 21**, a copy of the EOB and any other attachments needed.

The following are examples of forms attached to returned claims explaining the reason(s) for the return.

SECTION 10: CLAIM PROCESSING GUIDELINES

UB 04

	 <div style="display: inline-block; vertical-align: middle;"> El Paso Health <small>HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.</small> </div>
<p><i>Thank you for participating with El Paso Health. We value your partnership with our organization and would like to assist you with the adjudication of your claims. However, the attached claim you have submitted is either missing required information or contains invalid values. In accordance with CMS & Texas Insurance regulations (under 21.2807 Effect of Filing Clean Claim), your claim is being returned as incomplete. Please review the item(s) on this form and resubmit the claim with the necessary information within 120 days of the date of this notice.</i></p>	

Additional Information Request for UB-04		
Receipt Date:	Return Date:	
Member ID #	Member DOB	
From Date of Service	To Date of Service	
Claims Reviewer ID:	Adjudicator ID:	Approval Signature:

The claim(s) cannot be processed due to the following reason(s):

- ☐ We are unable to identify eligibility with the information submitted. Please resubmit with a copy of the Participant's Card.
- ☐ Newborn full name and plan identification number is required. Please contact our enrollment department for assistance.
- Box 1** Facility Name and/or Address does not match our records or is incomplete on the claim form.
- Box 3** The patient's control number is incomplete.
- Box 4** The Bill Type is inconsistent, invalid or incomplete with procedures.
- Box 5** Federal Tax No. does not match our records or is incomplete.
- Box 6** Covered Dates for Inpatient does not match our records or is incomplete.
- Box 8B** Patient's last name and/or first name does not match our records or is incomplete.
- Box 9A-B** Patient's Address does not match our records or is incomplete.
- Box 10** Patient's Date of Birth does not match our records or is incomplete.
- Box 11** Patient's sex does not match our records or is incomplete.
- Box 12** Admission Date does not match our records or is incomplete.
- Box 13** Admission Hour is invalid or incomplete.
- Box 14** Type of Admission is invalid or incomplete.
- Box 15** Inpatient Source of Admission is invalid or incomplete.
- Box 16** Discharge Hour is invalid or incomplete.
- Box 17** Discharge status is invalid or incomplete.
- Box 18-23** Condition Codes is invalid or incomplete.
- Box 31-34** Occurrence Codes are inconsistent, invalid or incomplete.
- Box 35 - 36** Occurrence Span codes and Dates are invalid or incomplete.

For any questions regarding this claim(s) please contact our Provider Care Unit (915) 532-3776.

1

SECTION 10: CLAIM PROCESSING GUIDELINES

10.9 DELIVERY OF PAPER CLAIMS

- Claims must be submitted on CMS approved forms such as CMS 1500 or UB04.
- Please refer to the official CMS website for most current format. www.cms.hhs.gov
- It is recommended paper claims be sent by certified mail with a return receipt requested and a detailed log listing of the claims enclosed.

El Paso Health will not accept copies of claims or faxed claims on first time submissions. Please mail all new or corrected claims to:

El Paso Health Advantage Dual SNP
Attention: Claims Department
P.O. Box 971370
El Paso, TX 79997-1370

10.10 APPEAL OF DENIAL DECISION

Providers may request a reconsideration of a claim denial by resubmitting the claim with the appropriate documentation and /or necessary corrections or by calling the Member Services department. If you have attempted to resolve your claim issues with Member Services but are still dissatisfied with the outcome, you may file a formal complaint with El Paso Health Complaints and Appeals Unit.

The complaint must be a formal written letter addressed to the attention of the Complaints and Appeals Unit. The Provider must provide the certified mail receipt and a log that includes the Medicaid ID number, billed amount, and a signed claim copy:

El Paso Health Advantage Dual SNP
Attn: Complaints and Appeals Unit
P.O. BOX 971100
El Paso, Texas 79997-1370

Note: All appeals of denied claims and requests for adjustments on paid / denied claims must be received by El Paso Health Advantage Dual SNP within 120 days from the date of the Remittance Advice on which the claim appears.

SECTION 10: CLAIM PROCESSING GUIDELINES

10.11 COORDINATION OF BENEFITS (COB)

El Paso Health Advantage Dual SNP does not process as a primary carrier if the services qualify for COB benefits unless the services have not been allowed or were denied by the primary carrier. The remittance advice on the primary carrier should reflect the denial.

Deductibles:

El Paso Health will consider deductibles for reimbursement when the primary carrier applied the payment amount directly to the Member's deductible. The explanation of benefits must reflect the applicable payment by the primary carrier and a completed, signed copy of the claim must be submitted to El Paso Health Advantage Dual SNP for consideration.

