



El Paso Health⁺

Advantage Dual SNP

Provider Orientation Benefit Overview

H3407-001 CY2022



Agenda

Medicare Department

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El Paso Health Advantage Dual SNP

Viridania Garcia
Medicare Manager



El Paso Health Advantage Dual SNP

El Paso Health has been an established and trusted health Plan for over 20 years.

In 2020, El Paso Health proudly began providing health coverage to Medicare Beneficiaries residing in El Paso and Hudspeth Counties.

We understand El Paso and far West Texas, because this is our **Community**. We take pride in providing quality healthcare **for El Pasoans by El Pasoans**.

WE ARE YOUR LOCAL MEDICARE ADVANTAGE PLAN!!



MISSION & VISION

Our Mission

To **build relationships** with our Members, Providers, and Partners that strengthen the delivery of healthcare in our community and **promotes access to quality healthcare** for children, families, and individuals.



Our Vision

We will be the region's **trusted** community health plan.



Type of Health Plan

El Paso Health Advantage Dual SNP is a Health Maintenance Organization (HMO) Plan. It is also a Dual Special Needs Plan available to those with Medicare and Medicaid coverage.

- Members are required to see in network Doctors
- It covers Original Medicare Part A and Part B services
- It also offers Prescription Drug Coverage
- Most of all provides **Extra Benefits**



Eligibility Requirements

Beneficiaries must meet certain eligibility requirements in order to join our Medicare Advantage Plan.

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



Enrollment in El Paso Health Advantage Dual SNP

Members receive a:

- Welcome Call
- New Member ID Card
- Notification of Elective Materials Letter -The letter will advise our members to contact Member Service to request any material needed.



EPH Member ID Card



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

Name: [YOUR NAME]
ID: [000000000000]
PBP: H3407-001
Plan: El Paso Health Advantage
Dual SNP (HMO D-SNP)
Effective Date:

Office Visit: \$0
Specialist: \$0
Emergency Room: \$0

PCP Name: [YOUR PCP]
PCP Phone: [000-000-0000]

Pharmacists Only:
Navitus: 1-866-270-3877
RxBin: 610602
RxPCN: NVTD
RxGRP: EHD001

EPHMedicare.com



Medical Providers:
Electronic Claims
Availity Payer ID: EPF07

Paper Claims:
El Paso Health Medicare
PO Box 971100
El Paso, TX 79997

Eligibility & Prior Authorization
1-833-742-3125

Provider Directory:
EPHMedicare.com

For Members:
In case of emergency, call 9-1-1
or go to the closest emergency room.

Member Services:
1-833-742-3125
(TTY: 711)

Behavioral Health Services:
1-877-379-7647

Pharmacy Benefits:
1-833-742-3125

FIRSTCALL (24/7 Nurse Line):
1-844-549-2826

*Members must still continue to provide their Texas Medicaid ID Card along with their EPH ID Card.

Coordination of Care



Coordination is Essential

Coordination-the process by which we help coordinate care for the member between their Medicare and Medicaid benefits.

- Beneficiaries have no responsibility for Medicare cost sharing for any medical services based on their level of Medicaid and will receive Extra Help for Part D Prescription Drugs.
- Medicare cost sharing applied to a claim is covered under the member's Medicaid coverage which can be any of the following:
 - ✓ The plan under an agreement with the state
 - ✓ Another Medicaid MCO
 - ✓ Fee-for-Service Medicaid



Coordination of Benefits

When Members need care or access to benefits, it is everyone's responsibility to help and coordinate that care!

- Where do they go for that care?
- What services are covered under the Medicare and Medicaid plans?
- How do Medicare and Medicaid work together?



Coordinating Care

Dual Members should show **BOTH** (El Paso Health Advantage Dual SNP (HMO D-SNP) Plan ID and Medicaid) cards to all providers to assist with billing and service issues.

This will reduce the error of balance billing.

NOTE: Most states require a provider to have a Medicaid ID number to receive payment from the state.



2022 Supplemental Benefits



El Paso Health Advantage Dual SNP Supplemental Benefits



- **24-Hour Nurse Line** – Access to a 24-hour, seven days a week bilingual (English/Spanish) medical advice line staffed by nurses and pharmacists. Assistance provided in multiple languages.



- **Transportation Service** - 96 one-way non-emergent medical visit transportation services every year.



- **Dental** - \$3,500 allowance each year! It can be used for dental checkups, x-rays, routine cleaning, fillings, extractions, and dentures.



El Paso Health Advantage Dual SNP Supplemental Benefits



- **Hearing Services** - \$2,000 allowance every 2 years for hearing aids



- **Home Delivered Meals** – Up to 14 meals delivered to members who have been discharged from a Skill Nursing Facility or Hospitalization.



