

HEALTH PARTNERS PLANS

Provider Manual



Health Partners Plans



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Chapter 1

Introduction

Purpose: This chapter provides an overview of Health Partners Plans and outlines the services available to our members and providers.

Topics: Important topics from this chapter include:

- History and Corporate Mission of Health Partners Plans
- Provider Network of Health Partners Plans
- Service Departments
- Contact Information

Introduction

Founded more than 35 years ago, Health Partners Plans is a not-for-profit Pennsylvania-licensed Managed Care Organization (MCO) that provides comprehensive healthcare coverage to individuals and families in the Greater Southeastern Pennsylvania region. The organization was founded as Health Partners by four local teaching hospitals committed to provide residents of their communities with coordinated, quality healthcare services. With the endorsement of the Pennsylvania Department of Human Services (previously the Department of Public Welfare) and a grant from the Robert Wood Johnson Foundation, under its national program for prepaid managed health care, Health Partners and its member hospitals developed a viable managed care program for the Medical Assistance population. Health Partners was incorporated in 1987. In 2013, the organization changed its name to Health Partners Plans (HPP), reflecting its growth and diversification.

Nationally recognized for its innovations in managed care, HPP is the only Medicaid plan in Pennsylvania and is among just 11 Medicaid plans nationwide with an accreditation status of Excellent as of September 26, 2017. This is the highest status bestowed by the National Committee for Quality Assurance. We're especially proud of our history of strong ratings for member and provider satisfaction.

Our Mission

Our mission includes three major tenets:

- To manage our business to exceed expectations
- To operate with respect and dignity in all relationships
- To continually improve the health outcomes of our members

As part of our commitment to respect others, HPP works to assure that providers are sensitive to cultural differences in all healthcare encounters.

Our Products

HPP has three product lines:

- Health Partners for Medicaid recipients
- KidzPartners for Children's Health Insurance Program (CHIP) enrollees

- Health Partners Medicare

Our History

In 1996, due in part to its growth and recognitions, HPP was selected as one of only 17 plans nationally to participate in the Health Care Financing Administration's (now known as the Centers for Medicare & Medicaid Services [CMS]) "Medicare Choices" demonstration project. Our first Medicare members were enrolled the following year and we continued to administer the successful Senior Partners plans through 2007.

In 2003, HPP sought and obtained accreditation for the first time from the National Committee for Quality Assurance, the nation's leading review organization for health plans. Our current accreditation of Excellent for our Medical Assistance plan was awarded in 2017. HPP earned this accreditation status for service and clinical quality that met the NCQA's rigorous requirements for consumer protection and quality improvement.

In 2008, HPP introduced KidzPartners, providing care through Pennsylvania's Children's Health Insurance Program (CHIP), to eligible children throughout Bucks, Delaware, Montgomery and Philadelphia counties. Our first KidzPartners members became active in 2009. Coverage for Chester County residents started in 2015.

In 2011, Health Partners became the first plan in the nation to earn NCQA's Multicultural Health Care Distinction. This honor recognized our efforts to mitigate language and cultural barriers in obtaining vital health care services. NCQA has re-awarded this distinction to our plan three times.

In 2013, the organization successfully applied to re-enter the Medicare Advantage program. Its first Medicare members became effective on January 1, 2014 and Health Partners Medicare membership continues to grow. On January 1, 2020, Health Partners Medicare expanded its service area and now serves residents of Berks, Bucks, Carbon, Chester, Dauphin, Delaware, Lancaster, Lebanon, Lehigh, Northampton, Perry, and Philadelphia counties. On January 1, 2023, Health Partners Medicare expanded into three New Jersey counties: Burlington, Camden and Gloucester counties.

In November 2021, Jefferson Health became the sole owner of Health Partners Plans.

With more than 35 years of serving the community, HPP continues to emphasize primary and preventive care. In addition, the company offers intensive case management for members identified as high risk or with special needs and care management of members with chronic illnesses. Our focus is on improving

health outcomes through a wide range of initiatives that support member compliance and help to eliminate barriers to care.

Our Provider Network

Our provider network ensures that members have access to high quality treatment and coordinated services.

HPP is proud to work with the thousands of dedicated primary care physicians (PCPs), specialists, behavioral health providers, dentists and vision care providers that comprise our network. Our provider network includes hospitals, home care and hospice facilities, family planning clinics, home health care agencies, durable medical equipment (DME) providers, pharmacies and more.

Our provider network also includes mental health and substance abuse professionals who serve our Medicare and CHIP members. Pennsylvania's HealthChoices program provides our Medicaid members with services through behavioral health managed care organizations contracted with each county.

The PCP is the nucleus of the delivery system of our plans and all eligible members are required to select a PCP.

Thank you for being part of our provider network and helping us to improve the health outcomes of our members.

Service Departments

HPP's service departments provide members and providers with excellent customer service. Below is an overview of the various service departments and the role they play at HPP. For more information, refer to the [Contact Information](#) section starting on page 1.13.

Network Management

Network Management is dedicated to developing and managing relationships with hospitals, physicians, ancillary service providers and subcontracted providers. The department builds innovative systems designed to ensure that members have access to a comprehensive managed care network. Network Management is the contact for credentialing and re-credentialing of providers, in compliance with standards established by HPP.

All technical aspects of loading and maintaining accurate provider databases, as well as loading and maintaining payment rate (fee) schedules fall within the scope of Network Management. These efforts are designed to help ensure that providers are paid correctly and promptly.

Provider Services

Provider Services representatives assist with and respond to provider inquiries and issues, such as network development and management, credentialing status, fee schedules programs and initiatives. Providers can call the Provider Services Helpline to reach experts in claims payment, claims appeal processes, provider disputes, authorizations and precertification.

Provider Education

In addition to the Provider Services Helpline, participating PCPs and specialists receive individual, in-office assistance in response to their administrative needs. The HPP provider education team conducts orientations for new PCPs and specialists, and provides other in-service instructions on billing requirements, plan procedures and regulatory requirements.

Claims Service

Claims Service is responsible for timely and accurate processing and payment of claims and resolving claims reconsiderations. Many elements contribute to the successful delivery of this service, including accurate establishment of fee schedules aligned with contracted rates, establishing providers within the processing system in a timely and accurate manner and providing timely and accurate payment authorizations when required. Network providers enjoy quick payment of clean claims. The department partners with providers and other service departments to quickly resolve all claim processing inaccuracies and to streamline the administrative process.

Claims Recovery

The Claims Recovery unit is charged with developing processes that identify and prevent overpayments and initiate recovery. The department accounts for money received as restitution and through retractions.

The Claims Recovery Unit focuses on procedure and diagnosis code consistency, accuracy and appropriateness when conducting reviews of HPP medical claims. HPP uses coding software that integrates nationally accepted guidelines, including Current Procedural Terminology (CPT) logic as documented by the American Medical Association, the National Correct Coding Initiatives and Post-operative Guidelines as outlined by CMS.

Claims Reconsideration

Claims Reconsideration is designed to make claim reconsideration requests faster and easier. The unit provides real-time assistance from a claim reconsideration specialist during regular business hours.

Community Engagement & Corporate Citizenship

These HPP departments work in tandem to provide a range of services to organizations and groups. These range from workshops and events for adults and children to free health and wellness activities offered to the public through our Wellness Partners program. Volunteer activities by our more than 900 employees are also supported.

Customer Experience

The Customer Experience department is charged with supporting the companywide program to make HPP a leader and innovator in customer relations. Building on HPP's long history of high member satisfaction, the department works to ensure that employees throughout the company recognize the role they play in constantly improving interactions with all our customers, including members and providers.

Electronic Data Interchange (EDI)

The EDI unit works with providers to establish electronic interface for claim submission, remittance advice, eligibility and claim inquiries and responses, and healthcare service authorization/PCP referral requests and responses. HPP is HIPAA compliant and accepts all healthcare transactions (X12) via Change Healthcare.

Additional information regarding EDI and HIPAA Transactions and Code Sets can be found under *Eligibility and Claims* in the provider section of our website at HPPlans.com.

Enrollment Eligibility Services

The Commonwealth of Pennsylvania, via the Department of Human Services (DHS) and Pennsylvania Insurance Department (PID), transmits enrollment files to HPP on an ongoing basis. Enrollment Eligibility Services ensures that current member eligibility information is maintained and performs updates to match DHS and PID records, when appropriate. Enrollment Eligibility also confirms eligibility of Health Partners Medicare members and maintains and updates the information of these members.

Since member eligibility must be confirmed when a member accesses services, providers should refer to the DHS Eligibility Verification Systems (EVS) to verify eligibility online at www.dhs.pa.gov/provider/softwareandservicevendors/eligibilityverificationinformation/. The EVS should be your primary means to verify a Medicaid member's eligibility, as it contains the most up-to-date information from DHS.

HPP also offers phone and online access to verify member eligibility for all product lines. Providers can call a direct eligibility verification line, staffed Monday through Friday, from 8:30 a.m. to 5 p.m., or contact our Provider Services Helpline at **1-888-991-9023**. Providers can also log on to HP Connect to check member eligibility. For more information, refer to the [Contact Information](#) section starting on page 1.13.

Healthcare Economics

Healthcare Economics manages the High Medical Needs (HMN) and Risk Adjusted programs. The Healthcare Economics department analyzes claims and other data to provide actionable items to other teams within the organization. HMN alerts PCPs about members on their panels with high medical needs who can benefit from reassessment. The objective of the program is to provide care coordination for medically complex patients to ensure ongoing care. Risk Adjusted programs are dedicated to providing DHS with the most accurate and up-to-date risk scores for our Medicaid member population.

Contact Healthcare Economics for more information about the HMN and Risk Adjusted programs (see the [Contact Information](#) section starting on page 1.13).

Clinical Programs

The Clinical Programs department is composed of several units, including:

- Inpatient Services department
- Special Needs Unit
- Outpatient Services Department
- *Healthier YOU* (Heart Disease/Diabetes/Asthma/COPD/Fit Kids)
- Complex Case Management program
- Baby Partners (Perinatal) program
- Healthy Kids (formerly EPSDT) program

These units collaborate to assist providers in improving the health outcomes of our members, while ensuring appropriate utilization of available services.

The multidisciplinary team connects providers and members with resources that promote healthy living and preventive health management.

If providers require assistance with coordination of care, please call the appropriate department listed in the [Contact Information](#) section starting on page 1.13.

Inpatient and Outpatient Services (Medical Management)

The Inpatient Services and Outpatient Services departments provide network providers with authorizations for procedures and services. All elective hospital, acute rehab, skilled nursing and hospice admissions must be authorized by the Inpatient Services department prior to admission.

The benefit grids for each plan identify those services that authorization. These grids are located in [Chapter 4 \(Health Partners \[Medicaid\] Benefits\)](#), [Chapter 5 \(Health Partners Medicare Summary of Benefits\)](#) and [Chapter 6 \(KidzPartners Summary of Benefits\)](#).

HPP strongly values the PCP's coordination of care within our provider network. We realize that PCPs may need to refer members to a non-participating provider for a specific service not available through a participating provider. In this case, HPP requires PCPs to seek prior authorization by calling our Inpatient Services or Outpatient Services departments at **1-888-991-9023**. If you do not seek prior authorization, reimbursement will be denied. Requests must also be supported by the PCP's written letter of medical necessity.

You can also submit authorization requests online anytime via HP Connect, our secure provider portal at <https://hpconnect.alderaplatform.com/>.

Member Relations

Member Relations addresses member questions and concerns, 24/7. The department offers telephonic interpretation services in over 140 different languages. Member Relations also processes requests for member materials, including those in other languages and alternate formats (such as CD, large print or Braille). For more information, see the [Contact Information](#) section starting on page 1.13.

Pharmacy Services

Pharmacy Services oversees the operation and administration of the prescription benefit program for members. This includes developing policies and procedures that meet all federal and state regulatory requirements, as well as accreditation standards. The department also monitors formulary compliance, coordinates prescription authorization activities, monitors utilization of services, and analyzes new pharmaceuticals. In addition, Pharmacy Services oversees the participation of those Health Partners (Medicaid) members assigned to the Recipient Restriction program. The program requires us to monitor and identify Medical Assistance recipients who improperly or excessively utilize Medicaid services.

Quality Management

Quality Management ensures that members receive high-quality care. In addition to its annual work plan, program descriptions and annual evaluations, Quality Management performs outcome-focused reviews and reporting of HEDIS and other quality measures required by DHS, PID and CMS. The department can provide information about its quality improvement program, including:

- Medical record reviews
- Office evaluations
- Updates on current clinical and preventive standards of care
- Accreditation
- Quality of care or service issues
- Information regarding member satisfaction surveys (including CAHPS)

Special Investigations Unit (SIU)

SIU proactively addresses questionable activity and investigates reports of illegal and unethical conduct by members, providers, vendors and employees.

The following are examples of illegal and/or unethical conduct:

- Members allowing others to use their membership cards or ID numbers
- Members selling medications obtained through the program
- Members obtaining services or equipment not medically necessary for their conditions
- Employees selling HPP information

- Employees accepting money or gifts in exchange for manipulating some part of HPP's system
- Providers up-coding claims or submitting claims for services not provided
- Providers offering false or misleading statements to obtain credentialing status
- Pharmacists paying providers kickbacks for SIU referrals
- Providers paying members incentives for patronage
- Billing or charging plan members for covered services
- Billing more than once for the same service
- Dispensing generic drugs and billing for brand name drugs
- Falsifying records
- Performing inappropriate or unnecessary services

Online training is available under *Plan Info* in the provider section of our website, HealthPartnersPlans.com.

If fraud, waste, or abuse and/or unethical activity is suspected among any of our members, employees, providers or vendors, please report the incident by one of the following:

- Call the anonymous HPP Hotline: **1-866-477-4848**
- Email: SIUtips@hpplans.com
- Complete and submit anonymously online:
<https://www.mycompliancereport.com/report?cid=JEFF>

Note: All calls are confidential, and this phone line does not use a caller-identification system or any other device to identify callers. To the extent possible, SIU referrals via email will be treated as confidential. Additionally, HPP policy prohibits adverse action against employees for reasonably requesting assistance from the unit or for reporting potential violations of the law or of a HPP policy or procedure.

For issues regarding Medicare, providers may also contact the CMS hotline at **1-800-MEDICARE (1-800-633-4227)**.

For issues regarding Medicaid, providers can call the Provider Compliance Hotline at **1-844-DHS-TIPS (1-844-347-8477)** or complete the Provider Compliance Hotline Response Form via the DHS website at <https://expressforms.pa.gov/apps/pa/DHS/MA-Provider-Compliance-Hotline>.

Web-based Services

HPP provides services through a web-based portal designed to provide users with accurate, transparent and efficient information.

HP Connect

HP Connect, our original provider portal, provides additional web-based transactions and information. Here is a list of transactions and services that are available via this platform:

- Check claims status
- Check member eligibility
- Submit and search authorizations
- Submit claim reconsiderations
- Get quick answers to your questions through the "Contact the Health Plan" tool

Go to HealthPartnersPlans.com/ProviderPortal to access HP Connect.

Health and Wellness

The *Health & Wellness* section of our website (HPPlans.com) provides access to a wide range of health content developed by HPP, as well as help with using our care management programs available to our members. The section additionally provides links to government and other external

websites providing important information on a variety of preventive health and disease treatment topics. Keep this resource in mind when you want to give members additional information.

Online Provider Directory

HPP's online provider directory is available to providers and members 24 hours a day, seven days a week. It is updated twice per week, providing the most current information on the HPP network of primary care physicians, specialists, hospitals, designated radiology and lab facilities, DME vendors and more.

The online directory can be used to help educate members about your colleagues in the network or help direct HPP members to specialty care. Health Partners Medicare members whose cost sharing is paid by the Medical Assistance program must select network providers who additionally accept Medicaid; otherwise, Medical Assistance will not pay these cost-sharing amounts. These providers are identified in our online and print directories. **Note: Materials Available in Alternate Format.**

Directory updates

Our provider directory information is updated twice per week, based on our credentialing process for new providers, changes resulting from our recredentialing process (conducted every three years), and ad hoc changes sent to us from provider offices (e.g., new offices addresses, phone numbers, etc.). Listings are subject to change without notice.

For the most current information about our providers, call our Provider Services Helpline at **1-888-991-9023** or **215-991-4350**.

Contact Information

The following section includes contact information for HPP service departments and other organizations of interest to participating providers.

Behavioral Health Services

- *Medicare:* **1-800-424-3706** (Magellan)
- *CHIP:* **1-800-424-3702** (Magellan)
- Medicaid: Varies by county; visit <https://www.dhs.pa.gov/providers/Providers/Pages/Mental-Health-for-Providers.aspx> for additional information.

Case Management

Our care coordinators — nurses, social workers, health advisors and outreach coordinators — are ready to assess and follow up on our members’ health care needs. This program is based on collaboration with you, our members’ health care provider, to promote self-management.

Medicaid and CHIP programs

- *Phone:* **215-845-4797**
 - **Baby Partners:** For members from pregnancy through the postpartum period
 - **Healthy Kids:** For children under age 21 (Parents and guardians can also call)
 - **Care Coordination and Special Needs:** For adults and children with multiple co-morbidities that may require care coordination to address all their health care needs

Medicare programs

- **Care Coordination:** For non D-SNP members
- **Care Navigation:** For D-SNP members
- **Medicare D-SNP:** For dually enrolled Medicare members

Vendor Information

- Avesis (Dental) **1-800-952-6674**
- Davis Vision **1-800-999-5431**
- ECHO Health (Electronic funds transfer and remittance advice) **1-888-834-3511**
- ECHO website <http://view.echohealthinc.com>
- eviCore (radiology and PT/OT/ST authorizations and other services) **1-888-693-3211**

- Quest Diagnostics (lab services) **1-866-697-8378**

Claims Submissions

Please note that Health Partners Plans recommends electronic claims submissions.

- Health Partners Plans Payer ID # **80142**
- EDI (Electronic Data Interchange) Support EDI@hpplans.com
- Claims Submissions
 - Health Partners Plans
 - P.O. Box 981744
 - El Paso, TX 79998-1744
- Claims Reconsiderations
 - Health Partners Plans
 - Attn: Claims Reconsideration
 - 901 Market Street, Suite 500
 - Philadelphia, PA 19107

Member Relations

- Health Partners (Medicaid) **1-800-553-0784**
- KidzPartners(CHIP) **1-888-888-1211**
- Health Partners Medicare **1-866-901-8000**
(TTY **1-877-454-8477**)

Note: Members can call Member Relations to receive information in an alternative format (such as CD, Braille or large print), at no cost.