Medicare/Medicaid Coverage: (Qualified Medicare Beneficiaries - QMB) Medicare/Medicaid Eligible Status:

The payable period for Medicare /Medicaid eligible recipient claims filed on paper is 24 months from the date listed on the Medicare Remittance Advice.

Resources for Claim Status:

To obtain claim status call Member Service at 1-833-742-3125. A Member Service Representative can assist you with claim status, claim questions and resolve claim inquiries.

SECTION 11: QUALITY IMPROVEMENT PROGRAM

11.1 OVERVIEW

El Paso Health Quality Assessment and Performance Improvement (QAPI) Program is designed to evaluate and measure the degree of quality healthcare our Members receive and the quality of services we offer to our Members and to you our Provider. The aim of the QAPI is to assure that the healthcare Members receive is optimal and consistent with the mission of El Paso Health. Our commitment is to improve the health status of the Members we serve through an integrated Quality Improvement (QI) approach to health and social services. Your partnership is paramount in the success in any of our QI initiatives and in fulfilling the requirements mandated by Centers for Medicaid Services (CMS) and Texas Department of Insurance (TDI). All contracted Providers are required to cooperate and participate in our QAPI program, as outlined in their Provider contract.

11.2 QI OBJECTIVE

The purpose of the El Paso Health QAPI Program is to continuously improve patient safety and Member outcomes by providing well-coordinated care within a robust network of contracted Providers, invested in providing evidence-based care in a patient-centered environment. The QAPI Program is designed to assure that Members receive care that is consistent with our mission.

Our QAPI Program is designed to improve:

- Quality of care for all physical and behavioral health care and services
- Member and Provider satisfaction
- Member safety
- Access to services

As part of our commitment to quality, we review a variety of data to track Member complaints, safety concerns, quality outcomes, and Member and Provider satisfaction in order to improve our programs and services to ensure the best quality care is provided. El Paso Health strives to build relationships that strengthen the delivery of healthcare in our community so that we may be the region's trusted community health plan.

SECTION 11: QUALITY IMPROVEMENT PROGRAM

11.3 QI PROGRAM EVALUATION

It would be both a privilege and pleasure to have you join in on our Quality Improvement journey. El Paso Health's QAPI Program has physician driven committees who are responsible for the oversight, evaluation, and approval of our QAPI Program. All physician committees are peer protected and the various meetings are held monthly, quarterly or as needed. El Paso Health has the following physician committees:

- Quality Improvement Committee (QIC)
- Credentialing and Peer Review Committee (CPRC)
- Utilization Management Committee (UMC)

Here at El Paso Health, we value the input of our Providers. If you are interested in joining any of our committees, please feel free to contact our Medical Director at 915-532-3778 or toll-free 1-833-742-3125.

11.4 CLINICAL PRACTICE GUIDELINES

El Paso Health defines clinical practice guidelines as practice parameters, recommendations, or an agreed upon set of principles for the delivery of a certain type or aspect of health care. El Paso Health's Quality Improvement Committee (QIC) has adopted both preventive and clinical practice guidelines for adults to address various areas such as diabetes and behavioral health. Our Practice Guidelines are designed to address the needs of our Members. You can obtain a copy of our Practice Guidelines by contacting the Quality Improvement Department at 915-532-3778 or toll free at 1-833-742-3125.

SECTION 11: QUALITY IMPROVEMENT PROGRAM

11.5 CASE MANAGEMENT PROGRAM

El Paso Health administrative and clinical staff roles support Care Coordination to maximize the use of effective, efficient, safe and high-quality Member services provided by network Providers as well as Community Partners. Case Managers core functions promote the highest level of physical, psychological, and social functioning possible for Members and their families. Our Member centric, evidence based Care Coordination is provided through an integrated staff structure in which our Members' health care needs are met and health services are delivered in the preferred setting.

The Health Risk Assessment Tool (HRAT) is a series of questions designed to best identify a Member's state of health, risk for exacerbation of acute or chronic conditions, functional decline, and social issues likely to affect the Member's ability to achieve personal health and well-being goals.

Purpose:

- Assess the medical, functional, cognitive, psychosocial and mental health needs of each member.
- Contributes to development of the Individualized Care Plan (ICP)
- Supports the Interdisciplinary Care Team (ICT) composition and activities
- EPH employs a collaborative team approach to ensure completion of the HRAT. Member Services and Health Services work together to perform outreach, generate mailings, and coordinate with Providers to facilitate Member engagement.
- HRAT mailing
- Member Services Outreach
- Case Manager Outreach

Every Member will have an HRAT and ICP completed initially within 90 days of enrollment effective date and within 365 days of the last HRAT.