- **PERS (Personal Emergency Response System)** – available to members in need of device



El Paso Health Advantage Dual SNP Supplemental Benefits



- **Over-the-Counter** –Members receive up to \$250 each quarter for covered over-the-counter purchases. Order through our Catalog Service toothbrushes, bandages, vitamins, grab bar, and many other eligible items. The \$250 allowance renews every quarter.

\$175 per quarter for over the counter items = \$250
\$75 per quarter for hygiene products

Local Retailers: Walgreens, CVS, Walmart, Dollar General & Family Dollar



El Paso Health Advantage Dual SNP Supplemental Benefits



Qualifying Members will receive \$75 per quarter for approved healthy food and produce items.

***Qualifying Conditions: Members must have a chronic condition**

- Members will use the same OTC Card for the Healthy Foods
- Members can shop at Local Retailers: Walmart, Family Dollar, & Dollar General
- Online: www.MomsMeals.com, www.FarmboxRx.com, www.GAFoods.com

El Paso Health Advantage Dual SNP Supplemental Benefits



- **Vision** - Up to \$300 each year! Use it for routine eye exams, eyeglasses (frames and lenses), and/or contact lenses.



- **Podiatry** - Get ten (10) visits annually for routine podiatry care.



- **GetFit** - Members can use any of the local YMCA's by registering with their EPH Member ID card. Access to facility, Classes, Equipment, Swimming Pool, etc.



El Paso Health Advantage Dual SNP Extra Benefits (Supplemental Benefits)



- **Adult Daycare** - qualified members are eligible for up to 3 days of adult daycare services per quarter.



- **Caretaker Support** - caregivers of qualified members are eligible to receive up to 8 hours of caretaker support per quarter.

Note: These 2 supplemental benefits are aside from Medicaid LTSS Benefits.



Supplemental Benefit Vendors

- Dental Provider - Liberty Dental 1-888-700-1246 or www.libertydentalplan.com

- Vision Provider – Envolve

Eligibility & Benefits, Claim Status, Find a Provider

Hours: Mon - Fri 8:00am - 8:00pm EST

Phone: (800) 334-3937

Fax: (877) 940-9243

<https://visionbenefits.envolvehealth.com>

Any questions on Supplemental Benefits please call our Member Service Line
1-833-742-3125.



Prescription Drug Coverage



Prescription Drug Coverage under El Paso Health Dual Advantage SNP

- An extensive network of local and independent pharmacies
- Our Formulary consist of one Tier, Generic and Brand name drugs
- Mail-order is available
- Transition Process available to all of our members
- Formulary/Pharmacy directory available upon request or can be found at <https://ephmedicare.com/pharmacy-drugs/available-drug-lists/>



Important Information about prescription drug coverage

Prior Authorization (PA)

Some drugs require prior authorization. Provider must first show a medical need for before the plan will cover it.

Quantity Limits (QL's)

This places a limit on how much members can get at one time.

Step Therapy (ST)

Members must first try another drug on the plan's formulary before they can move up a "step" to a higher tier drug.



Contracting & Credentialing

Gabriel De Los Santos
Contracting & Credentialing Lead



Contracting & Credentialing

Providers must notify El Paso Health Contracting and Credentialing or Provider Relations of any changes to their practice, to include:

- Any demographic changes
- Practice name change or acquisitions
- New providers joining the group or leaving the group.
- Closing a practice locations or adding a new practice locations.
- Modifying practice hours or changing limitations
- Closing or opening panels

What forms do I need to send and where:

- Submit a provider demographic form and W-9 to Contracting_Dept@elpasohealth.com

I am already contracted and credentialed with El Paso Health, but I don't show as participating provider with Medicare, what can I do?

- Call Contracting and Credentialing or Provider Relations. You might be a contracted provider for the Medicaid programs, but not Medicare plan.

For any questions please contact us directly at the email or phone number below.

A Contracting and Credentialing Representative will respond to your inquiry within 48 business hours.

Contracting_Dept@elpasohealth.com

915-532-3778

Credentialing

- Providers are required to complete Credentialing process every three (3) years.
- Aperture is the State's vendor handling the primary source verification process for Texas providers.
 - Aperture will send the first recredentialing notice to providers 180 days prior to expiration date.
- Providers that failed to complete the recredentialing process will be considered out of network.