Patient Safety Reporting Hotline

- Use for confidential reporting of preventable, serious adverse events..... **1-855-218-2314**

Provider Support Services

- Provider Services Helpline (9:00 a.m. to 5:30 p.m.) **1-888-991-9023**
 - Medical Providers **prompt 1**
 - Pharmacies **prompt 2**
 - Join our HPP provider network **prompt 3**
 - Members **prompt 4**
- Quality Management **215-991-4102**
- SIU (Special Investigations Unit) **1-866-477-4848**
- Skilled Nursing Facility (SNF)/Rehab **215-991-4395**
Fax: **215-991-4125**

Pharmacy

- Pharmacy Department **1-866-841-7659**
Fax (Medicaid): **1-866-240-3712**
Fax (Medicare): **1-866-371-3239**
- Recipient Restriction Program information **215-991-4094**
Fax: **267-515-6651**

Utilization Management

- Utilization Management **1-866-500-4571**
 - Ancillary Services (DME, home health, non-emergent transportation)... **prompts 2, 2**
 - Claims **prompts 2, 5**
 - Inpatient/Outpatient Services (prior authorizations) **prompts 2, 3**
 - Non-Par Service Requests **prompts 2, 4**
 - Physician Peer-to-Peer Hotline **prompts 2, 1**

Credentialing

- Correspondence, Enrollment, Provider Terminations Credentialing@hpplans.com

Fax: **215-967-4473**

- Data changes DataValidation@hpplans.com

Fax: **267-515-6650**

Online Resources

Health Partners Plans www.hpplans.com

- Prior Authorization www.hpplans.com/PriorAuth
- Provider News www.hpplans.com/ProvNews
- Provider Webinars www.hpplans.com/Webinars
- Provider Manual www.hpplans.com/ProviderManual
- Eligibility and Claims www.hpplans.com/EandB
- Formularies www.hpplans.com/Formulary
- Our Provider Portal
 - HP Connect (Claims reconsideration, Auth requests)
www.HealthPartnersPlans.com/ProviderPortal

Additional Resources

- Pennsylvania Department of Human Services (DHS)
Department of Human Services
P.O. Box 2675
Harrisburg, PA 17105-2675
- Women, Infants and Children (WIC) Nutrition Program **1-800-WINS (1-800-942-9467)**
- Pennsylvania Health Law Project

Philadelphia Office:

Pennsylvania Health Law Project
Corn Exchange Building
123 Chestnut St., Suite 400
Philadelphia, PA 19106
Phone: **215-625-3990**
Fax: **215-625-3879**

Harrisburg Office:

Pennsylvania Health Law Project
118 Locust St.
Harrisburg, PA 17101-1414
Phone: **717-236-6310**
Fax: **717-233-4088**

Chapter 2

Cultural Competency & Nondiscrimination

Purpose: This chapter provides guidance on requirements issued by the federal office for pertaining to Civil Rights and discriminatory actions those with Limited English Proficiency (LEP) and the Americans with Disabilities Act (ADA).

Topics: Important topics from this chapter include:

- Cultural Competency
- Provider Responsibilities
- Translations Services
- Interpreters Services
- Non-Discrimination Policy
- Section 1557 of the Patient Protection and Affordable Care Act
- Additional Resources

Overview

Health Partners Plans complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. This includes any recipients of federal financial assistance from PA Medical Assistance Program, including HPP and its Network Providers. Discriminatory actions against persons with Limited English Proficiency (LEP) Low Literacy Proficiency (LLP) or sensory impairment can be viewed as discrimination on the basis of national origin.

Health Partners Plans has a diverse membership with many linguistic abilities and cultural and ethnic backgrounds. To promote access to providers who have the ability to communicate with members in a linguistically appropriate and culturally sensitive manner, we use a number of methods to capture detailed linguistic, ethnic and cultural data on our members, including health assessment tools and querying members through contact with the Member Services department and our Clinical Programs staff. As part of the credentialing process, providers self-report language spoken by either themselves or office staff, providing a measure of their linguistic ability and a proxy for cultural and ethnic backgrounds. Likewise, the member's self-reported primary language serves as a measure of their linguistic needs and preferences as well as a proxy for cultural and ethnic identity. This information is posted in the HPP provider directory allowing members to choose a provider that fits their cultural, linguistic as well as their health care needs.

Cultural Competency

Cultural Competency is defined as the ability of individuals, as reflected in personal and organizational responsiveness, to understand the social, linguistic, moral, intellectual and behavioral characteristics of a community or population, and translate this understanding systematically to enhance the effectiveness of health care delivery to diverse populations.

Health Partners Plans' providers must demonstrate cultural competency and must understand that racial, ethnic and cultural differences between provider and member cannot be a barrier for a member to access and receive quality health care. Health Partners Plans encourages providers to be aware of cultural and linguistic differences among diverse racial, ethnic, and other minority groups, to be respectful of those differences and take steps to apply that knowledge in their professional practice.

Members have the right to receive services provided in a culturally and linguistically appropriate manner which includes consideration for members with limited knowledge of English, limited reading, vision, hearing skills, and those with diverse cultural and ethnic backgrounds.

The National Culturally and Linguistically Appropriate Services (CLAS) Standards are the collective set of culturally and linguistically appropriate services mandates, guidelines and recommendations issued by the U.S. Department of Health and Human Services Office of Minority Health. The Office of Minority Health explains, “the *National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care* (the National CLAS Standards) are intended to advance health equity, improve quality, and help eliminate health care disparities by providing a blueprint for individuals and health care organizations to implement culturally and linguistically appropriate services.”

To support the CLAS Standards mandate, Health Partners Plans has included (at the end of chapter 2) a comprehensive cultural competency plan that includes educational guidance and materials for its providers on the importance of providing services in a culturally and linguistically competent manner.

Provider Responsibilities:

According to Title VI and the Department of Health and Human Services regulations, 45 C.F.R. Section 80.3 (b) (2) Guidance, recipients of Federal financial assistance (hospitals, nursing homes, home health agencies, managed care organizations, universities, and other entities with health or social service research programs) MUST take reasonable steps to provide meaningful access to Limited English Proficient (LEP) persons.

Individuals who do not speak English as their primary language and who have limited ability to read, write, speak, or understand English are considered LEP. LEP persons must be provided assistance with respect to a particular service, benefit, or encounter upon request.

Note: Health Partners Plans providers are required, by law, to provide translation services and or qualified sign language interpreters. Health Partners Plans will assist providers in obtaining qualified interpreters if needed.

Provider Responsibilities include:

- Providing access to medical interpreters, signers and TDD/TTY services to facilitate communication, without cost to HPP member. This includes at all points of contact and during all hours of operation. **This is to ensure compliance with federal law and state contractual requirements that requires HPP Network Providers to provide language services to Limited English Proficiency (LEP) and Low Literacy Proficiency (LLP) members. This also includes members with sensory impairments.**
- Providing members with verbal and written notice (in their preferred language or format) about their right to receive free language interpreters, upon request.

- Discouraging members from using family or friends to meet language needs (translators or interpreters). The assistance of family or friends is not considered quality interpretation. The family or friend should only be used if the member insists and the member has been offered free interpretation services. The request and the insistence to use the services of family and friends should be documented in the member record.
- Providing care with consideration for the member's race/ethnicity, disability and language and how it impacts the member's health or illness.
- Offering office staff cultural competency training and development.
- Posting and have printed materials in English and Spanish, and any other required non-English language upon request by the member.
- Your patients should know they have access to medical interpreters, signers and TDD/TTY services to facilitate communication, without cost to them.

Translation Services/Services for members with Limited English Proficiency (LEP)

According to Title VI and the Department of Health and Human Services regulations, 45 C.F.R. Section 80.3 (b) (2) Guidance, recipients of Federal financial assistance (hospitals, nursing homes, home health agencies, managed care organizations, universities, and other entities with health or social service research programs) MUST take reasonable steps to provide meaningful access to Limited English Proficient (LEP) persons.

Tip: HPP University offers webinar training on Cultural Competency that provides examples of when a qualified interpreter is required when cultural differences may interfere with the doctor/patient communication.

Language Translations

Over-the-phone interpreters are available when language translation services are needed for a Health Partners Plans member. To find out how your office can contract directly with these services call the Provider Services Helpline at **1-888-991-9023**.

Video Conferencing

Health Partners Plans provides free aids and services to people with disabilities to communicate effectively with us by providing materials in the member's language of choice or in formats that meet their needs such as large print, audio or other requested formats.

Call the Provider Services Helpline at **1-888-991-9023** for more information.

In-office Interpreters

Health Partners Plans contracts with interpreter services that are available to train and certify office staff as medical interpreters. HPP will provide interpreter services for our members if the provider is not able to obtain the necessary translations for a member.

Providers should visit the websites below for tips on how to effectively communicate using interpreters:

- “Interpret Tool: Working with Interpreters in Clinical Settings,” DHHS Office for Minority Health, Language Access Resources.
>> www.acf.hhs.gov/sites/default/files/otip/hhs_clas_interpret_tool.pdf
- “Working With an Interpreter: Roles of an Interpreter and the Triadic Interview,” DHHS Office for Minority Health, Language Access Resources.
>> www.acf.hhs.gov/sites/default/files/otip/hhs_clas_working_with_an_interpreter.pdf

Call the Provider Services Helpline at **1-888-991-9023** for more information.

Non-Discrimination Policy

Members enrolled in Health Partners Plans have the right to receive and expect courteous, quality care regardless of race, color, creed, sex, religion, age, national or ethnic origin, ancestry, marital status, sexual preference, gender identity and expression, genetic information, physical or mental illness, disability, veteran status, source of payment, visual or hearing limitations, or the ability to speak English. Members also have the right to request any of our printed materials in another language, larger print, on audiotape or in another format. Health Partners Plans recognizes the diversity of its members and offers services that are sensitive to these differences.

The medical provider should update its anti-discrimination policies to state expressly that the provider prohibits discrimination based upon sexual orientation and gender identity.

- The medical provider should obligate its physicians contractually to comply with Pennsylvania State law, and the AMA Code of Ethics.
- The medical provider should provide yearly training for its physicians about nondiscrimination requirements and culturally competent care. Each physician should be required to participate in these annual trainings and attest in writing to having done so.

- The medical provider should provide training about nondiscrimination requirements and culturally competent care all its non-physician employees, and should include similar training in the orientation provided to all new employees.

Providers must also be compliance with Section 1557 of the Patient Protection and Affordable Care Act (ACA).

Section 1557 is the nondiscrimination provision of the Affordable Care Act (ACA). The law prohibits discrimination on the basis of race, color, national origin, sex, age, or disability in certain health programs or activities. Section 1557 builds on long-standing and familiar Federal civil rights laws: Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975.

The Section 1557 final rule applies to any health program, covered entity or activity, any part of which receives funding from the Department of Health and Human Services (HHS), such as hospitals that accept Medicare or doctors who receive Medicaid payments.

Protecting Individuals against Sex Discrimination

The rule makes clear that sex discrimination prohibited under Section 1557 includes discrimination based on:

- An individual's sex
- Pregnancy, childbirth and related medical conditions
- Gender identity
- Sex stereotyping

Provided below are protections against Sex Discrimination:

- Individuals cannot be denied health care or health coverage based on their sex, including their gender identity and sex stereotyping.
- Women must be treated equally with men in the health care they receive and the insurance they obtain.
- Categorical coverage exclusions or limitations for all health care services related to gender transition are discriminatory.
- Individuals must be treated consistent with their gender identity, including in access to facilities. However, providers may not deny or limit treatment for any health services that are ordinarily or exclusively available to individuals of one

gender based on the fact that a person seeking such services identifies as belonging to another gender.

- Sex-specific health programs or activities are permissible only if the entity can demonstrate an exceedingly persuasive justification, that is, that the sex-specific health program or activity is substantially related to the achievement of an important health-related or scientific objective.
- While the final rule does not resolve whether discrimination on the basis of an individual's sexual orientation status alone is a form of sex discrimination under Section 1557, the rule makes clear that OCR will evaluate complaints that allege sex discrimination related to an individual's sexual orientation to determine if they involve the sorts of stereotyping that can be addressed under Section 1557. HHS supports prohibiting sexual orientation discrimination as a matter of policy and will continue to monitor legal developments on this issue.

Protections for Individuals with Limited English Proficiency

Please refer to Appendices A and B for details on how to contact HPP and seek assistance with servicing people with limited English proficiency. Appendices A and B will also provide instructions on how to file a complaint related to discrimination.

It is important to recognize that as a contracted provider, you are required to ensure patients have access to needed services to ensure effective lines of communication are established.

Protections for Individuals with Disabilities

Consistent with existing requirements, Section 1557 requires covered entities to take appropriate steps to ensure that communications with individuals with disabilities are as effective as communication with others. Section 1557 also requires covered entities to provide appropriate auxiliary aids and services, such as alternative formats and sign language interpreters, where necessary for effective communication.

- Covered entities must post a notice of individuals' rights, providing information about communication assistance among other information.
- Covered entities are required to make all programs and activities provided through electronic and information technology accessible to individuals with disabilities, unless doing so would impose undue financial or administrative burdens or would result in a fundamental alteration in the nature of the covered entity's health program or activity.

- Section 1557 incorporates the 2010 Americans with Disabilities Act Standards for Accessible Design as the standards for physical accessibility of new construction or alteration of buildings and facilities. Almost all covered entities are already required to comply with these standards.
- Covered entities cannot use marketing practices or benefits designs that discriminate on the basis of disability.
- Covered entities must make reasonable changes to policies, practices and procedures where necessary to provide equal access for individuals with disabilities unless the covered entity can demonstrate that making the changes would fundamentally alter the nature of the health program or activity.

Please refer to Appendices A and B for details on how to contact HPP and seek assistance with servicing people with disabilities. Appendices A and B will also provide instructions on how to file a complaint related to discrimination.

It is important to recognize that as a contracted provider, you are required to ensure patients have access to needed services to ensure effective lines of communication are established.

Health Partners Plans Commitment to Compliance with Section 1557 of the Patient Protection and Affordable Care Act

Health Partners Plans complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Health Partners Plans does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Health Partners Plans expects that contracted providers/ suppliers, hereinafter referred to as “covered entities”, will not discriminate on the basis of race, color, national origin, age, disability, or sex.

- In the event an individual with a disability needs assistance, Health Partners Plans expects that covered entities will take appropriate steps to ensure that communications with individuals with disabilities are as effective as communication with others. Covered entities are expected to provide appropriate auxiliary aids and services, such as alternative formats (e.g., large print, audio, accessible electronic formats and other formats), sign language interpreters, etc. where necessary for effective communication.
- Health Partners Plans provides free language services to people whose primary language is not English, such as qualified interpreters and materials in languages other than English. Health Partners Plans expects that covered entities will take appropriate steps to provide meaningful access to each individual with limited English proficiency that is

eligible to be served or likely to be encountered. Reasonable steps may include the provision of language assistance services, such as oral language assistance or written translation.

- Health Partners Plans is committed to ensuring all members have access to needed health services without fear of being discriminated against.
 - Covered entities are prohibited from denying health care or health coverage to an individual based on:
 - An individual's sex
 - Pregnancy, childbirth and related medical conditions
 - Gender identity
 - Sex stereotyping
 - Women must be treated equally with men in the health care they receive and the insurance they obtain.
 - Categorical coverage exclusions or limitations for all health care services related to gender transition are discriminatory.
 - Individuals must be treated consistent with their gender identity, including in access to facilities. Providers may not deny or limit treatment for any health services that are ordinarily or exclusively available to individuals of one gender based on the fact that a person seeking such services identifies as belonging to another gender.
 - Sex-specific health programs or activities are permissible only if the entity can demonstrate an exceedingly persuasive justification, that is, that the sex-specific health program or activity is substantially related to the achievement of an important health-related or scientific objective.

Please refer to Appendix A and B for details on how to contact Health Partners Plans and seek assistance with servicing people with disabilities or limited English proficiency (LEP). Appendix A and B will also provide instructions on how to file a complaint related to discrimination.

It is important to recognize that as a contracted provider, you are required to ensure patients have access to needed services to ensure effective lines of communication are established.

Appendix A

Health Partners nondiscrimination information

Health Partners (Medicaid) and KidzPartners comply with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation. Health Partners (Medicaid) and KidzPartners do not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

Health Partners (Medicaid) and KidzPartners provide free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Health Partners (Medicaid) and KidzPartners provide free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Member Services at **1-888-477-9800 (TTY 1-877-454-8477)**.

If you believe that Health Partners (Medicaid) and KidzPartners have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

Health Partners Plans

Attn: Complaints, Grievances & Appeals Unit
 901 Market Street, Suite 500
 Philadelphia, PA 19107
 Phone: **1-888-477-9800 (TTY 1-877-454-8477)**
 Fax: **215-991-4105**

The Bureau of Equal Opportunity

Room 223, Health and Welfare Building
 P.O. Box 2675
 Harrisburg, PA 17105-2675
 Phone: **717-787-1127, TTY/PA RELAY: 711**
 Fax: **717-772-4366**
 Email: RA-PWBEOAO@pa.gov

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, Health Partners (Medicaid) and KidzPartners and the Bureau of Equal Opportunity are available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone:

U.S. Department of Health and Human Services
200 Independence Avenue SW.
Room 509F, HHH Building
Washington, DC 20201
Phone: **1-800-368-1019, 1-800-537-7697 (TDD/TTY)**

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Appendix B

Health Partners Medicare Nondiscrimination Information

Health Partners Medicare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation. Health Partners Medicare does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

Health Partners Medicare provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters or TTY services
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Health Partners Medicare provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Health Partners Medicare Member Relations at **1-866-901-8000 (TTY 1-877-454-8477)**, 24 hours a day, seven days a week.

If you believe that Health Partners Medicare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Health Partners Medicare. You can file a grievance in person or by phone, mail or fax.

Health Partners Medicare

Attn: Complaints, Grievances & Appeals Unit

901 Market Street, Suite 500

Philadelphia, PA 19107

Phone: **1-866-901-8000 (TTY 1-877-454-8477)**

Fax: **215-991-4105**

If you need help filing a grievance, Health Partners Medicare Member Relations is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue SW.

Room 509F, HHH Building

Washington, DC 20201

Phone: **1-800-368-1019, 1-800-537-7697 (TDD/TTY)**

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Health Partners Medicare is a Health Maintenance Organization (HMO) with Medicare, Pennsylvania State Medicaid and Children's Health Insurance Program (CIHP) contracts. Enrollment in Health Partners Medicare depends on contract renewal.

Appendix C

Top 15 non-English languages in PA

1. Spanish
2. Russian
3. Chinese (Simplified/Mandarin)
4. Vietnamese
5. Arabic
6. Nepali
7. Korean
8. Cambodian (Khmer)
9. French
10. Burmese
11. Haitian (Creole)
12. Portuguese
13. Bengali
14. Albanian
15. Gujarati

Taglines in the top fifteen (15) prevalent languages in Pennsylvania

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-866-901-8000 (TTY 1-877-454-8477).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-901-8000 (TTY 1-877-454-8477).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-866-901-8000 (TTY 1-877-454-8477)。1-866-901-8000 (TTY 1-877-454-8477)。

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم (رقم هاتف الصم والبكم: 1-877-454-8477) 1-866-901-8000 (TTY 1-877-454-8477).

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: 1-888-477-9800 (TTY 1-877-454-8477).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-477-9800 (TTY 1-877-454-8477)**.

HPP provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Health Partners Plans at **215-967-4690**.

If you believe that HPP has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Mail: **The Bureau of Equal Opportunity**
Room 223, Health and Welfare Building
P.O. Box 2675
Harrisburg, PA 17105-2675

Phone: **1-717-787-1127, TTY 800-654-5484**

Fax: **1-717-772-4366, or**

Email: RA-PWBEOAO@pa.gov

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Bureau of Equal Opportunity is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

Mail: **U.S. Department of Health and Human Services**
200 Independence Avenue SW.
Room 509F, HHH Building
Washington, DC 20201

Phone: **1-800-868-1019, 1-800-537-7697 (TDD/TTY)**

Additional Information:

To help providers learn more about culturally and linguistically appropriate health care, Health Partners Plans recommends review of the following material:

- “A Physician’s Practical Guide to Culturally Competent Care,” sponsored by DHHS Office of Minority Health. This is a free, self-directed training course for physicians and other health care professionals with a specific interest in cultural competency in

the provision of care. Continuing Medical Education (CME/CE) credits are available. Access the website at <https://cccm.thinkculturalhealth.hhs.gov/>.

- “Effective Communication Tools for Healthcare Professionals,” sponsored by DHHS Health Resources and Services Administration. This is a free, self-directed online training course. Continuing Medical Education (CME/CE) credits are available. Access the website at <http://www.hrsa.gov/publichealth/healthliteracy/>.

OCR has translated a sample notice of nondiscrimination and the taglines for use by covered entities into 64 languages. For translated materials, visit www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html.



Chapter 3

Member Eligibility & Enrollment

Health Partners (Medicaid), KidzPartners (CHIP), Health Partners Medicare

Purpose: This chapter provides an overview of enrollment and eligibility guidelines used by Health Partners Plans.

