

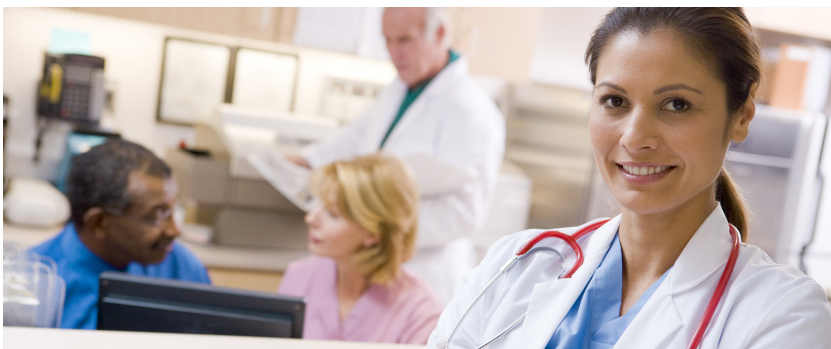


El Paso Health⁺ Newsletter

MEDICARE ADVANTAGE - A RESOURCE FOR PROVIDERS

Resource Sheet for Healthcare Providers

January Q1 2022



Medical Preventive Services

Initial Preventive Physical Exam (IPPE)

Review of medical and social health history and preventive services education. The IPPE, known as the "Welcome to Medicare" preventive visit, promotes good health through disease prevention and detection. Covered benefits when billed correctly only once within 12 months of first Part B enrollment.

Annual Wellness Visit (AWV)

Visit to develop or update a Personalized Prevention Plan (PPP) and perform a Health Risk Assessment (HRA) for members who are not within the past 12 months of their Part B benefit eligibility date and did not receive an IPPE or AWV within the past 12 months. Covered benefits when billed correctly once every 12 months.

Routine Physical Exam

Exam performed without relationship to treatment or diagnosis for a specific illness, symptom, complaint, or injury. This is not a covered Medicare benefit; however, the IPPE, AWV, and other Medicare benefits cover some elements of a routine physical exam.

Resource: Medicare Learning Network [HYPERLINK](#)

"<https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/preventive-services/medicare-wellness-visits.html>" Medicare Wellness Visits - ICN MLN6775421 February 2021 (cms.gov)

TABLE OF CONTENT

Medical Preventive Services

Open Enrollment Period

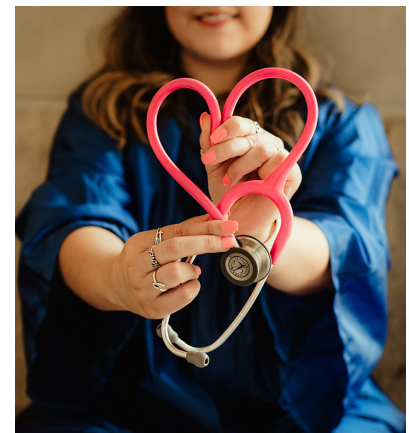
Model of Care

Referrals

Prior Authorization
Procedures

Claims

Fraud Waste and Abuse





Open Enrollment Period

January 1, 2022 – March 31, 2022

During this period individuals currently enrolled on a Medicare Advantage Plan:

- 1. May switch to an alternative Medicare Advantage Plan.**
- 2. Re-Enroll in Original Medicare**
- 3. Sign up for a Part D Prescription Drug Plan**

Medicare Beneficiaries interested in enrolling with El Paso Health+ must meet the following eligibility requirements:

- Must be entitled to Part A and enrolled in Part B.
- Reside in El Paso and Hudspeth counties
- Must have adequate Medicaid Assistance Program(QMB)(QMB+)

If assistance is needed please, call us at 1-833-742-3125 (TTY 711) we are open during the following times:

October 1 to March 31
8:00 am to 8:00 pm
7 days a week
(Mountain Time)

April 1 to September 30
Monday – Friday
8:00 am to 8:00 pm
7 days a week

Reminders

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

Envolve Vision

(800) 531-2818

Visionbenefits/Envolve/Providers

InComm, OTC

(833) 746-7682

www.myotccard.com



Model of Care

El Paso Health network providers who serve Medicare Advantage D-SNP members are required to complete an annual Model of Care training.

The Centers for Medicare and Medicaid Services (CMS) requires Special Need Plans (SNP) to provide initial and annual Model of Care (MOC) training to all contracted network and out-of-network medical Providers delivering care to SNP members routinely. This training includes the plan for delivering coordinated care and care management to special needs Members.

MOC Training Materials

Click on the links below to review the Model of Care training and attestation. Please ensure to submit the signed attestation form to verify the training was completed.

2022 Model of Care Presentation

https://ephmedicare.com/pdf/EPH_D_SNP_MOC_PRTtraining_2022%20Final.pdf

2022 Model of Care Attestation

<https://ephmedicare.com/pdf/Model-of-Care-Attestation%202022.pdf>

Attestation for group: Individual Provider training requires an attestation. For a group attestation, the form should be completed by the authorized individual on behalf of the group and must include an attendance log.

For questions, please contact our Provider Relations Department for assistance via email ProviderServicesDG@elpasohealth.com or call us at call 1-833-742-3125.



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Resource Sheet for Healthcare Providers

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. 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 our Compliance Director at dwatt@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

- 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

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