The ICP is based on the initial HRAT results, the Case Manager assessment, the Member's medical history, health care, cultural and linguistic preferences, pharmacy utilization, and input from all active Members of the ICT.

- When the Member cannot be reached, or opts-out of service coordination,
- EPH uses available clinical data to develop an ICP
- Includes a wellness and self-management plan
- The ICP is mailed to the address of record accompanied by a letter with request for a call to Member Services to complete the HRAT and participate in development of the ICP.

SECTION 12: PHARMACY SERVICES

12.1 FORMULARY

El Paso Health collaborates with Pharmacy Benefit Manager, Navitus, to develop and maintain the Part D Formulary. Coverage limitations, Prior Authorization, and Quantity Limits can be found on our Formulary, which can be found on our website. You may also call 1-833-742-3125 for additional assistance.

12.2 MAIL ORDER SERVICES

Our plan's mail-order service allows them to order up to a 90-day supply of medication for a chronic or long-term medical condition. Drugs that are not available through our plan's mail-order service are marked as NDS (non-extended day supply) in our Formulary. For more information, please contact us or see the mail order section of the pharmacy directory on our website.

12.3 OVER-THE-COUNTER MEDICATIONS

Medicare does not cover over-the-Counter medications. However, some of these drugs may be covered for our members under their Medicaid drug coverage. El Paso Health Advantage Dual SNP also offers a supplemental benefit where members are eligible to receive up to \$250 every quarter for covered over-the-counter purchases such as toothbrushes, bandages, vitamins, grab bars, Nicotine Replacement Therapy drugs and other eligible items.

12.4 PRESCRIPTION DRUG COVERAGE DETERMINATIONS

Some medications on our formulary may require Prior Authorization and/or Step Therapy. El Paso Health works with its Pharmacy Benefits Manager, Navitus Health Solutions, to review Coverage Determinations. You may request a drug coverage determination for a member by submitting a request by phone, fax, or electronically. Your request will be reviewed and a coverage decision will be provided to you and our member. Providers or Members may ask for an expedited coverage decision if fast decision is needed. Coverage Determination forms can be obtained on our website or you may call 1-833-742-3125 for more information.

SECTION 12: PHARMACY SERVICES

12.5 EXCEPTIONS TO THE FORMULARY

We may make other changes that affect members currently taking a drug. For instance, we may add a generic drug that is not new to market to replace a brand name drug currently on the formulary or add new restrictions to the brand name drug or move it to a different cost-sharing tier. We may also make changes based on new clinical guidelines. If we make these other changes, you can ask us to make an exception and continue to cover the brand name drug. When you request a formulary or utilization restriction exception, you should submit a statement supporting your request. Generally, we must make our decision within 72 hours of getting your supporting statement. You can request an expedited (fast) exception if you believe that the member's health could be seriously harmed by waiting up to 72 hours for a decision. If your request to expedite is granted, we must give you a decision no later than 24 hours.

12.6 MEDICATION APPEALS

If El Paso Health denies your determination request, you or our member, have the right to request an appeal or "redetermination". You have 60 days from the date of the original determination to request an appeal. The "Request for Redetermination of Medicare Prescription Drug Denial" form can be obtained from our website and can be sent to us by mail or fax.

12.7 PHARMACY - LONG TERM CARE

Resident members of a long-term care facility needing a drug that is not on our formulary or if their ability to obtain prescription drugs is limited, El Paso Health Advantage Dual SNP will cover a 31-day emergency supply of any medication that is not on our formulary while you pursue a formulary exception.

SECTION 13: COMPLIANCE

13.1 CODE OF CONDUCT

El Paso Health compliance efforts are designed to establish a corporate culture promoting prevention, detection, and resolution of questionable conduct in order to conform to all Federal and State laws and regulations, private payer health plan requirements, and EPH's ethics and business policies.

EPH expects all employees ("Associates"), First Tier, Downstream, and Related Entities (FDR's) and contracted Providers to comply, identify, report, and assist in the resolution of all concerns relating to applicable laws, regulations, and policies affecting the operations of EPH.

EPH has a compliance hot-line for reporting any potential compliance violation. Reports of potential violations made by or about employees, agents, contractors, providers, FDR's, and members are maintained in a confidential manner. The Hot-line is available 24 hours a day, 7 days a week. Reports may also be made anonymously. These reports are never traced. Anyone can make a report without fear of intimidation or retaliation.

El Paso Health Compliance Hot-line: 1-888-310-3434

You may also report any issues/concerns to the following:

- Medicare at 1-800-MEDICARE (1-800-633-4227)
- Federal OIG Fraud Hot line at 1-800-HHS-TIPS (1-800-447-8477)
- Texas OIG Fraud Hot line at 1-800-436-6184

Electronic copies of El Paso Health's Code of Conduct can be found on the website at www.ephmedicare.com.