Topics: Important topics from this chapter include:

- Health Partners (Medicaid)
- KidzPartners (CHIP)
- Health Partners Medicare

Overview

This chapter provides an overview of the various guidelines and tools available to Health Partners Plans providers in determining the eligibility and enrollment status of patients covered by Health Partners Plans:

- Free CHIP:
 - Provides free health insurance for uninsured children and teens (up to age 19) who qualify and are not eligible for Medical Assistance.
- Low-Cost and Full-Cost CHIP:
 - Provides low-cost health insurance for uninsured children and teens (up to age 19) who qualify and are not eligible for Medical Assistance. Families must pay a monthly premium for each child and there are copayments for certain services.
- Medical Assistance:
 - Provides free insurance for qualifying children, teens, and adults who qualify.
- Medicare Advantage:
 - Medicare Advantage is a type of Medicare health plan offered by a private company that contracts with Medicare to provide a member with all their Part A and Part B benefits. These plans may also provide Part D benefits.

Note: Enrollment in CHIP and Medical Assistance is based on household size and income.

Discrimination against Health Partners Plans members is prohibited. Accept and treat members without regard to race, age, gender, sexual preference, national origin, religion, health status, economic status, or physical disabilities. No provider may engage in any practice, with respect to any HPP member, that constitutes unlawful discrimination under any state or federal law or regulation. No provider may deny, limit, or condition the services offered on the basis of any factor that is related to health status, including, but not limited to the following:

- Medical condition, including mental as well as physical illness
- Claims experience
- Receipt of health care
- Medical history
- Genetic information
- Evidence of insurability, including conditions arising out of acts of domestic violence
- Disability

What is HealthChoices?

HealthChoices is a mandatory state program that requires most Medical Assistance (MA) recipients in Bucks, Chester, Delaware, Montgomery, and Philadelphia counties to select a health plan and a primary care provider (PCP) for their health care. Health care providers in the HealthChoices program must participate with the Pennsylvania Department of Human Services (DHS) and have a Medical Assistance identification number.

Enrollment

DHS contracts with an independent vendor, currently MAXIMUS, to provide enrollment assistance services. The vendor is the Enrollment Assistance Contractor (EAC). Enrollment assistance services include educating and assisting newly enrolled Medical Assistance recipients in selecting and changing their PH-MCO, enrollment referral systems and benefits and selecting a primary care physician (PCP). The EAC operates a HealthChoices Hotline to take Medical Assistance recipients' calls and to record their change in PH-MCO and PCP selection. Electronic records of these changes are forwarded weekly to DHS and Health Partners Plans. Once an MA recipient has affirmed with Health Partners, he or she may make future changes to his or her PCP directly with Health Partners.

Health Partners Plans members are not required to select a dentist. When dental care is needed, members may self-refer to any primary care dental provider in the Health Partners dental network.

Newborns are eligible for Health Partners benefits if the mother is enrolled at the time of the child's birth. The parent or guardian must contact the County Assistance Office to have the baby added to the mother's coverage, and the EAC or HPP to select a PCP for the infant.

The Health Partners Member ID Card

All Health Partners (Medical Assistance) members are issued an identification card (Both card designs pictured here are currently in use). However, possession of the Health Partners card does not ensure current member eligibility for Health Partners benefits.

Also, patients without a Health Partners ID card with them may still be active members.

For these reasons, it's important to verify eligibility.

Verification of member eligibility may be obtained by:

- Accessing the Pennsylvania State Eligibility Verification System (EVS) at **1-800-766-5387**
- Logging on to our provider portal at HealthPartnersPlans.com/ProviderPortal
- Calling the Enrollment Eligibility Helpline and providing the patient's name and birth date Monday through Friday, 9:00 a.m. – 5 p.m. For more information, refer to the [Contact Information](#) section starting on page 1.13.

Health Partners members also receive and should always carry a DHS Pennsylvania Access card, which can be used to qualify them for transportation and related services to which they may be entitled. The card, however, does not provide evidence of their eligibility with Health Partners.

Providers must use this card to access the Department's EVS and verify the member's eligibility. The ACCESS card will allow the provider the capability to access the most current eligibility information without contacting the PH-MCO directly.



Third Party Liability

Health Partners Plans uses DHS Third Party Liability Resource information as a base for other insurance coverage. If there is evidence of probable other insurance found through secondary claim submission or contact from other carriers or the member, this information will be recorded on the Health Partners Plans processing systems and DHS will be notified. Investigation of other possible insurance will be required prior to payment, except when preventive pediatric care services are involved (not including hospital delivery claims).

Third party liability insurance, employer group insurance, Workers' Compensation, and Medicare precede Medicaid as primary payers. Medicaid is the payer of last resort. Claims should be submitted to any other insurance carrier including Medicare, prior to submitting to Health Partners Plans. Health Partners will coordinate benefits to pay up to the contracted rate or the Medical Assistance rate. If a primary insurer has paid more than Health Partners Plans would have paid if its coverage were primary, no additional reimbursement will be made and the member will be held harmless.

Members may not realize or remember that their dependent children may have coverage under a working spouse's employer group plan or absent parent required (court-ordered) coverage.

Providers should ask for the most current insurance information at every encounter. Please remind members to contact Health Partners Plan to update their other insurance information. Medicaid eligibility is not affected by a member having other insurance.

Third party liability also relates to automobile insurance and personal injury insurance coverage (homeowner's, etc.). If a member is injured in an accident, and the liability insurance is known and established, the provider should first bill the member's liability carrier prior to submitting a claim to Health Partners Plans. Under HealthChoices, Health Partners Plans must notify DHS if we provide reimbursement for the care of a member's auto-related or other accident-related injuries. DHS retains the right of subrogation. Under the HealthChoices contract, Health Partners Plans is required to notify DHS of any personal liability lawsuits for purposes of subrogation.

Member Panels

Every month, PCPs will receive a Member Panel Report providing an up-to-date listing of the members assigned to each PCP in their practice.

Note: These lists should not be used to check eligibility.

Members whose names appear on this panel should be considered active for the period of time indicated. If the member you are treating is not on your current panel, you may not be receiving payment for that member from Health Partners. We require providers to use this list, at minimum, to outreach to members who are non-compliant with Early and Periodic Screening, Diagnostic and Treatment (EPSDT) periodicity and immunization schedules.

Verification of Eligibility

Providers may verify member eligibility by logging on to our provider portal at HealthPartnersPlans.com/ProviderPortal or by calling Health Partners Plans 24 hours a day, seven days a week and providing the patient's name and birth date. Refer to the [Contact Information](#) section on page 1.13 for the appropriate contact information.

Member Transfers

Both members and providers may find it necessary to modify the doctor-patient relationship that currently exists between a Health Partners member and his or her PCP. This section provides an overview of the two types of transfers available to both members and participating physicians.

Voluntary Transfers

Members may elect to change their PCP by calling Health Partners Member Relations and requesting a transfer or by signing on to the member portal and selecting the change your PCP option. Members requesting a change will be issued new membership cards within seven to ten days of the effective transfer date. When care is required prior to the issuance of the new membership panel, we will notify you by phone. As a Health Partners provider, you are expected to facilitate the transfer of records when members choose a new provider.

Health Partners Member Relations will reassign any member requesting a new medical provider for both routine and exceptional circumstances.

Routine transfers are done at the member's discretion and will have a future effective date (routinely the first of the upcoming month) with the newly-selected Primary Care site.

Exceptional transfers requiring an immediate transfer and effective date will be accommodated when there are issues of continuity, when a member has travel difficulties or when a member is no longer comfortable with a PCP.

Involuntary Transfers

Providers have the right to request that a member select another PCP within 30 days, under the following conditions:

- Member demonstrates a pattern of broken appointments without adequate notice
- Member and the provider have failed to establish an adequate patient/provider relationship

To implement an involuntary transfer for one of the reasons noted above, you must send a certified letter to the member and a copy to Health Partners Plans.

Health Partners Plans

Attn: Member Relations Department
901 Market Street, Suite 500
Philadelphia, PA. 19107

The letter should indicate the reason for requesting an involuntary transfer. Please note that in accordance with DHS regulations and your Health Partners Plans agreement, severity of illness and/or medical diagnosis are not acceptable reasons for a transfer. In fact, Health Partners Plans' provider contracts prohibit discrimination on the basis of health status. If the request is approved, Health Partners Plans will contact the member to assist in selecting a new PCP. The transfer to another PCP will occur within 30 days during which time the transferring provider must be available for urgent care. The transferring provider must also facilitate the transfer of records to the new provider.

Recipient Restriction Program

Health Partners Plans participates in the Pennsylvania Department of Human Services Recipient Restriction Program. The program calls for Health Partners Plans to monitor and identify Medical Assistance recipients who improperly or excessively utilize Medicaid services. In cooperation with the Department of Human Services Bureau of Program Integrity, Health Partners will refer members with suspected patterns of inappropriate utilization to the Recipient Restriction Program. These members may be restricted to a certain physician and/or pharmacy or other provider in this event. Providers requesting information on this program may contact the Health Partners Plans Pharmacy department at **215-991-4094**.

Loss of Medical Assistance Eligibility

Members may lose eligibility for Medical Assistance for various reasons at any time during the month. Based on determination communicated to the plan by the Department of Human Services regarding member's coverage, the Health Partners Plans Enrollment department will update the member eligibility until the end of the month according to the notification received from DHS. Except under circumstances where the date communicated by DHS should be the expiration date of the member's coverage (i.e., member deceased, etc.).

Care Gap Report

A monthly report of the status for each member of their age appropriate HEDIS and clinical quality indicators is sent to practice sites. These reports assist practices with outreach to close necessary preventive and chronic disease management gaps in care. We request you use this list to identify members who are non-compliant with specific services and use your own designed outreach efforts to get the non-compliant members in for needed care. *This report should not be used to verify eligibility.*

What is CHIP?

The Children's Health Insurance Program (CHIP) provides important health benefits to children who do not have other health insurance coverage and who are ineligible to receive Medical Assistance in Pennsylvania. Funded by the Commonwealth of Pennsylvania and the federal government, CHIP provides insurance for all uninsured children and teens (up to age 19) in the Commonwealth of Pennsylvania.

Enrollment

CHIP is administered by private health insurance companies that are licensed and regulated by the Pennsylvania Department of Human Services. Health Partners Plans contracts with the Commonwealth of Pennsylvania to offer CHIP and provides coverage to eligible children in Bucks, Chester, Delaware, Montgomery and Philadelphia counties through its KidzPartners program.

The KidzPartners Member ID Card

All KidzPartners (CHIP) members are issued an identification card. However, possession of the KidzPartners card does not ensure current member eligibility for KidzPartners benefits. And of course, patients who do not have a KidzPartners ID card with them may still be active members.

For these reasons, it's important to verify eligibility.

KidzPartners

MEMBER FIRST NAME MEMBER LAST NAME
 ID: 9999999999
 DOB: 99/99/9999
 PCP: DR. NAME
 999-999-9999
 PROV #: 9999999999
 PCP \$XX SPEC \$XX ER \$XX RX \$XX/\$XX
 RxBIN: 600428 RxPCN: 02530000

Health Partners Plans **H P P**

Verification of member eligibility may be obtained by:

- Accessing the Pennsylvania State Eligibility Verification System (EVS) at **1-800-766-5387**
- Logging on to our provider portal at HealthPartnersPlans.com/ProviderPortal
- Calling the Enrollment Eligibility helpline and providing the patient's name and birth date. Refer to the [Contact Information](#) section on page 1.13 for the appropriate contact information.

Third Party Liability

If there is evidence of probable other insurance found through secondary claim submission or contact from other carriers or the member, this information will be recorded on Health Partners Plans processing systems. Health Partners Plans will contact the primary insurance company to validate the dates of coverage. If a child has obtained other health insurance they are not eligible for CHIP coverage.

Providers should ask for the most current insurance information at every encounter.

Third party liability also relates to automobile insurance and personal injury insurance coverage (homeowner's, etc.). If a member is injured in an accident and liability insurance is known and established, the provider should first bill the member's liability carrier prior to submitting a claim to KidzPartners. If the other insurance does not initially pay, KidzPartners is obligated to pay and recover monies from the other insurer.

Third party liability also includes personal lawsuits brought by a member against a third party. Providers should bill all available medical insurers for any services, even if a member has or intends to bring suit.

Member Panels

Every month, PCPs will receive a Member Panel Report providing an up-to-date listing of the members assigned to each PCP in their practice.

Note: These lists should not be used to check eligibility.

Members whose names appear on this panel should be considered active for the period of time indicated. If the member you are treating is not on your current panel, you may not be receiving payment for that member from Health Partners. We require providers to use this list, at minimum, to outreach to members who are non-compliant with Early and Periodic Screening, Diagnostic and Treatment (EPSDT) periodicity and immunization schedules.

Verification of Eligibility

Providers may verify member eligibility by logging on to our provider portal at HealthPartnersPlans.com/ProviderPortal or by calling Health Partners Plans 24 hours a day, seven days a week and providing the patient's name and birth date. Refer to the [Contact Information](#) section on page 1.13 for the appropriate contact information.

Member Transfers

Both members and providers may find it necessary to modify the doctor-patient relationship that currently exists between a KidzPartners member and their provider. This section provides an overview of the two types of transfers available to both members and participating physicians.

Voluntary Transfers

Members may elect to change their PCP by calling KidzPartners Member Relations and requesting a transfer. Members requesting a change will be issued new membership cards within seven to ten days of the effective transfer date. When care is required prior to the issuance of the new membership panel, we will notify you by phone. As a KidzPartners provider, you are expected to facilitate the transfer of records when members choose a new provider.

KidzPartners Member Relations will reassign any member requesting a new medical provider for both routine and exceptional circumstances.

Routine transfers are done at the member's discretion and will have a future effective date (routinely the first day of the upcoming month) with the newly selected primary care site.

Exceptional transfers requiring an immediate transfer and effective date will be accommodated when there are issues of continuity, when a member has travel difficulties, or when a member is no longer comfortable with a PCP.

Involuntary Transfers

Providers have the right to request that a member select another provider within 30 days, under the following conditions:

- Member demonstrates a pattern of broken appointments without adequate notice
- Member and the provider have failed to establish an adequate patient-provider relationship

To implement an involuntary transfer for one of the reasons noted above, you must send a certified letter to the member and a copy to Health Partners Plans.

Health Partners Plans

Attn: Member Relations Department
901 Market Street, Suite 500
Philadelphia, PA. 19107

The letter should indicate the reason for requesting an involuntary transfer. Please note that in accordance with your Health Partners Plans agreement, severity of illness and/or medical diagnosis are not acceptable reasons for a transfer. In fact, the Health Partners Plans provider contracts prohibit discrimination on the basis of health status. KidzPartners will contact the member to assist in selecting a new PCP. The transfer to another PCP will occur within 30 days during which time the transferring provider must be available for urgent care. The transferring provider must also facilitate the transfer of records to the new provider.

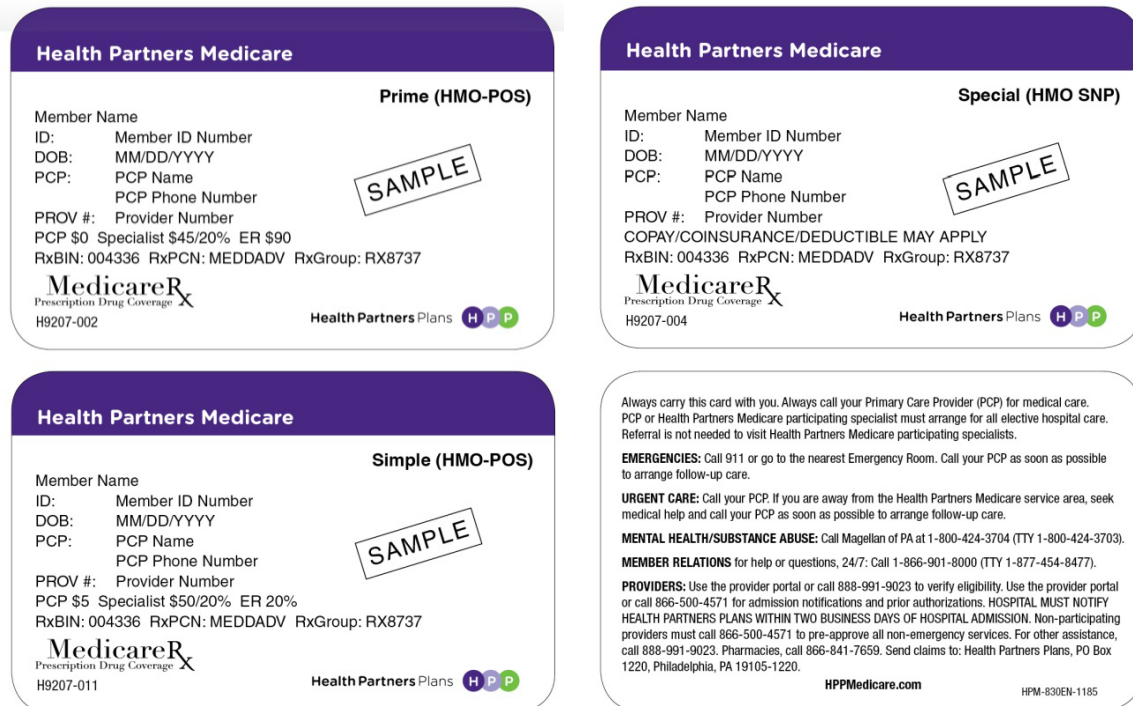
What is Medicare Advantage?

Health Partners Medicare plans are Medicare Advantage plans offered in Berks, Bucks, Carbon, Chester, Dauphin, Delaware, Lancaster, Lebanon, Lehigh, Northampton, Perry and Philadelphia counties. Medicare Advantage is a type of Medicare health plan offered by a private company that contracts with Medicare to provide a member with all their Part A and Part B benefits. Plans may also provide Part D benefits. Medicare services are covered through the Medicare Advantage plan and are not paid for under original Medicare. Members are required to select a PCP for their health care.

The Health Partners Medicare Member ID Card

All Health Partners Medicare members are issued an identification card. However, possession of the Health Partners Medicare ID card does not ensure current member eligibility for Health Partners Medicare benefits. And of course, patients who do not have a Health Partners Medicare ID card with them may still be active members.

For these reasons, it's important to verify eligibility.



Verification of member eligibility may be obtained by:

- Logging on to our provider portal at HealthPartnersPlans.com/ProviderPortal
- Calling the Enrollment Eligibility Helpline and providing the patient's name and birth date. For more information, refer to the [Contact Information](#) section of this manual, starting on page 1.13.

Third Party Liability

Health Partners Plans uses the Centers of Medicare & Medicaid Services (CMS) Third Party Liability Resource information as a base for other insurance coverage. If there is evidence of probable other insurance found through secondary claim submission or contact from other carriers or the member, this information will be recorded on the Health Partners Plans processing systems and reported to CMS. Investigation of other possible insurance will be required prior to payment,

except when pre-natal or preventive pediatric care services are involved (not including hospital delivery claims).

Third party liability insurance, employer group insurance, Workers Compensation and commercial coverage precede Medicare Advantage as primary payers. Claims should be submitted to any other insurance carrier (except Medicaid) prior to submitting to Health Partners Medicare. Health Partners Medicare will coordinate benefits to pay up to the contracted rate. If a primary insurer has paid more than Health Partners Medicare would have paid if its coverage were primary, no additional reimbursement will be made and the member should be held harmless.

Members may not realize or remember that they have coverage under a working spouse's employer group plan.

Providers should ask for the most current insurance information at every encounter.

Third party liability also relates to automobile insurance and personal injury insurance coverage (homeowner's, etc.). If a member is injured in an accident, and the liability insurance is known and established, the provider should first bill the member's liability carrier prior to submitting a claim to Health Partners Medicare.

Third party liability also includes personal lawsuits brought by a member against a third party. Providers should bill all available medical insurers for any services, even if a member has or intends to bring suit.