Call or Email Contracting and Credentialing Department if you have any questions:

Contracting_Dept@elpasohealth.com

915-532-3778



Model of Care

Stacy Arrieta

Provider Relations Coordinator



DSNP Model of Care Attestation

- Model of Care is a CMS required annual Training for Providers serving our Members.
- The Model of Care presentation is located in the El Paso Health Medicare website <http://ephmedicare.com/medicare-compliance-program-2/model-of-care/>
- Please ensure to submit the signed attestation form to verify the training was completed on an annual basis.
- Attestation for group the form should be completed by the authorized individual on behalf of the group and must include an attendance log.
- Please submit your signed attestation at the end of the training or fill out on online attestation.
- For questions, please contact our Provider Relations Department for assistance via email ProviderServicesDG@elpasohealth.com or call us at call 1-833-742-3125

DSNP Model of Care Attestation



El Paso Health⁺
Advantage Dual SNP

**El Paso Health Advantage D-SNP Annual Model of Care
Training Attestation**

Medical Group/Provider: _____
(Please write your medical group or individual provider name on the above line)

I acknowledge that I have completed:

- 2022 DSNP Model of Care Training

Signature _____ Date: _____

Print Name _____

NPI/Tax ID _____

County _____

You may fax or email this signed form to the Provider Relations Department:
Fax number: 915-225-6762 Email: ProviderServicesDG@elpasohealth.com

H3407_MOCAttestation_EPH v1 12/2020 CY2022

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.

DSNP Model of Care Attestation

Model of Care

 Print

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. Signed attestations may be completed by either filling out the PDF and fax/email back to Provider Relations Department or fill out and submit online form below.

[2022 Model of Care Presentation](#)
[2022 Model of Care Attestation](#)

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.

Medical Provider/Group Name*	Tax ID*
<input type="text"/>	<input type="text"/>
Phone* format:9151231234	Email*
<input type="text"/>	<input type="text"/>
Form Completed By*	Position Title*
<input type="text"/>	<input type="text"/>
Date*	
<input type="text" value="mm/dd/yyyy"/>	

Training Confirmation*

The Provider Model of Care training has been completed by the Provider Group above.

Submit

*These fields MUST be filled out to register.

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

- + Eligibility
- + Important Documents
- + Quality Care
- + Services
- + Pharmacy & Drugs
- + Medicare Compliance Program
- + Fraud Waste and Abuse
- + Member News

Claims Process



Important Information on D-SNP Claims Processing

- D-SNP members are protected by Texas (State plan) and federal (Social Security act) regulations from balance billing, providers cannot balance bill and must accept the Medicare & Medicaid (if applicable) payments as payment in full.
- Coverage of Medicare Cost Share will depend on the services performed and Medicaid allowed amounts (Lesser of Logic or COB requirements for the state may be used).
- **Federal rules dictate that Medicaid is the payer of last resort.**



Important Information on D-SNP Claims Processing cont.

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.
- Electronic Claim Submission Payer ID EPF07

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

Corrected claims must be received by El Paso Health within 120 days from the disposition date of Remittance Advice notice.



Provider Relations



Provider Resources

Important Information for Providers

Providers can contact Member Services for any Eligibility Inquiries, Prior Authorizations, Provider Forms, or any other questions.

1-833-742-3125 (TTY 711)

Providers are encouraged to review the provider responsibilities detailed in the El Paso Health Medicare Provider Manual at:

Website: ephmedicare.com

Local Office: 1145 Westmoreland Dr., El Paso, TX 79925

Mailing Address: P.O. Box 971100, El Paso, TX 79997



Provider Resources

[For Additional Medicare Provider Educational Topics:](#)

[MLN home page](#) | [CMS](#)

The screenshot shows the CMS.gov Medicare Learning Network (MLN) homepage. At the top, there is a search bar and a navigation menu with categories: Medicare, Medicaid/CHIP, Medicare-Medicaid Coordination, Private Insurance, Innovation Center, Regulations & Guidance, Research, Statistics, Data & Systems, and Outreach & Education. Below the navigation is a breadcrumb trail: Home > MLN home page. A dark blue header contains links for MLN Homepage, Publications & Multimedia, News & Updates, Training, and Provider Compliance.

Did You Know?
People living with disabilities are less likely to have access to adequate health care. They also face poorer overall health outcomes, including increased likelihood of obesity (38.2%), heart disease (11.5%), and diabetes (16.3%).
During the American Disabilities Act anniversary month, find out how you can help address these challenges.
More information:
[Modernizing Health Care to Improve Physical Accessibility](#) web-based training
[Achieving Health Equity](#) web-based training
[Improving Access to Care for People with Disabilities](#) webpage
[Health Equity Challenges & CMS Resources to Help Address Them \(PDF\)](#) infographic
[CMS Office of Minority Health: Health Observances](#) webpage

The Medicare Learning Network®
Free educational materials for health care providers on CMS programs, policies, and initiatives. Get quick access to the information you need.

Publications & Multimedia

- [Publications](#)
- [MLN Matters® Articles](#)
- [Multimedia](#)

Training

- [Calls & Webcasts](#)
- [Web-Based Training](#)

News & Updates

- [MLN Connects® Newsletter](#)
- [Electronic Mailing Lists](#)
- [Social Media](#)

National Association Partnerships
National provider associations can [partner with CMS](#) to share the latest news with their members.