SECTION 13: COMPLIANCE

13.2 REPORTING FRAUD WASTE AND ABUSE

El Paso Health 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 EPH 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.

Health care fraud costs taxpayers increasingly more money every year. State and federal laws are designed to crack down on these crimes and impose strict penalties. Fraud, waste and abuse in the health care industry may be perpetuated by every party involved in the health care process. There are several stages to inhibiting fraudulent acts, including detection, prevention, investigation and reporting.

Many types of fraud, waste and abuse have been identified, including the following:

Provider fraud, waste and abuse

- Billing for services not rendered
- Billing for services that were not medically necessary
- Double billing
- Bundling
- Up-coding

Providers can prevent fraud, waste and abuse by ensuring the services rendered are medically necessary, accurately documented in the medical records and billed according to American Medical Association guidelines.

Member fraud, waste and abuse can consist of the following:

- Benefit sharing
- Collusion
- Drug trafficking
- Forgery
- Illicit drug seeking
- Impersonation fraud
- Misinformation/misrepresentation
- Subrogation/third-party liability fraud
- Transportation fraud

SECTION 13: COMPLIANCE

To help prevent fraud, waste and abuse, Providers can educate Members about these types of fraud and penalties. One of the most important steps to help prevent member fraud is as simple as reviewing the Medicare member ID card. It is the first line of defense against fraud. EPH may not accept responsibility for the costs incurred by providers rendering services to a patient who is not an EPH member, even if that patient presents a Medicare member ID card. Providers should take measures to ensure the card holder is the person named on the card. Educate patients to carry their ID card at all times, and report any lost or stolen cards to EPH as soon as possible.

13.3 COMPLIANCE INVESTIGATION/RETALIATION

EPH strictly prohibits retaliation against anyone for reporting or inquiring in good faith any belief of wrongful or unlawful activity or for participating in an investigation or proceeding related to such activity.

We feel very strongly about protecting your rights as a Provider to report a potential violation of the Code of Conduct. If we discover that you are being retaliated against for bringing a suspected violation to our attention or for participating in an investigation, we will take action as per EPH policy. Any Provider who commits or allows any form of retaliation may be subject to disciplinary action, up to, and including contract termination. If you suspect healthcare fraud is occurring and feel that the Compliance **Hot-line** investigation is not satisfactory, or you do not feel comfortable with reporting the allegation through any internal method; you have the right to contact the Office of the Inspector General (OIG).

SECTION 14: HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT

14.1 HIPAA

The Health Insurance Portability and Accountability Act was signed into law in August 1996.

This act was put in place to improve the portability and continuity of health benefits, ensure accountability in the area of health care fraud and simplify the administration of health insurance. EPH strives to ensure both EPH and its contracted participating providers conduct business in a manner that safeguards patient/member information in accordance with the privacy regulations enacted pursuant to HIPAA. Effective April 14, 2003 Providers must be in compliance with HIPAA privacy regulations.

EPH and its Providers under the *HIPAA* privacy regulations should only request the minimum necessary member information to accomplish the intended purpose. Privacy regulations allow the transfer or sharing of member information, which may be requested by EPH to conduct business and make decisions about care such as a member's medical record to make an authorization determination or resolve a payment appeal. Such requests are considered part of the *HIPAA* definition of treatment, payment or health care operations.

Fax machines used to transmit and receive medically sensitive information should be maintained in an environment with restricted access to individuals who need member information to perform their jobs.

When faxing information to EPH, verify the receiving fax number is correct, notify the appropriate staff at EPH and verify the fax was appropriately received.

Email (unless encrypted) should not be used to transfer files containing member information to EPH (e.g., Excel spreadsheets with claim information).

Please use professional judgment when mailing medically sensitive information such as medical records. The information should be in a sealed envelope marked confidential and addressed to a specific EPH individual or department.

EPH's voice mail system is secure and password-protected. When leaving messages for EPH associates, providers should only leave the minimum amount of member information required to accomplish the intended purpose.

When contacting EPH, providers or their staff should be prepared to verify identifier information.

For more information about the privacy and reporting a breach of health information, please review the Notice of Privacy Practices found at our website www.ephmedicare.com or call Member Services at 1-833-742-3125, (TTY 711).



El Paso Health⁺

Advantage Dual SNP

Service Area

El Paso and Hudspeth Counties

1145 Westmoreland Dr., El Paso, Texas 79925

Toll Free 1-833-742-3125 TTY 711

www.ephmedicare.com