Member Panels

Every month, PCPs will receive a Member Panel Report providing an up-to-date listing of the members assigned to each PCP in their practice.

Note: These lists should not be used to check eligibility.

Members whose names appear on this panel should be considered active for the period of time indicated. If the member you are treating is not on your current panel, you may not be receiving payment for that member from Health Partners. We require providers to use this list, at minimum, to outreach to members who are non-compliant with Early and Periodic Screening, Diagnostic and Treatment (EPSDT) periodicity and immunization schedules.

Verification of Eligibility

Providers may verify member eligibility by logging on to our provider portal at HealthPartnersPlans.com/ProviderPortal or by calling Health Partners Plans 24 hours a day, seven days a week and providing the patient's name and birth date. Refer to the [Contact Information](#) section on page 1.13 for the appropriate contact information.

Member Transfers

Both members and providers may find it necessary to modify the doctor-patient relationship that currently exists between a Health Partners Medicare member and their provider. This section provides an overview of the two types of transfers available to both members and participating physicians.

Voluntary Transfers

Members may elect to change their PCP by calling Health Partners Medicare Member Relations at **1-866-901-8000 (TTY 1-877-454-8477)** and requesting a transfer. Members requesting a change will be issued new membership cards within seven to ten days of the effective transfer date. When care is required prior to the issuance of the new membership panel, we will notify you by phone. As a Health Partners Medicare provider, you are expected to facilitate the transfer of records when members choose a new provider.

Health Partners Medicare Member Relations will reassign any member requesting a new medical provider for both routine and exceptional circumstances.

Routine transfers are done at the member's discretion and will have a future effective date (routinely the first of the upcoming month) with the newly selected primary care site.

Exceptional transfers requiring an immediate transfer and effective date will be accommodated when there are issues of continuity, when a member has travel difficulties, or when a member is no longer comfortable with a PCP.

Involuntary Transfers

Providers have the right to request that a member select another provider within 30 days, under the following conditions:

- Member demonstrates a pattern of broken appointments without adequate notice and/or
- Member and the provider have failed to establish an adequate patient/provider relationship

To implement an involuntary transfer for one of the reasons noted above, you must send a certified letter to the member and a copy to Health Partners Plans.

Health Partners Plans

Attn: Member Relations Department

901 Market Street, Suite 500

Philadelphia, PA 19107

The letter should indicate the reason for requesting an involuntary transfer. Please note that in accordance with your Health Partners Plans Medicare agreement, severity of illness or medical diagnosis is not an acceptable reason for a transfer. In fact, the Health Partners Plans provider contracts prohibit discrimination on the basis of health status. Health Partners Medicare will contact the member to assist in selecting a new PCP. The transfer to another PCP will occur within 30 days during which time the transferring provider must be available for urgent care. The transferring provider must also facilitate the transfer of records to the new provider.

Care Gap Report

A monthly report of the status for each member of their age appropriate HEDIS and clinical quality indicators is sent to practice sites. These reports assist practices with outreach to close necessary preventive and chronic disease management gaps in care. We request you use this list to identify members who are non-compliant with specific services and use your own designed outreach efforts to get the non-compliant members in for needed care. *This report should not be used to verify eligibility.*

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Chapter 4

Health Partners (Medicaid)

Summary of Benefits

Purpose: This chapter provides an overview of the benefits available to Health Partners (Medicaid) members

Topics: Important topics from this chapter include:

- Summary of Medicaid benefits

Overview

This chapter provides an overview of the benefits Health Partners (Medicaid) members are entitled to and guidelines for appropriately utilizing authorizations.

Note: The guidelines provided in this document do not address all benefit packages available to Health Partners (Medicaid) members. If a conflict exists between this document and the member's benefit package, the benefit package takes precedence.

Summary of Benefits

The following chart is a quick reference that lists many Health Partners Medicaid benefits and services. It indicates whether an authorization is required and summarizes important guidelines. Additional information about covered and non-covered services follows this chart.

Prior authorization is **always required** for out-of-network services, except emergency/urgent care, maternity care, family planning services and renal dialysis services. Pregnant members already receiving care from an Out-of-Network practitioner at the time of enrollment may continue to receive services from that specialist throughout the pregnancy and postpartum period related to the delivery.

Health Partners (Medicaid) Benefits

The following table list the benefits available to Health Partners (Medicaid) members and any prior authorization, cost sharing, or benefit limit requirements associated with those services.

Table 4A: Health Partners (Medicaid) Benefits				
Benefit / Service	Covered	Benefit Limit	Prior Authorization	Copay
Advanced Diagnostic Radiology (MRI, CT, PET)	Yes	No	Yes: Contact eviCore	\$0
Ambulance (Emergent)	Yes	No	No	\$0
Ambulatory Surgery Center/ Short Procedure Unit	Yes	No	No	\$0
Annual Eye Exam	Yes	2/year	No	\$0
Audiology Services	Yes	No	No	\$0

Table 4A: Health Partners (Medicaid) Benefits				
Benefit / Service	Covered	Benefit Limit	Prior Authorization	Copay
Chiropractic Services	Yes	No	Yes: Contact eviCore	\$0
Clinic (Outpatient Hospital, Independent, & FQHC)	Yes	No	No	\$0
Cosmetic Services	No	N/A	Yes: For Restorative Services	\$0
Cardiac Rhythm Devices (Pacers and Defibrillators)	Yes	No	Yes: Contact eviCore	\$0
Dental (Diagnostic, preventive, restorative and surgical dental procedures, prosthodontics and sedation.)	Yes	Dentures 1 per lifetime; Exams/prophylaxis 1 per 180 days; Crowns, Periodontics and Endodontics only via approved benefit limit exception	Contact Avesis	\$0
Diagnostic cardiac catheterizations	Yes	No	Yes: Contact eviCore	\$0
Diagnostic Radiology (X-ray)	Yes	No	No	\$0
Durable Medical Equipment Purchase > \$500	Yes	No	Yes	\$0
Durable Medical Equipment Rental	Yes	No	Yes	\$0
Elective Inpatient Surgical Care	Yes	No	Yes	\$0 per day up to \$0 per admission
Emergency Services	Yes	No	No	\$0
Eyewear (Contact, Lenses, or Frames)	Yes	Limited to individuals with aphakia and cataracts 4 lenses/year	Yes (contact Davis Vision)	\$0

Table 4A: Health Partners (Medicaid) Benefits				
Benefit / Service	Covered	Benefit Limit	Prior Authorization	Copay
		4 contact/year 2 frames/year		
Family Planning	Yes	No	No	\$0
Fitness (Gym) Membership	Yes	Annual membership covered. Program requirements apply	No	\$0 probationary visits
Hearing Aids	No	N/A	N/A	N/A
Home Infusion	Yes	No	Yes	\$0
Home Health Nurses, Social Workers, Aids or Therapists	Yes	No	Yes	\$0
Hospice (Inpatient only)	Yes	No	Yes: COTI, Election of Hospice Form and Plan of Treatment/Clinical Documentation	\$0
Hyperbaric Oxygen Therapy	Yes	No	Yes	\$0
Infertility Treatment	No	N/A	N/A	N/A
Inpatient Acute Hospital	Yes	No	Yes	\$0 per day up to \$0 per admission
Inpatient Rehab Hospital	Yes	No	Yes	\$0 per day up to \$0 per admission
Intermediate Care Facility (ICF) for Individuals with Intellectual Disabilities (IID) and Other Related Conditions (ORC)	Yes	ICF/IID Admission results in immediate disenrollment; ICF/ORC admission requires prior auth. 30 days with disenrollment.	Yes	\$0
Laboratory	Yes	No	No: Must use capitated lab	\$0
Long Term/Custodial Nursing Home Care	Yes	No	Yes	\$0

Table 4A: Health Partners (Medicaid) Benefits				
Benefit / Service	Covered	Benefit Limit	Prior Authorization	Copay
MedicalDiagnostics	Yes	No	No	\$0
MedicalOncology(Chemotherapy)	Yes	No	Yes: Contact /eviCore	\$0
Medical/SurgicalSupplies	Yes: Diabetic supplies are covered under the RX benefit	No	Yes: >\$500	\$0
Non-EmergentCare Outside USA	No	N/A	N/A	N/A
Non-Emergent Ambulance	Yes	No	Yes	\$0
NuclearMedicine	Yes	No	No	\$0
Nutritional Supplements	Yes	No	Yes	\$0
Obstetrical – Outpatient (Pre and Post-Natal)	Yes	No	No	\$0
Orthotic (Diabetics only)	Yes	No	Yes	\$0
OutpatientPhysical and Occupational Therapy	Yes	No	Yes: Contact eviCore	\$0
OutpatientSpeech Therapy	Yes	No	Yes: Contact eviCore	\$0
PCP visits (including CRNP, PA)	Yes	No	No	\$0
Pain Management	Yes	No	Yes: Contact eviCore	\$0
Pharmaceutical	Yes	No	Yes: If designated as prior authorization drug or non-formulary (Prescription)	\$0 generic and \$0 brand
Podiatrist Services	Yes	No	No	\$0
PreventativePhysical exam	Yes	No	No	\$0
Private Duty Nursing	No	N/A	N/A	N/A

Table 4A: Health Partners (Medicaid) Benefits				
Benefit / Service	Covered	Benefit Limit	Prior Authorization	Copay
Prosthetic Device	Yes	Hearing Aids are not covered. Ocular prosthesis is limited to 1/yr. Low vision aids are limited to 1/2yr.	Yes	\$0
Radiation Therapy	Yes	No	Yes: Contact eviCore	\$0
Renal Dialysis	Yes	No	No	\$0
Respite Care	Yes	5 days every 60 certified days	Yes	\$0
Skilled Nursing Facility	Yes	No	Yes	\$0
Sleep Studies	Yes	No	Yes: Contact eviCore	\$0
Specialist visits (including CRNP, PA)	Yes	No	No	\$0
Spine and Joint Surgeries	Yes	No	Yes: Contact eviCore	\$0
Stress Echocardiography, Echocardiography, & Cardiac Nuclear Medicine Imaging	Yes	No	Yes: Contact eviCore	\$0
Tobacco Cessation	Yes	70 visits per calendar year	No	\$0
Transportation (van service)	Yes	No	Yes	\$0
Ultrasound (US)	Yes	No	No	\$0
Urgent Care	Yes	No	No	\$0
Vascular Surgeries	Yes	No	Yes	\$0

Benefits During and After Pregnancy

Members who are confirmed to be pregnant are not subject to limitations on the number of services or copayments. Members are eligible for comprehensive medical, dental, vision and pharmacy coverage with no copayments or visit limits during the term of their pregnancy and until the end of their postpartum care. These services include expanded nutritional counseling and smoking cessation services. However, services not ordinarily covered under a pregnant member's benefit package are not covered, even while pregnant.

To receive these comprehensive benefits, a member must inform all of her providers at the time of service that she is pregnant.

Pregnant members have no service limitations

Pregnant members have no service limitations (i.e., limits on the number of services) during their pregnancy and until the end of their postpartum care. After this period the member is moved to her regularly assigned benefit package and may then have service restrictions .

Health Partners (Medicaid) members with Medicare coverage

For members with Medicare coverage, if Medicare is the primary insurer and Medicaid is secondary, no benefit limits apply. If Medicare denies a service or claim and the Medicaid limits above have been reached, the service will be denied.

For example: A Health Partners member has had one inpatient rehab admission and Medicare denies the second inpatient rehab admission. Since that rehab admission exceeds the one per year Medicaid limit, Health Partners will deny the claim. If Medicare pays the second admission, Health Partners will pay the co-insurance or deductible up to the amount Health Partners would have paid had Health Partners been primary.

Covered Services

The following section provides an overview of the services covered by Health Partners. However, member benefits may vary and this section does not address specific benefit packages available to Health Partners members. If a conflict exists between this document and the member's benefit package, the benefit package takes precedence.

Abortion Services

Abortion services are covered only when the pregnancy endangers the life of the woman, or the pregnancy is the result of rape or incest. The provider must certify that one of these circumstances applied by completing a Physician Certification for an Abortion (Medical Assistance MA-3) form.

If the pregnancy was the result of rape or incest, a signed statement must be completed within the appropriate law enforcement jurisdiction. In the case of incest, when the victim is a minor, this statement must include the name of the law enforcement agency or child protective service where the report was made. If the provider believes the victim is not capable of reporting the incident, the provider must indicate the reason why on the Medical Assistance MA-3 form. When Part II of the MA-3 form is completed by the physician, an MA-368 form must be attached as well.

A copy of the Medical Assistance MA-3 form (and the Medical Assistance MA-368 form when required) must be attached to the claim for payment.

Claims for abortion services that are submitted electronically (EDI) should have the following paperwork identification as part of the electronic claim: a copy of the Medical Assistance forms (MA-3 and/or MA-368). This copy should be added to the member's file and be available upon request from Health Partners.

Allergy Testing and Treatment

The Primary Care Physician (PCP) is responsible for coordinating the treatment of allergies. The PCP and the allergist should agree upon a treatment plan and determine a schedule for patient visits to the allergist.

Once a desensitization program is initiated, the patient must return to the PCP for ongoing implementation of the treatment. In high-risk circumstances, by mutual agreement of the PCP and the allergist, the allergist may carry out the treatment plan. PCPs are reimbursed an additional fee above capitation for administration of allergy injections.

In maintenance therapy situations that are carried out in the PCP's office, the allergist should provide at least a six-month supply of serum. When a new bottle of serum extract is initiated, the allergist may administer the first injection. Allergist should use Procedure Code 95165 for preparation of serum.

Allergy RAST testing is covered only when performed by the participating lab to which the member is capitated.

Ambulance

Health Partners covers all emergency ambulance services with qualified transport services. All non-emergent transportation service must be provided by a Health Partners-approved transportation service. All non-emergent services provided by non-participating transportation vendors will not be reimbursed without prior authorization from Health Partners. Also, see Transportation (Non-Emergent).

Ambulatory Surgical Center/Short Procedure Unit

For a procedure to be considered an Ambulatory Surgical or Short Procedure Unit (SPU) procedure, the care must involve all of the following services: (1) an operating room procedure; (2) general, regional or MAC (Monitored Anesthesia, Conscious) anesthesia; and (3) recovery room services. The procedure must be performed in connection with covered services. Claims for Ambulatory Surgery and SPU procedures must be billed using the appropriate national standard for billing code type, revenue codes and procedures for all three services. All other procedures will be considered Outpatient Services.

Cardiac Rehabilitation

Cardiac rehabilitation services are covered when the member has a documented diagnosis of acute myocardial infarction within the preceding twelve (12) month period; had coronary bypass surgery; and/or have stable angina pectoris. These cardiac rehabilitation services are covered only in outpatient or home settings. No prior authorization is required.

Chiropractic Care

Services of a state-licensed chiropractor are covered only to provide treatment for manual manipulation of the spine to correct a subluxation demonstrated by x-rays. Contact eviCore Inc., for prior authorization.

Colorectal Screenings

Members who are age 50 and older are eligible for this screening to detect polyps and other early signs of colon and rectal cancer. PCPs are reimbursed fees above capitation for flexible sigmoidoscopy screening examinations.

Dental

Health Partners contracts with a dental benefits administrator/subcontractor. All members are offered dental services effective the first day of eligibility subject to their benefit package. Certain services, including all SPU services, require prior authorization by the dental benefits subcontractor. All dental procedures that require hospitalization must be prior authorized by Health Partners Plans' Inpatient Services department. Appropriate documentation must be provided when requesting prior authorization.

Members can receive dental services from a participating primary care dentist. All they have to do is choose a dentist from the list of dentists in the online Provider Directory. The primary care dentist will coordinate members to periodontists and other dental specialists according to the policies defined by the dental subcontractor and approved by Health Partners Plans.

Diabetes Self-Management Training and Education

Outpatient Diabetes Self-Management Training and Education services furnished to an individual with diabetes are covered when performed by a provider with Outpatient Diabetes Education Program recognition from the American Diabetes Association. For more information or for help finding a participating provider, the member or PCP should call the Provider Services Helpline or Member Relations department to self-refer. For more information, refer to the [Contact Information](#) section starting on page 1.13.

Diabetes Self-Management Supplies

Formulary diabetic test strips, lancets, glucose meters, syringes and alcohol swabs are covered under the pharmacy benefit. These supplies can be obtained from any Health Partners participating pharmacy with a prescription. Please refer to the formulary located on our website for more information.

Dialysis

Hemodialysis and peritoneal dialysis are covered benefits. Members requiring these services should be directed to a participating specialist. In cases where the HPP Medicaid member also has Medicare coverage, Health Partners becomes secondary insurance. Dialysis services do not need prior authorization.

Durable Medical Equipment (DME)

Durable Medical Equipment is covered, so long as the provider directs patients to a Health Partners participating DME vendor.

Key points to remember when prescribing DME items for Health Partners members:

- All purchased DME items or supplies and outpatient services less than \$500 per claim line DO NOT require prior authorization from Health Partners Plans.
- If any portion of a purchased customized DME device has a reimbursement value greater than \$500, an authorization is required for the entire DME device.
- All DME rentals require prior authorization, regardless of reimbursement value.
- When the patient is renting a DME product covered by their previous insurer, it is the DME provider's responsibility to provide Health Partners Plans with the following information:
 - Clinical documentation
 - Physician orders
 - Number of months covered by the previous insurer
 - Termination date of the member's previous insurance coverage

If, at time of the member's transition, the DME rental is deemed medically necessary, Health Partners Plans will approve coverage up to a total maximum coverage period of 10 months (inclusive of the months covered by the previous insurer). If the DME rental is determined to not meet the criteria for medical necessity at time of the member's transition, the DME rental may only be approved for a period of up to two months (60 days) to ensure continuity of care.
- All special items which do not have their own HCPCS code (such as E1399) require prior authorization, regardless of reimbursement value.
- Over 200 diapers/month requires prior authorization.
- Authorizations are based on benefit coverage/medical necessity.

- Preferred nebulizers and humidifiers are covered under the pharmacy benefit.

If you have questions, please call the Health Partners Plans Outpatient Services department during regular business hours. Providers who need help with urgent issues after business hours (about DME or such other outpatient services as discharge planning placements, home care, and transportation) can call Medical Management (refer to the [Contact Information](#) section starting on page 1.13) and leave a message, which will be forwarded to an on-call nurse case manager. See the Utilization Management chapter (Chapter 7) for contact information.

Home Accessibility DME

Home accessibility DME is a DHS Process that consist of certain modifications, construction or renovation to an existing structure other than a repair or an addition to the private home of the member (including homes owned or leased by parents/relatives with whom the member resides and family living homes that are privately owned, rented, or leased by the host family) which are necessary due to the member's disability, to ensure the health, security of, and accessibility for the member, or which enable the member to function with greater independence in the home.

An HPP Medicaid member may be approved for Home Accessibility DME services. This approval is contingent upon medical necessity information submitted to HPP along with required DHS support documentation. They can receive adaptations that consist of certain modifications to the private home of the member (including homes owned or leased by parents/relatives with whom the member resides and family living homes that are privately owned, rented, or leased by the host family) which are necessary due to the member's disability, to ensure the health, security of, and accessibility for the member, or which enable the member to function with greater independence in the home.

Emergency Care

Emergency care and post-stabilization services in emergency rooms and emergency admissions are covered in full by Health Partners for both participating and non-participating facilities, with no distinction for in or out-of-area services. Members are not responsible for any payments. Emergency care and post-stabilization services do not require prior authorization.

Non-par follow-up specialty care for an emergency is covered by Health Partners, but our staff will outreach to the member to appropriately arrange for services to be provided in-network, whenever possible. Members are not responsible for any payments.

Emergency Services (Act 68)

Members are instructed to go to the nearest ER or call 911 for emergency care. An emergency medical condition is defined by the Commonwealth's Department of Human Services as a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson who possesses an average knowledge of health and medicine could reasonably expect the absence of immediate medical attention to result in:

- Placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy;
- serious impairment to bodily functions; or
- serious dysfunction of any bodily organ or part.