Medicare Learning Network
The Medicare Learning Network®, MLN Connects®, and MLN Matters® are registered trademarks of the U.S. Department of Health & Human Services (HHS).

Provider Website and Forms Available Online

El Paso Health Medicare website is available at all times to providers and have multiple resources to include:

The screenshot shows the El Paso Health Medicare website homepage. At the top, there is a contact banner: "Call a licensed El Paso Health Sales Agent 1-833-742-3125 TTY 711" and "¡Hablamos Español! 8:00 AM - 8:00 PM". Below this is the navigation menu with "Home", "Members", and "Providers" links, and a search bar. A prominent banner for "Coronavirus Disease (COVID-19) Updates For Members and Providers" is visible, with a "Learn More" button. The main content area features a large photograph of a diverse group of smiling people. At the bottom, the text reads "Welcome to El Paso Health+ ephmedicare.com" with a print icon and a logo for "El Paso Health Advantage Dual".

Important Plan Documents for Providers

- [Prior Authorization Form](#)
- [Exception Request Form](#)
- [Provider Dispute Appeal & Request Form](#)
- [Waiver of Liability Form – Non-Contracted Providers Only](#)

Claim Forms

- [Corrected Claim Form](#)

Contracting Forms

- [Credentialing Application for Organization](#)
- [Credentialing & Recredentialing Check List for Physician](#)
- [Credentialing Check List for Organization or Facility](#)
- [Secondary Locations Addendum](#)
- [DME Supplies Form](#)
- [W-9 Form](#)
- [Texas Standardized Credentialing Application](#)

Miscellaneous Forms

- [El Paso Health Payor Identification](#)
- [Electronic Remittance Advice \(835\) Request Form](#)

Provider Web Portal Available

The El Paso Health provider portal allows providers to view eligibility status, benefit information, verify and submit patient claims, download reports / RA's and request prior authorizations.

Coronavirus Disease (COVID-19) Updates
For Members and Providers [Learn More](#)

Providers

Print

Our partnership with each and every provider is essential. Together we share a common goal – to improve the health of the people in our community.

El Paso Health+ is committed on working with our network providers to make processes easier so providers are able to focus on delivering the highest quality of care. Providing access to care is a collaborative effort and our strong network partnerships help to build a health focused community.

If you need assistance, call us at 1-833-742-3125 (TTY 711), from October 1 to March 31, 8:00 am to 8:00 pm, 7 days a week and April 1 through September 30, Monday through Friday, 8:00 am to 8:00 pm Mountain Time.

Important Plan Documents for Providers

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- [Exception Request Form](#)
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- [W-9 Form](#)
- [Texas Standardized Credentialing Application](#)

Providers

News & Events

Provider Login

- El Paso Health Advantage Dual SNP (HMO D-SNP)
- Eligibility
- Important Documents
- Quality Care
- Services
- Pharmacy & Drugs
- Medicare Compliance Program
- Model of Care
- Provider Manuals



Welcome to the El Paso Health provider portal!



Login

Username

Password

SUBMIT

[Forgot your username or password?](#)

Need a username and password?
[Proceed to our sign up process.](#)

Contact Us

If you have questions or need assistance, contact the Provider Relations Department at:

915-532-3778
Toll-Free: 1-877-532-3778

Our customer service hours are Monday through Friday between 8:00 am and 5:00 pm MST.

Log in to:

- View patient's eligibility status and benefit information
- Verify patient claims
- Download reports
- Request prior authorizations
- And more!

[EPH Provider Portal](#)

Provider Relations Team

Liliana Jimenez

Provider Relations Representative
Phone Number: 915-298-7198 ext. 1018

Shantee Aguilera

Provider Relations Representative
Phone Number: 915-298-7198 ext. 1021

Jose Chavira

Provider Relations Representative
Phone Number: 915-298-7198 ext. 1167

Andy Gonzalez

Provider Relations Representative
Phone Number: 915-298-7198 ext.1049

Stacy Arrieta

Provider Relations Coordinator
Phone Number: 915-298-7198 ext. 1059

Cynthia Moreno

Provider Relations Manager
Phone Number: 915-298-7198 ext. 1044



Business Development & Marketing - Medicare Team

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(915) 298-7198 Ext. 1186

Maritza Lopez-Holguin
Director of Business Development and Marketing
(915) 298- 7198 Ext. 1071



Your Local Medicare Advantage Plan/Benefit Consultant



Your Local Medicare Advantage Plan
**The RIGHT agent
for the RIGHT plan!**



Call Me Today!

Frances Hernandez
Benefit Consultant
(915) 999-1338
License# 1194456
ephmedicare.com

1145 Westmoreland Dr. El Paso, TX 79925

NEW FEATURE



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

 El Paso Health+ Advantage Dual SNP



Questions





833-742-3125 | www.ephmedicare.com