Members are required to call their PCP as soon as possible after receiving emergency care, and to arrange follow-up care through their PCP.

Emergency room services reported with a behavioral health diagnosis are processed through the member's medical benefit. In the case of emergency room evaluations for voluntary or involuntary commitment pursuant to the 1976 Mental Health Procedures Act, the behavioral health vendor in the member's locality is responsible for the inpatient admission based upon the member's primary diagnosis.

Emergency room services that convert to Observation (OBS) reported with a behavioral health diagnosis is processed through the member's medical benefit and reimbursed at the OBS contracted rate.

Transportation and related emergency services provided by a licensed ambulance service shall constitute an emergency service if the condition is as described above.

Family Planning

Family planning counseling services are covered by Health Partners Plans. If the PCP does not perform these services, he/she should refer the member to an obstetrician/gynecologist, nurse midwife or a Family Planning Council site. Members have the option to self-refer to the Family Planning Council, Ob/Gyn or nurse midwife without prior approval from a PCP. Members are not required to obtain family planning services from an in-plan provider. For further information, providers can call (on behalf of their members) the Health Partners Plans Member Relations department. For more information, refer to the [Contact Information](#) section starting on page 1.13.

Foot Care

Medical and/or surgical treatment of conditions of the feet, such as, but not limited to, bunions, ingrown toenails, plantar warts and hammertoes, are covered. Treatment of corns, calluses, nails of feet, flat feet, fallen arches, chronic foot strain or symptomatic complaints of the feet, are not covered unless associated with disease affecting the lower limbs which requires the care of a podiatrist or a physician. No prior authorization is needed.

Gynecological and/or Obstetric Examinations

The PCP may perform routine gynecological exams as appropriate. Members may self-refer to OB/GYN specialists or nurse midwives for any routine gynecological and/or maternity services without prior approval from a PCP. Members receiving maternity care from an Out-of-Network OB/GYN at the time of enrollment may continue to receive services from that provider throughout the pregnancy and postpartum period.

- Providers are encouraged to notify Health Partners Plans as soon as a pregnant member is identified. Providers can call the Baby Partners hotline to advise us of a pregnant member and/or members who are at risk of poor birth outcomes (during business hours or our 24-hour Member Relations line) to arrange to have their care coordinated by Health Partners Plans' care coordination team.
- Pennsylvania's Medical Assistance Program (Medicaid) requires all Obstetrical Needs Assessment Forms (ONAFs) to be submitted electronically online via eviCore Optum's portal at obcare.optum.com.

For more information, refer to the [Contact Information](#) section starting on page 1.13.

Healthy Kids

The Early, and Periodic Screening, Diagnosis and Treatment (EPSDT) benefit program is a preventive health program mandated by federal and state regulation that is available to children and young adults under the age of 21 as a benefit of the Medical Assistance program.

EPSDT is designed to promote early detection and, as applicable, treatment of conditions and illnesses affecting growth and development in the Medical Assistance population. Services include physical examinations, blood lead testing and treatment, immunizations, dental care, vision testing and treatment, hearing testing, and screening for certain medical conditions. Autism Spectrum Disorder and developmental screenings are also included in the EPSDT schedule. Certain

counseling services, such as pregnancy and STD prevention for sexually active adolescents, are also included.

Health Partners Plans' Pediatric and Adolescent Preventive Care Flow Sheets, Screening Schedule, and Pediatric Immunization Schedule are designed to assist PCPs in delivering EPSDT-related services. The EPSDT Periodicity Schedule is located on the Health Partners Plan website for easy reference and is available upon request by contacting the HPP Provider Services Helpline at **1-888-991-9023** or **215-991-4350**. PCP success in delivering these vital pediatric preventive services in accordance with these standards will be closely audited by Health Partners Plans. Services not on the Medical Assistance fee schedule, or that exceed the fee schedule in amount, duration or scope, may be covered under this program. Contact Health Partners Plans' Healthy Kids department for further information. For more information, refer to the [Contact Information](#) section starting on page 1.13.

Hearing Examinations

Audiometry/tympanometry is covered for children up to age 21.

Home Health Care

Home care services are covered when medically necessary. Health Partners can facilitate the following care in the home when medically necessary: registered nurse, physical therapy, occupational therapy, speech therapy, and medical social worker intermittent visits. Prior authorization is required for all home health services except the initial evaluation. Parenteral and enteral nutrition, respiratory therapy, and IV antibiotic therapy are also covered home care benefits if they have been authorized prior to the care.

One maternity home health care visit may be provided within 48 hours of discharge and the second is recommended to take place within 7-84 days post-delivery. Additional post-delivery home care visits will require prior authorization.

Hospice Care

Health Partners Plans will refer members to a participating hospice if they wish to elect hospice coverage. Members may remain enrolled in Health Partners even though they have elected hospice coverage. If a member requires hospice care, the provider's request must include a signed prescription/order Certificate of Terminal Illness (COTI) (consent by member, not the medical director of the servicing hospice). Health Partners Plans follows PA Charter 1130. The MA Program covers hospice care furnished to eligible MA recipients by hospices enrolled in the

Program. Payment for hospice care is subject to this chapter, Chapters 1101 and 1150 (relating to general provisions; and MA Program payment policies) and the procedures listed in the MA Program fee schedule.

Use the home care/hospice request form available at www.HealthPartnersPlans.com/forms.

When a Health Partners Medicare member elects to receive hospice care, the hospice services will be managed and reimbursed by original Medicare. Most members will disenroll from Health Partners Medicare after they elect hospice care. However, the member may continue enrollment in Health Partners Medicare and is entitled to receive any benefits other than those that are the responsibility of fee-for-service Medicare hospice. The Primary Hospice Agency would submit for payment of general hospice services under the 4 primary T-codes in order to receive payment in full for services:

- T2042 - HOSPICE ROUTINE HOME CARE
- T2045 - HOSPICE GENERAL CARE
- T2044 - HOSPICE RESPITE CARE
- T2043 - HOSPICE CONTINUOUS HOME CARE

If the required documents electing hospice are not signed timely based on regulatory requirements, then services being rendered are not authorized or approved.

Medicaid will cover hospice services when:

- a doctor certifies that the patient is terminally ill and is expected to live six (6) months or less; and
- a patient chooses to receive palliative care only instead of therapeutic care for the terminal illness; and
- care is provided by a Health Partners participating hospice program.

The hospice benefit is in-home palliative and supportive medical, nursing and other healthcare services which are designed to meet the special physical, psychological, spiritual and social needs of dying members and their families (spouse and children, siblings of a terminally ill child, and other persons involved in caring for the individual).

When hospice services in home are not able to be maintained due to lack of social support or symptom management, an inpatient setting may be indicated and would require prior authorization. For more information, see the [Contact Information](#) section starting on page 1.13.

Coverage under the above noted T-codes include:

- Physician and nursing services
- Medications including outpatient prescription drugs for pain relief and symptom management
- Physical, occupational and speech therapy
- Medical social services and counseling to beneficiary and family members
- Short-term inpatient care, including respite care (a short stay intended to give temporary relief-up to five days in a row to the person who regularly assists with home care) is covered while in hospice program.

Health Partners Plans reimbursement to hospice providers includes services rendered by non-hospice providers for conditions related to the member's terminal illness. Therefore, any service provided that is related to the terminal illness should be reported to the hospice provider directly for reimbursement. These related services include but not limited to pharmacy, laboratory, durable medical equipment, and short-term inpatient stays.

For any service provided that is not related to the member's terminal illness, the following modifiers must be appended to all claims as appropriate:

- GV attending physician not employed or paid under arrangement by the patient's hospice provider.
 - GV modifier should only be reported by the attending physician who is not employed by the hospice.
 - The -GV modifier can only be reported by a professional provider.
- GW service not related to the hospice patient's terminal condition.
 - Shift Care services reported with HCPCS codes S9122-S9124 and MANNA services are separately reimbursed and do not require the -GW modifier for reimbursement.

Hospital Services

Members are entitled to admission for medically necessary services obtained at a Health Partners participating hospital, when those services can only be provided in an inpatient hospital setting. All hospital admissions, including those admitted through the emergency room, as well as elective admissions, must be called in to Health Partners Plans' Inpatient Services department for authorization within two business days. Transfers to non-participating facilities require prior authorization before transfer occurs. Prior authorization is needed, except in the following instances:

- medical emergency;
- urgently needed services obtained outside of the service area; and
- when Health Partners Plans approves, in advance, a stay in a hospital that does not participate with us.

From the effective date of coverage until discharge, Health Partners will cover medically necessary care including, but not limited to:

- Room, meals and general nursing care in a semi-private room (unless other accommodations are medically necessary)
- Physician services
- Special care units, such as intensive care or coronary care units
- Special diets, when medically necessary
- Blood transfusions and their administration
- X-ray, laboratory and other diagnostic tests
- Services and supplies furnished by the hospital for inpatient medical and surgical treatment
- Operating and recovery room
- Oxygen, medication and anesthesia
- Use of durable medical equipment (DME) such as wheelchairs
- Rehabilitation services such as physical therapy, occupational therapy and speech pathology
- Inhalation therapy, chemotherapy and radiation therapy

- Kidney, heart, heart/lung, lung, liver, bone marrow and corneal transplants for approved indications in Medicare-certified transplant facilities or transplant facilities approved by Health Partners Plans
- Maintenance dialysis in an approved renal dialysis facility or hospital

Preadmission services: In alignment with CMS' policy/billing guidelines, preadmission diagnostic and non-diagnostic services related to the admission that are rendered during the 3 days (hospitals subject to IPPS, inpatient prospective payment system) or 1 day (hospitals excluded from IPPS) prior to an inpatient hospital admission (even if the days cross the calendar year) are considered inpatient services and included in the inpatient reimbursement. Preadmission services may be subject to post-payment audits and retraction.

Behavioral health services may include inpatient services, partial hospitalization services for mental illness, emotional disorders and alcohol and drug abuse services and are managed by the Behavioral Health Managed Care Organization (BH-MCO).

The admitting physician may request an expedited appeal with the Medical Director. Physician-to-physician discussion is always available during the review process by calling **215-967-4570**.

The PCP (or the covering hospital physician or hospitalist) should make rounds on admitted patients regularly regardless of the provider admitting the patient. Health Partners Plans will look to the PCP for assistance in ensuring appropriate utilization of hospital services.

In the event of a serious or life-threatening emergency, the member should be directed to the nearest emergency facility.

Immunization Registries

The Philadelphia Department of Public Health sponsors the KIDS Immunization Registry which is a database of immunizations given to children in Philadelphia from birth through 18 years of age. Philadelphia Board of Health regulations require doctors in Philadelphia to report immunizations given to children from birth until age 19 to the registry. Kids Registry can be found at <http://kids.phila.gov>.

The Kids Registry Coordinator can be contacted for assistance at **215-685-6468**.

For Montgomery, Chester, Bucks and Delaware Counties, vaccines are monitored through the Pennsylvania Statewide Immunization System at www.health.pa.gov/MyRecords/Registries/

[PA%20SIIS/Pages/default.aspx#.WdPwDRjD-70](#) or call **1-877-774-4748**. Providers are encouraged to participate.

Injectables

Certain injectables, such as oncology products and/or home infusion/IV formulations, are covered as a medical benefit.

For injectables covered under the pharmacy benefit, please see information about our Specialty Medication Program located in the Pharmacy entry in this chapter. Please refer to the formulary located at www.hpplans.com/formulary for more information regarding specific coverage such as prior authorization, for specialty medications.

JW Modifier

Effective January 1, 2017, physicians and hospitals are required to use the JW modifier to identify discarded drugs and biologicals. The JW modifier is used to report a discarded/unused portion of a drug.

The JW modifier is reported on drug claims to report the amount of drug or biological that is discarded and eligible for payment. The JW modifier requirement applies to all separately payable drugs assigned status indicators G or K under CMS OPPS for which there is an unused or discarded amount. Eligible and participating 340B providers are not exempt from reporting the JW modifier. The JW modifier is not intended for use on claims for hospital inpatient admissions.

When a provider must discard the remainder of a single use vial or other single use package after administering a dose/quantity of the drug or biological, payment is made for the amount of drug or biological discarded as well as the dose administered, up to amount of the drug or biological as indicated on the vial or package label. The discarded drug amount should be billed on a separate line on the claim with the JW modifier. The administered amount should be billed on a separate line without the modifier. *NOTE: Multi-use vials are not subject to payment for discarded amounts of drug or biological.*

Laboratory

Outpatient laboratory services are provided through Quest Diagnostics. Locations of participating labs can be found via our online provider directory at www.hpplans.com/provdirectory. Physicians must complete the requisition form. Stat lab work may be ordered from a Health Partners

participating hospital lab with a script. Laboratories must be CLIA-approved for participating in the Medical Assistance Program.

Mammograms

Screening mammographic examinations are covered annually. Members may self-refer for mammograms to any participating site that provides this screening. No authorization is needed if the provider is in the Health Partners network.

Medical Oncology Services

Medical oncology services are covered. Inpatient services require prior authorization by Health Partners Plans. Contact eviCore Inc., for prior authorization.

Medical Supplies

Perishable but medically necessary items that are used to treat injuries (including anklets, bandages, soft cervical collars, casts, cartilage knee braces, clavicle straps, wrist splints, wrist/forearm splints, cock-up splints, elastic bandages, nasal splints, slings, finger splints, cold/hot packs and straps for tennis elbow) and that have valid HCPCS codes do not require prior authorization from Outpatient Services if items are less than \$500 per claim line.

Medical Visits

Outpatient medical visits performed in a physician's office, hospital and skilled nursing facility or at home, by a Health Partners participating physician/provider, are covered.

Mental Health and Substance Abuse Treatment

Under HealthChoices, all Medical Assistance members, regardless of the health plan/MCO to which they belong, receive mental health and substance abuse treatment through the behavioral health managed care organization (BH-MCO) assigned to their county of residence. For more information, see the [Behavioral Health](#) contact information on page 1.13.

PCPs who identify a Health Partners member in need of behavioral health services should direct the member to call his or her county's BH-MCO. The BH-MCO will conduct an intake assessment and refer the member to the appropriate level of care.

Nebulizer Treatment

PCPs are reimbursed fees above capitation (if applicable) for nebulizer treatments performed in their offices.

Pharmacy

The Health Partners (Medicaid) drug benefit has been developed to cover medically necessary prescription products for self-administration in an outpatient setting. Non-self-administered drugs in the outpatient setting — not covered under the pharmacy benefit — are available through the contractual buy and bill process based on Health Partners Plans medical fee schedule.

A formulary, also called statewide preferred drug list (PDL), is a list of medicines that Health Partners covers. The statewide preferred drug list is the same for all Medicaid members across Pennsylvania. In addition to the PDL, HPP also covers a supplemental formulary, which includes medications outside the scope of the PDL. The PDL and HPP Supplemental formulary is what your PCP or other doctor should use when deciding what medicines you should take. The formulary has both brand name and generic drugs. Generic drugs contain the same active ingredients as brand name drugs. Any medicine prescribed by your doctor that is not on Health Partners' formulary needs prior authorization. The formulary can change from time to time, so you should make sure that your provider has the latest information when prescribing a medicine for you. Links to the statewide PDL, HPP supplemental formulary, and drug specific prior authorization forms can be found at www.hpplans.com/formulary.

For additional printed copies, please call the Provider Services Helpline. For more information, refer to the [Contact Information](#) section starting on page 1.13.

Pharmacy Benefit Design

A maximum of a 30-day supply of medication is eligible for coverage in an outpatient setting.

Refills can be obtained when 80% of utilization has occurred. The prescriber is urged to prescribe in amounts that adhere to FDA guidelines and accepted standards of care.

Prescription limits for adult members 18 years of age and older may apply, depending upon the member's benefit package.

The formulary covers preferred, medically necessary prescription products and limited over-the-counter (OTC) medications. Certain OTC drugs (e.g., aspirin, acetaminophen, vitamins, hydrocortisone) with an NDC code are covered with a doctor's prescription. Blood glucose test strips, alcohol swabs, syringes and lancets (along with monitors, limited to 1 per year) are only covered through the pharmacy benefit with a prescription. Preferred diabetic supplies, meters and test strips are part of the Statewide PDL, they can be found directly at www.papdl.com or accessed through the HPP site at www.hpplans.com/formulary. The OTC products listed in the formulary are covered with a written prescription.

Certain vaccines (such as flu, pneumonia, hepatitis and varicella zoster) are covered under the pharmacy benefit with a prescription for members 19 and older. Please refer to the Vaccines for Children (VFC) program regarding coverage of vaccines for members 0 to 18 years of age. Please refer to the formulary for more information regarding which vaccines are covered at the point of sale pharmacy. Members are encouraged to go to a participating network pharmacy which can supply and administer the vaccine.

Pharmacy Prior Authorization

Certain drugs on the Statewide PDL along with the HPP supplemental formulary may require a prior authorization. Statewide PDL prior authorizations are based on drug class and HPP supplemental prior authorization criteria is drug specific. Both Statewide PDL and HPP Supplemental formulary prior authorizations can be found at <https://www.healthpartnersplans.com/providers/resources/prior-authorization>. There may be occasions when an unlisted drug or non-formulary is desired for medical management of a specific patient. In those instances, the unlisted medication may be requested through a medical exception process using the Non-formulary Prior Authorization form.

To ensure that select medications are utilized appropriately, prior authorization may be required for the dispensing of specific products. These medications may require authorization for the following reasons:

- Non-formulary medications, or benefit exceptions requested for medical necessity

- Medications and/or treatments under clinical investigation
- Duplication of Therapy Edits will be hard coded to assure appropriate utilization of multiple drugs within the same therapeutic categories (e.g., duplication of SSRIs).
- Prescriptions that exceed set plan limits (days' supply, quantity, refill too soon and cost)
- New-to-market products prior to review by the P&T Committee
- Orphan Drugs/Experimental Medications
- Selected injectable and oral medications
- Specialty medications
- Drugs that exceed \$1,000 in cost per prescription
- Drugs that exceed FDA prescribing limits

To request a prior authorization, the physician or a member of his/her staff should contact Health Partners Plans' Pharmacy department at **215-991-4300** or toll free at **1-866-841-7659**. All requests can be faxed (**1-866-240-3712**) 24 hours per day; calls should be placed from 8:00 A.M. to 6:00 P.M., Monday through Friday. In the event of an immediate need after business hours, the call should be made to Member Relations at **1-800-553-0784** or **215-849-9600**. The call will be evaluated and routed to a clinical pharmacist on-call (24/7).

The physician may use Health Partners Plans' drug specific forms or a letter of request, but must include the following information for a quick and appropriate review to take place:

- Specific reason for request
- Name and recipient number of member
- Date of birthdate of member
- Physician's name, license number, NPI number and specialty
- Physician's phone and fax numbers
- Name of primary care physician (PCP) if different
- Drug name, strength and quantity of medication
- Days' supply (duration of therapy) and number of refills
- Route of administration
- Diagnosis

- Formulary medications used, duration and therapy result and documentation such as pharmacy records or chart notes
- Additional clinical information that may contribute to the review decision such as specific lab results.

All forms should be legible and completely filled out. All prior authorization forms are available on the Health Partners Plans website at www.hpplans.com/priorauth.

Upon receiving the prior authorization request from the prescriber, Health Partners Plans will render a decision within 24 hours. Approval or denial letters are mailed to the member or parent/guardian, in the case of a child. A copy of the member letter will also be faxed or mailed to the prescribing physician. At any time during normal business hours, the prescribing physician can discuss the denial with a clinical pharmacist or can have a peer-to-peer discussion with the medical director by calling the Pharmacy department at **215-991-4300**.

If a member presents a pharmacy with a prescription that requires prior authorization, whether for a non-formulary drug or otherwise, and if the prior authorization cannot be processed immediately, Health Partners Plans will allow the pharmacy to dispense an interim supply of the prescription under the following circumstances:

- If the prescription is for a new medication (one that the recipient has not taken before or that is taken for an acute condition), Health Partners Plans will allow the pharmacy to dispense a five (5) day supply* of the medication to ensure that the member receives the prescribed medication while the recipient or pharmacy takes the appropriate steps to complete the prior authorization process in a timely manner.
- If the prescription is for an ongoing medication (one that is continuously prescribed for the treatment of an illness or condition that is chronic in nature in which there has not been a break in treatment for greater than 30 Days), Health Partners Plans will allow the pharmacy to dispense a 15-day supply* of the medication automatically, unless Health Partners Plans mailed to the member, with a copy to the prescriber, an advanced written notice of the reduction or termination of the medication at least 10 days prior to the end of the period for which the medication was previously authorized.

* Note: The DHS requirement that the Member be given at least a seventy-two (72) hour supply (Health Partners Plans allows for five days) for a new medication or a fifteen (15) day supply for an Ongoing Medication does not apply when a pharmacist determines that the taking of the prescribed medication — either alone or along with

other medication that the Member may be taking — would jeopardize the health or safety of the Member.

Health Partners Plans will respond to the request for prior authorization within 24 hours from when the request was received. If the prior authorization is denied, the recipient is entitled to appeal the decision through several avenues. The 5-day or 15-day requirement does not apply when the pharmacist determines that taking the medication, either alone or along with other medication that the recipient may be taking, would jeopardize the health and safety of the member.

The goal of the drug benefit program is to provide safe and cost-effective pharmacotherapy to our members.

Physical Therapy (PT)/Occupational Therapy (OT)/Speech Therapy (ST)

Members have coverage for outpatient PT/OT/ST when performed by a participating Health Partners provider. Contact eviCore for prior authorization, which is required for all outpatient PT/OT/ST. Prior authorization is not required for outpatient evaluation. Contact eviCore Inc., for prior authorization.

Preventive Health Services

Preventive health services, including routine physical exams, health screening, health education and well child care, are covered according to schedules approved by Health Partners Plans, when provided by the PCP or Health Partners participating gynecologist.

Prosthetics/Orthotics

Purchase and fitting of prosthetic devices and supplies which replace all or part of an absent body organ and its adjoining tissues or replace all or part of the function of a permanently useless or malfunctioning body organ require prior authorization by the Health Partners Plans' Outpatient Services department. Orthotics and customized devices require prior authorization.

Radiation Therapy

Radiation therapy services are covered. Contact eviCore Inc., for prior authorization for radiation therapy.

Rehabilitation

Please see alphabetized listings “Physical Therapy (PT)/Occupational Therapy (OT)/Speech Therapy (ST).” Inpatient rehabilitation requires a prior authorization.

Sigmoidoscopy

Please see alphabetized listing under “Colorectal Cancer Screening.”

Skilled Nursing Facility

Services for inpatient care in a Health Partners participating skilled nursing facility must be prior authorized by Health Partners Plans’ Inpatient Services department.

Smoking Cessation

Various smoking cessation services are available to our members to assist them in quitting smoking. Please reference our website for the most current reimbursable expenses.

Specialist Visits

PCP referrals to Health Partners participating specialists and other providers are *not* required. Services provided by non-Health Partners participating physicians and other non-participating licensed allied health personnel will be covered only when prior authorized by Health Partners Plans.

While PCP referrals are *not* required, we still consider the Primary Care Physician (PCP) to be the gatekeeper of care. When coordinating care, the PCP should continue to direct the member to a specialist who the PCP believes can best assist with the care needed. In return, it is extremely important for specialists to continue to keep a patient’s assigned PCP informed of all care they render to the patient. This ensures that the PCP has the appropriate opportunity to manage the overall health of the patient as care is provided, and that the patient, our member, benefits from the robust coordination of care.

Specialty Medication Program

Health Partners Plans supports appropriate use of specialty medications and has established suppliers as well as procedures for appropriate prescribing and monitoring. Under the direction of the Health Partners Plans’ Pharmacy department, the physician provider has the primary responsibility for obtaining prior authorization for medications included in this program. The

prescribing physician will need to send the completed medical request to the Health Partners Plans Pharmacy department by fax with all pertinent lab information at **1-866-240-3712**.

Specialty medications are higher cost, biologics, injections or oral medications that require special handling, monitoring, or have limited distribution per manufacturer or FDA guidelines. Specific specialty pharmacy vendors who have met high quality measures and accreditation are contracted with Health Partners Plans to handle and distribute these medications.

All requests for prior authorization are reviewed by the Pharmacy department for approval. Approvals, including approvals for shorter durations are coordinated with the contracted specialty vendor for distribution to the provider's office or member's home.

In addition, the prescriber can always call Health Partners Plans' Pharmacy department at **215-991-4300** for assistance with the prior authorization on specialty medications and preferred specialty vendors. Specific prior authorization forms are available on the Health Partners Plans website at www.hpplans.com/priorauth.

Certain medications, including the following, can be obtained through the retail pharmacy benefit without prior authorization.

- diphenhydramine
- Insulin
- epinephrine (bee sting kits)
- vitamin B-12
- heparin
- ceftriaxone
- triamcinolone
- methylprednisolone
- haloperidol decanoate
- fluphenazine decanoate
- Glucagon Emergency Kit
- Penicillin G

Certain specialty medications are processed through the Pharmacy department and require a prior authorization. Please refer to the formulary and the website for more information regarding specialty medications, drug specific prior authorization forms, and preferred vendors. For further

information visit our specialty page <https://www.healthpartnersplans.com/members/health-partners/resources/prescription-drug-information/specialty-medications-and-pharmacies>.

Sterilization

Such sterilization procedures as tubal ligation and vasectomy are covered with no prior authorization required when provided as outpatient services to Health Partners members age 21 or older. Prior authorization is required if these services are provided on an inpatient basis. A properly completed MA-38 form documenting the member's voluntary informed consent must accompany the provider's claim for payment for all sterilization services.

Hysterectomy is not covered if solely for sterilization purposes.

Transportation (Non-Emergent)

Non-emergent transportation services require prior authorization.

Health Partners members are eligible for registration with the DHS Medical Assistance Transportation Program (MATP – more info available at <http://matp.pa.gov/>). MATP can provide help with health-related transportation, including to and from doctor visits. To facilitate the process, members and providers must be registered with their respective county's MATP provider. MATP will determine transport eligibility (reimbursement, paratransit or mass transit) based on the medical assessment supplied by the provider. Members can call their county's MATP provider to arrange transportation, or may call Member Relations. Providers may arrange transportation by calling the Special Needs Unit. For more information, refer to the [Contact Information](#) section starting on page 1.13.

Some of Health Partners' participating hospitals provide limited, non-urgent transportation to their facilities on a scheduled basis for services such as diagnostic testing.

Vaccines for Children (VFC) program

Providers in Philadelphia County must obtain their vaccine through the Philadelphia VFC program at <https://www.health.pa.gov/topics/programs/immunizations/Pages/VFC.aspx> or call **1-888-646-6864**. Please be aware that, for Health Partners providers, participation in the VFC program is required if you see eligible members in the age ranges of 0 through 18. Providers should submit claims with the vaccine codes to be paid the administrative fee.

Providers outside Philadelphia County should obtain their vaccine from the state VFC program by calling **215-685-6498** or visiting the website for the PA Department of Immunizations at <http://www.health.pa.gov/>.

Vision Care

Health Partners covers vision care for all members through our subcontracted provider, Davis Vision. Members can choose a vision care provider from the online Health Partners Provider Directory.

Davis Vision covers routine eye examinations for all members.

For members under 21, EPSDT services are covered as medically necessary. Children are eligible for eyeglasses and contact lenses when medically necessary.

Davis Vision does not cover prescription eyeglasses or prescription contact lenses for members age 21 and older, with the following exceptions:

- For members diagnosed with aphakia (where the eye lens is missing as a result of congenital defect, trauma, or surgery), two prescription eyeglass lenses, two frames, and four prescription contact lenses are covered yearly.

Replacement eyeglasses or contacts for members with aphakia are limited to one pair per year.

- For members diagnosed with diabetes, one pair of prescription eyeglass lenses and frames or prescription contact lenses are covered yearly through Health Partners' "Diabetic Eyes for Active Living (DEAL)" program. (Dilated eye exam required for coverage.)

Members can choose an eye care provider from the Health Partners online provider directory or call Member Relations for a printed list of providers or other help.

Value Added Benefits

Fitness Program

Members are eligible to enroll once a year in any of Health Partners' participating fitness centers, and can self-refer to these programs. No prior authorization is required. There is no annual visit limit; however, there are probationary visits that need to be completed in the first 90 days of enrollment. Children must complete 6 visits in that timeframe.

Non-Covered Services

The following services and benefits are excluded or limited under the Health Partners plan. Members may self-refer themselves for these services at their own expense.

- Artificial insemination/infertility treatment
- Cosmetic surgery, except to correct a serious disfigurement or deformity caused by disease or injury that occurred while the patient was a participating member; or for the treatment of congenital anomalies to restore a part of the body to its proper function
- Health club memberships except when stipulated by contract with Health Partners
- Personal convenience items or services
- Reversal of tubal ligation
- Services available through other programs such as workers' compensation, Veterans Administration, other governmental programs/agencies or other insurance coverage
- Services for which neither the member nor another party on his or her behalf has any legal obligation to pay
- Services not provided by, or arranged through a provider, medical office, or dental office participating with Health Partners, except for emergency services or services that may be self-referred, unless authorized by Health Partners Plans
- Services not reasonable or medically necessary for the diagnosis or treatment of an illness or injury, or for restoration of physiologic function (except preventive services)
- Services performed by immediate relatives of members, or by others in the member's household
- Transportation services, other than those Ambulance and Non-Emergent Transportation services described under Health Partners "Covered Services" in this chapter.

Medical Directors will not approve services that are deemed harmful to our members, are of inferior quality, or are medically unnecessary (as may be the case with a serious and clearly preventable adverse event). In addition, based on The Centers for Medicare and Medicaid Services (CMS) guidelines, financial compensation for any and all services rendered as a result of, or increased by, a preventable serious adverse event will be withheld or recovered.

Recipient Restriction Program

Health Partners participates in the Pennsylvania Department of Human Services Recipient Restriction Program. The program calls for Health Partners to monitor and identify Medical Assistance recipients

who improperly or excessively utilize Medicaid services. In cooperation with the Department of Human Services' Bureau of Program Integrity, Health Partners will refer members with suspected patterns of inappropriate utilization to the Pennsylvania Department of Human Services' Recipient Restriction Program. These members may be restricted to a certain physician and/or pharmacy. Providers requesting information on this program may contact the Health Partners Pharmacy department at **1-866-841-7659**.



Chapter 5

Health Partners Medicare

Summary of Benefits

Purpose: This chapter provides an overview of the benefits available to Health Partners Medicare members

Topics: Important topics from this chapter include:

- Summary of Medicare benefits
 - Health Partners Medicare **Prime** (HMO-POS)
 - Health Partners Medicare **Complete** (HMO-POS)
 - Health Partners Medicare **Special** (HMO SNP)
- Non-Covered Services

Overview

This chapter provides an overview of the 2021 benefits that Health Partners Medicare members are entitled to and guidelines for appropriately utilizing authorizations.

Health Partners Medicare Background

In 2014, Health Partners Plans (HPP) launched Health Partners Medicare (HP Medicare) in Philadelphia and the surrounding counties. Since then, the HP Medicare service area has expanded and now includes Berks, Bucks, Carbon, Chester, Dauphin, Delaware, Lancaster, Lebanon, Lehigh, Northampton, Perry and Philadelphia counties.

Regulatory Compliance

As a Medicare Advantage plan with a Centers for Medicare & Medicaid Services (CMS) contract, HPP complies with all applicable CMS regulations. Not only does HPP have a comprehensive Medicare Compliance program, led by a Medicare Compliance officer, every operational area at HPP is responsible for the compliance of its functions. Should you have any questions about our Medicare Compliance program, please contact our Provider Services Helpline at **1-888-991-9023**.

Among the requirements with which HP Medicare complies, are:

- We provide CMS with specific information about our plans that CMS makes available to current and potential beneficiaries to enable them to make informed decisions about their Medicare options. This includes: plan benefits; cost sharing; service area; rate of disenrollment; enrollee satisfaction; health outcomes; the plan's compliance record; member appeals; and formal actions of other regulatory bodies.
- We comply with all applicable regulations and instructions from CMS. Among the topics covered are enrollment and disenrollment, non-discrimination, provision of basic benefits, and access to benefits.
- We meet the required manner and form of communicating information to beneficiaries.
- We submit formal reporting on the financial status of HPP.

Summary of Benefits

Health Partners Medicare

The benefits offered by Medicare Advantage plans can change annually. Each year Health Partners Medicare submits its proposed plans for the following year to the Centers for Medicare & Medicaid Services (CMS) for approval. Benefits for the subsequent year are usually approved by CMS by early August; and in most cases benefits stay the same for a calendar year. CMS may require Medicare Advantage plans to make benefit changes within a calendar year, but this is rare.

A full description of all plan benefits can be found at HPPMedicare.com/benefits.

It is especially important for HPP providers to be aware of the plans, the benefits available to members, and cost-sharing that providers should expect from members.

Please note: Providers are prohibited from billing our dual eligible members for any Medicare cost-sharing for Part A & B covered services. Additionally, providers should bill any Medicare cost-sharing to the member's assigned Community HealthChoices (CHC) plan.

Please note that Health Partners Medicare plans do not require PCP referrals for plan specialists.

Prior authorization is **ALWAYS REQUIRED** for out-of-network services, except emergency care and (for dual eligible members only) family planning and maternity care. Prior authorization is not required for out-of-network urgent care or dialysis services when the member is temporarily out of the Health Partners Medicare service area.

Cost-Sharing for Dual Eligible Members

Medicare cost-sharing includes copayments, coinsurance and deductibles. The cost-sharing responsibility of members who are dual eligible (Medicare and Medicaid) is based on their category of Medicaid eligibility. Medicaid will pay the Medicare Part A and B service cost-sharing for any Full Dual Eligible members as long as the benefit is covered by both Medicare and Medicaid. Medicaid will cover Medicare cost-sharing up to the difference between the Medicare paid amount and the Medicaid rate for the service. If the Medicaid rate is lower than the Medicare rate, Medicaid may not remit payment and the provider will be considered paid in full.

Coverage of Medicaid benefits is now being administered by the Community HealthChoices (CHC) plans, those Managed Care Organizations that provide Pennsylvania Medicaid coverage to dual eligible beneficiaries. Providers should bill any Medicare cost-sharing to the member's CHC for remittance of payment. As the member's Medicare provider, you are not obligated to participate in the CHC's network in order to submit claims.

Reminder Related to Dual Eligible Billing

Federal law prohibits the billing of any Medicare Part A and B cost-sharing if a member's Medicaid category is Qualified Medicare Beneficiary Plus (QMB Plus); therefore, you are never to bill a QMB Plus member for Medicare Part A and B cost-sharing, even if the service is not covered by Medicaid.

Keep in mind that while Health Partners Medicare Special is a Dual Eligible Special Needs Plan whose membership is limited to members with full Medicaid coverage, dual eligible individuals (including those who are full dual eligible) may also be members of our Prime and Complete plans.

Hospice Care

Health Partners Plans will refer members to a participating hospice if they wish to elect hospice coverage. Members may remain enrolled in Health Partners even though they have elected hospice coverage. If a member requires hospice care, the provider's request must include a signed prescription/order Certificate of Terminal Illness (COTI) (consent by member, not the medical director of the servicing hospice). Health Partners Plans follows PA Charter 1130. The MA Program covers hospice care furnished to eligible MA recipients by hospices enrolled in the Program. Payment for hospice care is subject to this chapter, Chapters 1101 and 1150 (relating to general provisions; and MA Program payment policies) and the procedures listed in the MA Program fee schedule.

Use the home care/hospice request form available at www.HealthPartnersPlans.com/forms.

When a Health Partners Medicare member elects to receive hospice care, the hospice services will be managed and reimbursed by original Medicare. Most members will disenroll from Health Partners

Medicare after they elect hospice care. However, the member may continue enrollment in Health Partners Medicare and is entitled to receive any benefits other than those that are the responsibility of fee-for-service Medicare hospice. The Primary Hospice Agency would submit for payment of general hospice services under the 4 primary T-codes in order to receive payment in full for services.

JW Modifier

Effective January 1, 2017, physicians and hospitals are required to use the JW modifier to identify discarded drugs and biologicals. The JW modifier is used to report a discarded/unused portion of a drug.

The JW modifier is reported on drug claims to report the amount of drug or biological that is discarded and eligible for payment. The JW modifier requirement applies to all separately payable drugs assigned status indicators G or K under CMS OPPS for which there is an unused or discarded amount. Eligible and participating 340B providers are not exempt from reporting the JW modifier. The JW modifier is not intended for use on claims for hospital inpatient admissions.

When a provider must discard the remainder of a single use vial or other single use package after administering a dose/quantity of the drug or biological, payment is made for the amount of drug or biological discarded as well as the dose administered, up to amount of the drug or biological as indicated on the vial or package label. The discarded drug amount should be billed on a separate line on the claim with the JW modifier. The administered amount should be billed on a separate line without the modifier. *NOTE: Multi-use vials are not subject to payment for discarded amounts of drug or biological.*

Non-Covered Services

The following services and benefits are excluded or limited under Health Partners Medicare plans.

- Services considered not reasonable and necessary, according to the standards of Original Medicare, unless these services are listed by our plan as covered services.
- Experimental medical and surgical procedures, equipment and medications, unless covered by Original Medicare or under a Medicare-approved clinical research study or by our plan. Experimental procedures and items are those items and procedures determined by our plan and Original Medicare to not be generally accepted by the medical community.
- Surgical treatment for morbid obesity, except when it is considered medically necessary and covered under Original Medicare.
- Private room in a hospital, except when it is considered medically necessary.
- Private duty nurses.

- Personal items in your room at a hospital or a skilled nursing facility, such as a telephone or a television.
- Full-time nursing care in your home.
- Custodial care, including care provided in a nursing home, hospice, or other facility setting when you do not require skilled medical care or skilled nursing care. Custodial care is personal care that does not require the continuing attention of trained medical or paramedical personnel, such as care that helps you with bathing, dressing or other activities of daily living.
- Homemaker services including basic household assistance, such as light housekeeping or light meal preparation.
- Fees charged by your immediate relatives or members of your household.
- Meals delivered to your home (except as provided by the meals benefit in our Special plan).
- Elective or voluntary enhancement procedures or services (including weight loss, hair growth, sexual performance, athletic performance, cosmetic purposes, anti-aging and mental performance), except when medically necessary.
- Cosmetic surgery or procedures, unless needed due to an injury or to improve a malformed part of the body. However, all stages of reconstruction are covered for a breast after a mastectomy, as well as for the unaffected breast to produce a symmetrical appearance.
- Routine dental care except as shown in plan Evidence of Coverage documents. Non-routine dental care required to treat illness or injury may be covered as inpatient or outpatient care.
- Chiropractic care, other than manual manipulation of the spine consistent with Medicare coverage guidelines.
- Routine foot care, except for the limited coverage provided according to Medicare guidelines, and services shown in plan Evidence of Coverage documents.
- Orthopedic shoes, unless the shoes are part of a leg brace and are included in the cost of the brace or the shoes are for a person with diabetic foot disease.
- Supportive devices for the feet, except for orthopedic or therapeutic shoes for people with diabetic foot disease.
- Hearing aids or exams to fit hearing aids beyond the services shown in plan Evidence of Coverage documents.
- Eyeglasses beyond the coverage shown in plan Evidence of Coverage documents. (However, eyeglasses are covered for people after cataract surgery.) Radial keratotomy, LASIK surgery, vision therapy and other low vision aids are not covered.

- Reversal of sterilization procedures and non-prescription contraceptive supplies.
- Acupuncture, except for services shown in plan Evidence of Coverage documents .
- Naturopath services (uses natural or alternative treatments).
- Services provided to veterans in Veterans Affairs (VA) facilities. However, when emergency services are received at a VA hospital and the VA cost-sharing is more than the cost-sharing under our plan, we will reimburse veterans for the difference. Members are still responsible for our cost-sharing amounts.
- Drugs used to treat anorexia, weight loss, or weight gain, even if used for a non-cosmetic purpose (e.g., morbid obesity).
- Drugs used to promote fertility.
- Drugs used for cosmetic purposes or hair growth.
- Drugs used to treat symptomatic relief of cough and colds, including over-the-counter (OTC) medications, except as covered by the OTC benefit in our plans.
- Prescription vitamin and mineral products, except prenatal vitamins and fluoride preparations, except as covered by the OTC benefit in our plans.
- Covered outpatient drugs which the manufacturer seeks to require, as a condition of sale, that associated tests or monitoring services be purchased exclusively from the manufacturer or its designee.
- Agents used to treat sexual or erectile dysfunction except when prescribed to treat medically accepted indications other than sexual dysfunction or erectile dysfunction.
- Non-prescription drugs, such as over-the-counter (OTC) products, except items used in the administration of insulin and those items covered by the OTC benefit in our plans.

The plan will not cover the excluded services listed above. Even if received at an emergency facility, the excluded services are still not covered.



Chapter 6

KidzPartners (CHIP)

Summary of Benefits

Purpose: This chapter provides an overview of the benefits available to KidzPartners members

Topics: Important topics from this chapter include:

- Summary of KidzPartners benefits
- Covered Services
- Non-Covered Services

Overview

This chapter provides an overview of the benefits KidzPartners members are entitled to and guidelines for appropriately utilizing authorizations.

Summary of Benefits

The following chart is a quick reference that lists many KidzPartners benefits and services and summarizes important guidelines. Additional information about covered and non-covered services follows this chart.

Prior authorization is **ALWAYS REQUIRED** for out-of-network services, except emergency/urgent care, family planning and dialysis services. Pregnant members already receiving care from an Out-of-Network practitioner at the time of enrollment may continue to receive services from that specialist throughout the pregnancy and postpartum period related to the delivery.

KidzPartners Benefits

The following table lists the benefits available to KidzPartners members and their related benefit limits, prior authorization requirements, and copays when applicable.

Table 6A: KidzPartners Benefits			
Benefit/Service	Covered	Benefit Limit	Prior Authorization
Acupuncture	<ul style="list-style-type: none"> ▪ Yes for members 16 years old or older 	<ul style="list-style-type: none"> ▪ 20 visits/year 	<ul style="list-style-type: none"> ▪ No
Advanced Diagnostic Radiology (MRI, CT, PET)	<ul style="list-style-type: none"> ▪ Yes 	<ul style="list-style-type: none"> ▪ No 	<ul style="list-style-type: none"> ▪ Yes (Contact Evicore)
Ambulance (Emergent)	<ul style="list-style-type: none"> ▪ Yes 	<ul style="list-style-type: none"> ▪ No 	<ul style="list-style-type: none"> ▪ No
Ambulatory Surgery Center/ Short Procedure Unit	<ul style="list-style-type: none"> ▪ Yes 	<ul style="list-style-type: none"> ▪ No 	<ul style="list-style-type: none"> ▪ Yes
Annual Eye Exam	<ul style="list-style-type: none"> ▪ Yes 	<ul style="list-style-type: none"> ▪ 1/year 	<ul style="list-style-type: none"> ▪ No

Table 6A: KidzPartners Benefits			
Benefit/Service	Covered	Benefit Limit	Prior Authorization
Audiology Services	▪ Yes	▪ No	▪ No
Autism Services	▪ Yes	▪ No	▪ No
Bariatric Surgery	▪ No	▪ No	▪ No
Chemotherapy	▪ Yes	▪ No	▪ No
Chiropractic Services	▪ Yes	▪ 20 visits/year	▪ No
Clinic (Outpatient Hospital, Independent & FQHC)	▪ Yes	▪ No	▪ No
Cosmetic Services	▪ No	▪ N/A	▪ Yes
Diagnostic Radiology (X-ray, US)	▪ Yes	▪ No	▪ No
Dental Services	▪ Yes	▪ See Dental section	▪ Contact Avesis
Durable Medical Equipment Purchase > \$500	▪ Yes	▪ No	▪ Yes
Durable Medical Equipment Rental	▪ Yes	▪ No	▪ Yes
Elective Inpatient Surgical Care	▪ Yes	▪ No	▪ Yes
Emergency Services	▪ Yes	▪ No	▪ No
Eyewear (Contact, Lenses, or Frames)	▪ Yes	▪ See <i>Vision Care</i> section	▪ No (Contact Davis Vision)

Table 6A: KidzPartners Benefits			
Benefit/Service	Covered	Benefit Limit	Prior Authorization
Family Planning	▪ Yes	▪ No	▪ No
Fitness (Gym) Membership	▪ Yes	▪ Annual membership covered. Program requirements apply	▪ No
Hearing Aids	▪ Yes	▪ 1 hearing aid per ear every two years	▪ Yes
Home Infusion	▪ Yes	▪ No	▪ Yes
Home Health Nurses, Social Workers, Aids, and Therapists	▪ Yes	▪ No	▪ Yes
Hospice (Inpatient only)	▪ Yes	▪ No	▪ Yes: COTI, Election of Hospice Form and Plan of Treatment / Clinical Documentation
Infertility Treatment	▪ No	▪ N/A	▪ N/A
Inpatient Acute Hospital	▪ Yes	▪ No	▪ Yes
Laboratory	▪ Yes	▪ No	▪ No (Must use capitated lab)
Medical Diagnostics	▪ Yes	▪ No	▪ No
Medical/Surgical Supplies	▪ Yes (Diabetic supplies are covered under the RX benefit)	▪ No	▪ Yes (If >\$500)

Table 6A: KidzPartners Benefits			
Benefit/Service	Covered	Benefit Limit	Prior Authorization
Non-Emergent Care Outside USA	▪ No	▪ N/A	▪ N/A
Non-Emergent Ambulance	▪ No	▪ No	▪ N/A
Nuclear Medicine	▪ Yes	▪ No	▪ No
Nutritional Supplements	▪ Yes	▪ No	▪ Yes (If >\$500)
Obstetrical – Outpatient (Pre and Post-Natal)	▪ Yes	▪ No	▪ No
Orthotic (Diabetics only)	▪ Yes	▪ No	▪ Yes (If >\$500)
Outpatient Physical, Occupational, and Speech Therapy	▪ Yes	▪ 30 visits/year for each type of therapy	▪ Yes (Contact Evicore)
PCP Visits (including CRNP, PA)	▪ Yes	▪ No	▪ No
Pharmaceutical	▪ Yes	▪ No	▪ Yes (If designated as prior authorization drug or non-formulary prescription)
Podiatrist Services (Routine)	▪ No	▪ N/A	▪ N/A
Preventative Physical Exam	▪ Yes	▪ No	▪ No
Private Duty Nursing (Inpatient)	▪ Yes	▪ No	▪ Yes

Table 6A: KidzPartners Benefits			
Benefit/Service	Covered	Benefit Limit	Prior Authorization
Prosthetic Device	▪ Yes	▪ No	▪ Yes (If > \$500)
Radiation Therapy	▪	▪ No	▪ Yes (Contact Evicore)
Renal Dialysis (Emergent)	▪ Yes	▪ No	▪ No
Respite Care	▪ No	▪ N/A	▪ N/A
Skilled Nursing Facility	▪ Yes	▪ No	▪ Yes
Specialist visits (including CRNP, PA)	▪ Yes	▪ No	▪ No
Stress Echocardiography, Echocardiography, & Cardiac Nuclear Medicine Imaging	▪ Yes	▪ No	▪ Yes (Contact Evicore)
Tobacco Cessation	▪ Yes	▪ No	▪ No
Transportation (van service)	▪ No	▪ N/A	▪ N/A
Urgent Care	▪ Yes	▪ No	▪ No

Copays for KidzPartners Members

KidzPartners members may be responsible for copayments. This information is distributed to members through their Member Handbook on the KidzPartners section of our website,

www.HealthPartnersPlans.com, and key copay information is printed on their member ID card.

All members enrolled in KidzPartners:

There are no CHIP copays for preventive care services, including well-child visits and visits for immunizations, for members in any premium category.

Members enrolled in “free” KidzPartners:

There are no CHIP copays for any services for any members enrolled in the free program.

Members enrolled in “low-cost” KidzPartners pay the following CHIP copays:

- \$5 for visits to your children’s primary care physician (PCP), except for well-child visits
- \$5 for visits to specialists
- \$25 for visits to the emergency room.
 - Copay is waived if your child is admitted
- \$9 for brand name formulary drugs and \$6 for generics

The annual maximum you will pay for copays is five percent of your family income.

Members enrolled in “full-cost” KidzPartners pay the following CHIP copays:

- \$15 for visits to your children’s primary care physician (PCP), except for well-child visits
- \$15 for visits to specialist
- \$50 for visits to the emergency room.
 - Copay is waived if your child is admitted.
- \$18 for brand name formulary drugs and \$10 for generics

Covered Services

The following section provides an overview of the services covered by KidzPartners. However, member benefits may vary and this section does not address specific benefit packages available to KidzPartners members. If a conflict exists between this document and the member’s benefit package, the benefit package takes precedence.

- PCP referrals are not required to receive services from a specialist or a non-participating provider; however, an authorization is usually required for services performed by a non-participating provider.

Abortion Services

Abortion services are covered if the physician has determined, within the physician's best clinical judgment, as required by 18 PA. C.S. §3204, that the abortion is medically necessary to save the life of the mother. This information must be clearly documented in the member's medical record.

Acupuncture

KidzPartners covers acupuncture services for members age 16 and older. Services must be provided by a network provider specifically credentialed to perform acupuncture. Up to 20 visits yearly will be covered. No prior authorization or copay is required.

Ambulance

KidzPartners covers all emergency ambulance services with qualified transport services. All non-emergent transportation service is not covered.

Ambulatory Surgical Center/Short Procedure Unit (SPU)

For a procedure to be considered an Ambulatory Surgical or Short Procedure Unit (SPU) procedure, the care must involve all of the following services: (1) an operating room procedure; (2) general, regional or MAC (Monitored Anesthesia, Conscious) anesthesia; and (3) recovery room services. The procedure must be performed in connection with covered services. Claims for Ambulatory Surgery and SPU procedures must be billed using the appropriate national standard for billing code type, revenue codes, and procedures for all three services. All other procedures will be considered Outpatient Services. Prior authorization is required.

Asthma Checkups

If your patient has asthma, please refer the member to HPP Member Relations at **1-888-888-1211 (TTY 1-877-454-8477)** for information on KidzPartners' Asthma Management program.

Chemotherapy

Chemotherapy treatment is a covered benefit for KidzPartners members.

Child Visits

Parents can make appointments with their children's PCP for well-child visits designed to keep them healthy. The primary and preventive care services children should have during these visits include:

- **Regular checkups:** From the time members are born, it is very important for children to visit their PCP regularly for well-child checkups, including routine blood pressure screening. Babies need checkups at 1, 2, 4, 6, 9, 12, 15, and 18 months; children need annual checkups starting at age 2. In addition to providing a comprehensive physical exam, PCP should arrange for any needed lab or other diagnostic testing. These visits help assure children stay healthy.
- **Shots/Immunizations:** Children should have many important shots before age two in order for the shots to have the most effect. Children should also continue to have shots, including boosters and flu shots, as necessary. Whenever children see their PCP, be sure to check that their shots are up to date.

Chiropractic Care

Services of a state-licensed chiropractor are covered only to provide treatment for manual manipulation of the spine to correct a subluxation demonstrated by X-rays. No authorization is required when services are rendered by a participating physician. Contact eviCore for prior authorization. The benefit is limited to 20 visits per year.

Clinical Trials

Routine costs associated with Qualifying Clinical Trials. If your patient is eligible to participate in an approved clinical trial (according to trial protocol), with respect to treatment of cancer or other life-threatening disease or conditions, and either the referring provider is a participating provider who has concluded that participation in the trial would be appropriate, or you furnish medical and scientific information establishing that his or her participation in the trial would be appropriate, benefits shall be payable for routine patient costs for items and services furnished in connection with the trial. Health Partners Plans must be notified in advance of the member's participation in the qualifying clinical trial.

Covered Preventative Medications

Select medications such as contraceptives, iron supplements, sodium fluoride, folic acid supplements, vitamins, aspirin, smoking deterrents, vitamin D supplements, tamoxifen, and

raloxifene are considered preventive medications and are covered at no cost to the member when filled at a participating pharmacy with a valid prescription. If you or the member have questions about whether a preventive medication is covered, call Member Services at **1-888-888-1211 (TTY 1-877-454-8477)**.

Dental

KidzPartners contracts with Avesis, a dental benefits administrator/subcontractor. All members are offered dental services effective the first day of eligibility as KidzPartners members. Coverage includes:

- Diagnostic and Treatment Services
- Preventative Services,
- Palliative Treatment of Dental Pain
- Minor Restorative Services
- Endodontic Services
- Periodontal Services
- Prosthodontic Services
- Major Restorative Services.

Certain services, including all endodontic, prosthodontic, orthodontic, SPU and non-emergent oral and maxillofacial surgical services, require prior authorization by the dental benefits subcontractor. All dental procedure(s) that require hospitalization must be prior authorized by Health Partners Plans' Inpatient Services department. Appropriate documentation must be provided when requesting prior authorization.

Members can receive dental services from a participating primary care dentist. All they have to do is choose a dentist from the list of dentists in the online KidzPartners Provider Directory. The primary care dentist will coordinate members to periodontists and other dental specialists according to the policies defined by the dental subcontractor and approved by Health Partners Plans.

Diabetes Checkups

If your patient has diabetes, please refer the member to HPP Member Relations at **1-888-888-1211 (TTY 1-877-454-8477)** for information on KidzPartners' Diabetes Management program.

Diabetes Self-Management Training and Education

Outpatient Diabetes Self-Management Training and Education services furnished to an individual with diabetes are covered by KidzPartners when performed by a provider with Outpatient Diabetes Education Program recognition from the American Diabetes Association. For more information or for help finding a participating provider, the member or PCP should call the Provider Services Helpline or members can call the Member Relations department (see the [Contact Information](#) section starting on page 1.13).

Diabetes Self-Management Supplies

Formulary diabetic test strips, lancets, glucose meters, syringes, and alcohol swabs are covered under the pharmacy benefit. These supplies can be obtained from any KidzPartners participating pharmacy with a prescription. Please refer to the formulary located at www.hpplans.com/formulary for more information.

Dialysis

Hemodialysis and peritoneal dialysis are covered benefits. Members requiring these services should be directed to a participating specialist. Most dialysis patients are eligible for Medicare benefits. In this case, KidzPartners becomes secondary insurance. Dialysis services do not need prior authorization.

Please remember to submit a 2728-U form for members with end-stage renal disease (ERSD). If a 2728-U form is not filed, KidzPartners' Enrollment department will contact the dialysis center and request a copy.

Durable Medical Equipment (DME)

Durable Medical Equipment is covered, so long as the provider directs patients to a KidzPartners participating DME vendor.

Key points to remember when prescribing DME items for KidzPartners members:

- All **purchased** DME items and outpatient services less than \$500 per claim line DO NOT require prior authorization from KidzPartners.
- All DME **rentals** require prior authorization, regardless of reimbursement value.
- If any portion of a purchased customized DME device has a reimbursement value greater than \$500, an authorization is required for the entire DME device.

- When the patient is renting a DME product covered by their previous insurer, it is the DME provider's responsibility to provide Health Partners Plans with the following information:
 - Clinical documentation
 - Physician orders
 - Number of months covered by the previous insurer
 - Termination date of the member's previous insurance coverage

If, at time of the member's transition, the DME rental is deemed medically necessary, Health Partners Plans will approve coverage up to a total maximum coverage period of 10 months (inclusive of the months covered by the previous insurer). If the DME rental is determined to not meet the criteria for medical necessity at time of the member's transition, the DME rental may only be approved for a period of up to two months (60 days) to ensure continuity of care.

- All special items that do not have their own HCPCS code (such as E1399) require prior authorization, regardless of reimbursement value.
- Authorizations are based on benefit coverage/medical necessity as defined in Chapter 7 – Utilization Management of this manual.

If you have questions, please call our Outpatient Services department during regular business hours. Providers who need help with urgent issues after business hours (about DME or such other outpatient services, such as discharge planning placements, and home care) can also call Outpatient Services (see the [Contact Information](#) section starting on page 1.13) and leave a message, which will be forwarded to an on-call nurse case manager.

Emergency Care

Emergency care and post-stabilization services in emergency rooms and emergency admissions are covered by KidzPartners for both participating and non-participating facilities, with no distinction for in- or out-of-area services. Copays may apply. Emergency care and post-stabilization services do not require prior authorization.

Non-par follow-up care for an emergency is covered by KidzPartners, but plan staff will outreach to the member to appropriately arrange for services to be provided in-network, whenever possible.

Emergency Services (Act 68)

Members are instructed to go to the nearest emergency room or call 911 for emergency care. An emergency medical condition is defined by the Commonwealth's Department of Human Services as a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson who possesses an average knowledge of health and medicine could reasonably expect the absence of immediate medical attention could reasonably be expected to result in:

- placing the health of the individual or, in respect to a pregnant woman, the health of the woman or her unborn child in serious jeopardy;
- serious impairment to bodily function; or
- serious dysfunction of any bodily organ or part.

Members are required to call their PCP as soon as possible after receiving emergency care, and to arrange follow-up care through their PCP.

Emergency room services reported with a behavioral health diagnosis are processed through the member's medical benefit. In the case of emergency room evaluations for voluntary or involuntary commitment pursuant to the 1976 Mental Health Procedures Act, the behavioral health vendor in the member's locality is responsible for the inpatient admission based upon the member's primary diagnosis.

Emergency room services that convert to Observation (OBS) reported with a behavioral health diagnosis is processed through the member's medical benefit and reimbursed at the OBS contracted rate.

Transportation and related emergency services provided by a licensed ambulance service shall constitute an emergency service if the condition is as described above.

Family Planning

Family planning counseling services are covered by our plan. If the PCP does not perform these services, he/she should refer the member to an obstetrician/gynecologist (Ob/Gyn), nurse midwife or a Family Planning Council site. Members have the option to self-refer to the Family Planning Council, Ob/Gyn, or nurse midwife without prior approval from a PCP. Members are not required to obtain family planning services from an in-plan provider. For further information, providers can

call (on behalf of their members) KidzPartners Member Relations (see the [Contact Information](#) section starting on page 1.13).

Fitness Program Membership

Exercise helps children stay healthy and feel good about themselves. That's why KidzPartners offers special memberships at participating area YMCA's and other fitness centers. To qualify for a year-long membership at a participating center, members under 18 must complete six visits within the first three months. Members 18 and older must complete 12 visits during the 3 month introductory period, and have a \$2 copay for each visit.

After completing these visits, no copay is required for the rest of their one-year fitness membership period. For further information and direction, members should call the Member Relations Helpline (see the [Contact Information](#) section starting on page 1.13).

Foot Care

Medical and/or surgical treatment of conditions of the feet, such as, but not limited to, bunions, ingrown toenails, plantar warts and hammer toes, are covered. Treatment of corns, calluses, nails of feet, flat feet, fallen arches, chronic foot strain or symptomatic complaints of the feet, are not covered unless associated with disease affecting the lower limbs which requires the care of a podiatrist or a physician. No prior authorization is needed.

Gynecological and/or Obstetric Examinations

The PCP may perform routine gynecological exams and/or refer members to gynecologists as appropriate. Members may self-refer to Ob/Gyn specialists or nurse midwives for any routine gynecological and/or maternity services without prior approval from a PCP. Members receiving maternity care from an out-of-network Ob/Gyn at the time of enrollment may continue to receive services from that provider throughout the pregnancy and postpartum period.

- Pennsylvania's Medical Assistance Program (Medicaid) requires all Obstetrical Needs Assessment Forms (ONAFs) to be submitted electronically online via eviCore Optum's portal at obcare.optum.com.

Providers can call Baby Partners to advise us of a pregnant member and/or members who are at risk of poor birth outcomes during business hours or our 24-hour Member Relations line to arrange to have their care coordinated by our care management team (see the [Contact Information](#) section starting on page 1.13).

Hearing Care Services

Hearing aids and devices and the fitting and adjustment of such devices are covered when determined to be medically necessary.

Benefits Limits: One routine hearing examination and one audiometric examination per 12 months. One hearing aid or device per ear every 24 months. Batteries for hearing aids and devices are not covered. **No monetary limits apply.**

Home Health Care

Home Care services are covered when medically necessary KidzPartners can facilitate the following care in the home when medically necessary: registered nurse, physical therapy, occupational therapy, speech therapy, and medical social worker intermittent visits. Prior authorization is required for all home health services except the initial evaluation. Parenteral and enteral nutrition, respiratory therapy, and IV antibiotic therapy are also covered home care benefits if they have been authorized prior to the care.

One maternity home health care visit may be provided within 48 hours of discharge and the second is recommended to take place within 21-56 days post-delivery. Additional post-delivery home care visits will require prior authorization.

Hospice Care

Health Partners Plans will refer members to a participating hospice if they wish to elect hospice coverage. Members may remain enrolled in Health Partners even though they have elected hospice coverage. If a member requires hospice care, the provider's request must include a signed prescription/order Certificate of Terminal Illness (COTI) (consent by member, not the medical director of the servicing hospice). Health Partners Plans follows PA Charter 1130. The MA Program covers hospice care furnished to eligible MA recipients by hospices enrolled in the Program. Payment for hospice care is subject to this chapter, Chapters 1101 and 1150 (relating to general provisions; and MA Program payment policies) and the procedures listed in the MA Program fee schedule.

Use the home care/hospice request form available at www.HealthPartnersPlans.com/forms.

When a Health Partners Medicare member elects to receive hospice care, the hospice services will be managed and reimbursed by original Medicare. Most members will disenroll from Health Partners Medicare after they elect hospice care. However, the member may continue enrollment in

Health Partners Medicare and is entitled to receive any benefits other than those that are the responsibility of fee-for-service Medicare hospice.

The Primary Hospice Agency would submit for payment of general hospice services under the 4 primary T Codes in order to receive payment in full for services:

- T2042 - HOSPICE ROUTINE HOME CARE
- T2045 - HOSPICE GENERAL CARE
- T2044 - HOSPICE RESPITE CARE
- T2043 - HOSPICE CONTINUOUS HOME CARE

If the required documents electing hospice are not signed timely based on regulatory requirements, then services being rendered are not authorized or approved.

KidzPartners will cover hospice services when:

- a doctor certifies that the patient is terminally ill and is expected to live six (6) months or less; and
- a patient chooses to receive palliative care only instead of therapeutic care for the terminal illness; and
- care is provided by a Health Partners-participating hospice program.

The hospice benefit is in-home palliative and supportive medical, nursing and other healthcare services, which are designed to meet the special physical, psychological, spiritual and social needs of dying members and their families (spouse and children, siblings of a terminally ill child, and other persons involved in caring for the individual).

When hospice services in home are not able to be maintained due to lack of social support or symptom management, an inpatient setting may be indicated and would require prior authorization. For more information, see the [Contact Information](#) section starting on page 1.13.

Coverage under the above noted T-codes includes:

- Physician and nursing services
- Medications including outpatient prescription drugs for pain relief and symptom management
- Physical, occupational and speech therapy

- Medical social services and counseling to beneficiary and family members
- Short-term inpatient care, including respite care (a short stay intended to give temporary relief [up to five days in a row to the person who regularly assists with home care]) is covered while in hospice program.

Health Partners Plans reimbursement to hospice providers includes services rendered by non-hospice providers for conditions related to the member's terminal illness. Therefore, any service provided that is related to the terminal illness should be reported to the hospice provider directly for reimbursement. These related services include but not limited to pharmacy, laboratory, durable medical equipment, and short-term inpatient stays.

For any service provided that is not related to the member's terminal illness, the following modifiers must be appended to all claims as appropriate:

- GV attending physician not employed or paid under arrangement by the patient's hospice provider.
 - GV modifier should only be reported by the attending physician who is not employed by the hospice. The -GV modifier can only be reported by a professional provider.
- GW service not related to the hospice patient's terminal condition.
 - Shift Care services reported with HCPCS codes S9122-S9124 and MANNA services are separately reimbursed and do not require the -GW modifier for reimbursement.

Hospital Services

All medical hospital admissions, including those admitted through the emergency room, as well as elective admissions, must be called in to our Inpatient Services department for authorization within two business days. Transfers to non-participating facilities require prior authorization before transfer occurs. Prior authorization is needed, except in the following instances:

- medical emergency;
- inpatient maternity services
- urgently needed services obtained outside of the service area;
- when the plan approves, in advance, a stay in a hospital that does not participate with KidzPartners.

After the effective date of coverage, medically necessary care will be provided until discharge including room, meals and general nursing care in a semi-private room (unless other accommodations are medically necessary):

- Physician services
- Special care units such as intensive care or coronary care units
- Special diets, when medically necessary
- Blood transfusions and their administration
- X-ray, laboratory and other diagnostic tests
- Services and supplies furnished by the hospital for inpatient medical and surgical treatment
- Operating and recovery room
- Oxygen, medication and anesthesia
- Use of durable medical equipment such as wheelchairs
- Rehabilitation services such as physical therapy, occupational therapy and speech pathology
- Inhalation therapy, chemotherapy, and radiation therapy
- Kidney, heart, heart/lung, lung, liver, bone marrow and corneal transplants for approved indications in Medicare-certified transplant facilities or transplant facilities approved by the plan
- Maintenance dialysis in an approved renal dialysis facility or hospital

Preadmission services: In alignment with CMS' policy/billing guidelines, preadmission diagnostic and non-diagnostic services related to the admission that are rendered during the 3 days (hospitals subject to IPPS, inpatient prospective payment system) or 1 day (hospitals excluded from IPPS) prior to an inpatient hospital admission (even if the days cross the calendar year) are considered inpatient services and included in the inpatient reimbursement. Preadmission services may be subject to post-payment audits and retraction.

The PCP (or the covering hospital physician or hospitalist) should make rounds on admitted patients regularly regardless of the provider admitting the patient. KidzPartners will look to the PCP for assistance in ensuring appropriate utilization of hospital services.

In the event of a serious or life-threatening emergency, the member should be directed to the nearest emergency facility.

Immunizations

All child immunizations are a covered benefit under the KidzPartners Preventive/Well-Child Care benefit.

Immunizations and Screenings

- Coverage will be provided for pediatric Immunizations (except those required for employment or travel), including the immunizing agents, which conform to the standards of the Advisory Committee on Immunization Practices (ACIP) of the Center for Disease Control (CDC), U.S. Department of Health and Human Services. Pediatric and Adult Immunization ACIP schedules may be found by accessing the following link:
<https://www.cdc.gov/vaccines/schedules/index.html>.
- **Influenza Vaccines** can be administered by a participating pharmacy for members starting at the age of nine years old, with parental consent, according to PA Act 8 of 2015.
- **Health education:** A child's PCP will provide information and advice on important health issues, including prevention/cessation of all types of tobacco use, and healthy eating habits.
- **Developmental screening:** Checkups by a child's PCP will include screenings to check that your children's physical and learning development are on track.
- **Allergy diagnosis and treatment:** For children exhibiting symptoms of possible allergies, preventive care includes diagnosis and treatment.
- **BMI:** Body Mass Index (BMI) may help you determine whether the member is at risk for obesity.
- **Young women's health screens:** As your members become young women, routine women's health care should include checkups, Pap tests and breast exams. Check with the child's PCP for more information.

Injectables

Certain injectables, such as oncology products and/or home infusion/IV formulations, are covered as a medical benefit. For injectables covered under the pharmacy benefit, please see information about our Specialty Medication Program located in the Pharmacy section of this chapter. Please refer to the formulary located at www.hpplans.com/formulary for more information regarding specific coverage such as prior authorization, for specialty medications.

JW Modifier

Effective January 1, 2017, physicians and hospitals are required to use the JW modifier to identify discarded drugs and biologicals. The JW modifier is used to report a discarded/unused portion of a drug.

The JW modifier is reported on drug claims to report the amount of drug or biological that is discarded and eligible for payment. The JW modifier requirement applies to all separately payable drugs assigned status indicators G or K under CMS OPPS for which there is an unused or discarded amount. Eligible and participating 340B providers are not exempt from reporting the JW modifier. The JW modifier is not intended for use on claims for hospital inpatient admissions.

When a provider must discard the remainder of a single use vial or other single use package after administering a dose/quantity of the drug or biological, payment is made for the amount of drug or biological discarded as well as the dose administered, up to amount of the drug or biological as indicated on the vial or package label. The discarded drug amount should be billed on a separate line on the claim with the JW modifier. The administered amount should be billed on a separate line without the modifier. *NOTE: Multi-use vials are not subject to payment for discarded amounts of drug or biological.*

Laboratory

Outpatient laboratory services are provided through Quest Diagnostics. Locations of participating labs can be found via our online provider directory www.hpplans.com/provdirectory. Physicians must complete the requisition form. Stat lab work may be ordered from a KidzPartners participating hospital lab with a script. Laboratories must be CLIA-approved.

Mammograms

Screening mammographic examinations are covered annually. Members may self-refer for mammograms to any participating site that provides this screening. No authorization is needed if the provider is in the KidzPartners network.

Maternity Care

Prenatal care, delivery and postpartum care are covered. These services do not require prior authorization or PCP referrals. There are no limits to OB visits for prenatal care.

Through our Baby Partners program, KidzPartners provides all pregnant moms with important information about prenatal dental care (e.g., moms who take good care of their teeth have healthier babies). Dental insurance covers routine prophylaxis (including cleaning, scaling and polishing of teeth) once every 6 months, with the exception of a member under the care of a medical professional for pregnancy, who shall be eligible for one additional prophylaxis during pregnancy.

Staying with KidzPartners throughout your pregnancy will help assure that you and your baby receive all necessary care.

KidzPartners offers its pregnant members additional assistance through our Baby Partners program. For more information on our Baby Partners program, members can contact Member Relations at **1-888-888-1211** or the Baby Partners line at **1-866-500-4571 (TTY 1-877-454-8477)**.

CHIP coverage will be extended to babies born to CHIP members for 31 days. It is important to apply for Medical Assistance or CHIP right after the birth of the child to provide continued coverage for the baby. Only one application needs to be completed to apply for both programs.

Maternity Services

A female member may select a participating provider for maternity and gynecological services without a referral or prior authorization. Hospital and physician care services relating to antepartum, intrapartum, and postpartum care, including complications resulting from the member's pregnancy or delivery, are covered.

Under federal law, health plans and health insurance issuers generally may not restrict benefits for any hospital length of stay in connection with childbirth for the mother or newborn child to less than 48 hours following a vaginal delivery, or less than 96 hours following a delivery by cesarean section. However, the plan or issuer may pay for a shorter stay if the attending provider (e.g., physician, nurse midwife, or physician assistant), after consultation with the mother, discharges the mother or newborn earlier.

Coverage is also provided for at least one (1) home health care visit following an inpatient release for maternity care when the CHIP member is released prior to forty-eight (48) hours for a normal delivery and ninety-six (96) hours for a caesarean delivery in consultation with the mother and provider, or in the case of a newborn, in consultation with the mother or the newborn's authorized representative. Home health care visits include, but are not limited to: parent education, assistance and training in breast and bottle feeding, infant screening and clinical tests, and the performance of any necessary maternal and neonatal physical assessments. A licensed health care provider whose

scope of practice includes postpartum care must make such home health care visits. At the mother's sole discretion, the home health care visit may occur at the facility of the provider. Home health care visits following an inpatient stay for maternity services are not subject to copayments, deductibles, or coinsurance, if otherwise applicable to this coverage.

Medical Supplies

Perishable but medically necessary items that are used to treat injuries (including anklets, bandages, soft cervical collars, casts, cartilage knee braces, clavicle straps, wrist splints, wrist/forearm splints, cock-up splints, elastic bandages, nasal splints, slings, finger splints, cold/hot packs, and straps for tennis elbow) and that have a specific HCPCS code do not require prior authorization from Outpatient Services if items are less than \$500 per claim line.

Medical Visits

Outpatient medical visits performed in a physician's office, hospital, skilled nursing facility, or at home, by a KidzPartners participating physician/provider, are covered.

Member Education Classes

KidzPartners offers educational programs in many communities. Classes include ones to help children quit smoking, have a healthy baby, and become a better parent. KidzPartners also offers education to help members deal with special health problems, like asthma. Information about these and other education sessions can be found in the member newsletter. Members can also call the Member Relations department for details about current classes.

Mental Health and Substance Abuse Treatment

Mental Health and Substance abuse services are provided through a subcontractor, Magellan Behavioral Health. There is no limits or copays for these services. All services other than emergency must be authorized by Magellan Behavioral Health. Members should call **1-877-710-8222** to obtain mental health or substance abuse services.

All drug and alcohol abuse treatment must be authorized by Magellan Behavioral Health.

Newborn Care

Newborns are covered under the mother's insurance for 31 days following birth. Services include, but are not limited to, routine nursery care, prematurity services, newborn hearing screens,

preventive/well-child healthcare services and coverage for injury or sickness including the necessary care and treatment of medically-diagnosed congenital defects and birth abnormalities.

Orthodontics

KidzPartners offers comprehensive orthodontic treatment and other orthodontic services provided by the CHIP program. Services must be medically necessary and require prior authorization. Braces for cosmetic reasons are not covered.

Pediatric Preventive Care

Pediatric preventive care includes the following, with no cost-sharing or copays:

- Physical examination, routine history, routine diagnostic tests.
- Oral Health Risk Assessment, fluoride varnish for children ages five months -five years old (US Preventative Task Force Recommendation)
- Well baby care, which generally includes a medical history, height and weight measurement, physical examination and counseling.
- Blood lead screening and lead testing to detect elevated lead levels in the blood.
- Hemoglobin/Hematocrit to measure the size, shape, number and content of red blood cells.

Pharmacy

The KidzPartners drug benefit has been developed to cover medically necessary prescription products for self-administration in an outpatient setting. Non-self-administered drugs in the outpatient setting — not covered under the pharmacy benefit — are available through the contractual buy and bill process based on Health Partners Plans medical fee schedule. The KidzPartners formulary and prior authorization processes are key components of the benefit design. Health Partners Plans, through its Pharmacy department, provides prescription benefits for our members with the use of a closed formulary. The KidzPartners formulary covers many generic drugs, with exceptions such as DESI (Drug Efficacy Study Implementation) drugs, medications used for weight gain or loss (except for drug products being used to treat AIDS wasting and cachexia), drugs from manufacturers who do not participate in the Federal Rebate program, and agents used for cosmetic purposes. Generic drugs must be prescribed and dispensed when an A-rated generic drug is available.

The drugs listed in the KidzPartners formulary are intended to provide broad options to treat the majority of patients who require drug therapy in an ambulatory setting. The medications included in the formulary are reviewed and approved by the plan's Pharmacy and Therapeutics Committee, which includes practicing physicians and pharmacists from the Health Partners Plans provider community. The goal of the formulary is to provide safe and cost-effective pharmacotherapy based on prospective, concurrent, and retrospective review of medication therapies and utilization. The formulary as well as drug specific prior authorization forms are posted on our website at www.hpplans.com/formulary.

For additional printed copies, please call Health Partners Plans (see the [Contact Information](#) section starting on page 1.13).

A maximum of a 30-day supply of medication is eligible for coverage in an outpatient setting. Refills can be obtained when 80% of utilization has occurred. The prescriber is urged to prescribe in amounts that adhere to FDA guidelines and accepted standards of care.

The KidzPartners pharmacy benefit design features:

- No prescription limits for any group.
- Over-the-Counter (OTC) medications are covered. Specific covered agents are listed in the formulary.
- All groups have the same formulary and benefit design, but may differ in copayment amounts.
- Copayments do not apply to specialty medications, diabetic supplies including test strips, glucose meters and lancets.
- Preferred diabetic supplies including test strips, glucose meters, lancets, syringes and insulin are covered and processed under the pharmacy benefit according to the formulary.
- Specialty medications are covered and processed under the pharmacy benefit with prior authorization, if applicable. The specialty vendor will be utilized for these services unless prior approval has been provided by the Pharmacy department. Please refer to the formulary at www.hpplans.com/formulary for more information and specific drug coverage and to the specialty pharmacy page at <https://www.healthpartnersplans.com/providers/clinical-info/specialty-medications-and-pharmacies..>

Pharmacy Copay Design

Copayments for pharmacy benefits vary depending upon the level of coverage the member has.

This design is:

- No Cost Group - no prescription copayments
- Low Cost Group - copayments include
 - \$6 generics
 - \$9 brand
- Full Cost Group - copayments include
 - \$10 generics
 - \$18 brand

The formulary covers preferred, medically necessary prescription products. Certain listed over-the-counter (OTC) medications, such as aspirin and acetaminophen, are formulary and are covered with a doctor's prescription. Blood glucose test strips, alcohol swabs, syringes and lancets (along with one blood glucose monitor per year) are only covered through the pharmacy benefit with a prescription. The preferred diabetic supplies can be found on the formulary located at www.hpplans.com/formulary.

Pharmacy Prior Authorization

There are specific medications on the formulary that require prior authorization. Drug specific prior authorization forms are available to help expedite the process with specific clinical criteria at www.hpplans.com/priorauth. There may be occasions when an unlisted drug or non-formulary is desired for medical management of a specific patient. In those instances, the unlisted medication may be requested through a medical exception process using the "Non-formulary Prior Authorization" form.

To ensure that select medications are utilized appropriately, prior authorization may be required for the dispensing of specific products. These medications may require authorization for the following reasons:

- Non-formulary medications, or benefit exceptions requested for medical necessity
- Medications and/or treatments under clinical investigation

- Duplication of Therapy Edits will be hard coded to assure appropriate utilization of multiple drugs within the same therapeutic categories (e.g., duplication of two SSRIs)
- All brand name medications when there is an A-rated generic equivalent available
- Prescriptions that exceed set plan limits (day's supply, quantity, refill too soon, and cost)
- New-to-market products prior to review by the P&T Committee
- Orphan Drugs/Experimental Medications
- Selected injectable and oral medications
- Specialty medications
- Drugs that exceed \$1,000 in cost per prescription
- Drugs that exceed FDA prescribing limits

To request a prior authorization the physician or a member of his/her staff should contact Health Partners Plans' Pharmacy department at **215-991-4300** or toll free at **1-866-841-7659**. All requests can be faxed (**1-866-240-3712**) 24 hours per day; calls should be placed from 8:00 A.M. to 6:00 P.M., Monday through Friday. In the event of an immediate need after business hours, the call should be made to Member Relations at **1-888-888-1211**. The call will be evaluated and routed to a clinical pharmacist on-call (24/7).

The physician may use the Health Partners Plans drug specific forms or a letter of request, but must include the following information for a quick and appropriate review to take place:

- Specific reason for request
- Name and member number of member
- Date of birth of member
- Physician's name, license number, and specialty
- Physician's phone and fax numbers
- Name of primary care physician (PCP) if different
- Drug name, strength, and quantity of medication
- Day's supply (duration of therapy) and number of refills
- Route of administration
- Diagnosis
- Formulary medications used, duration and therapy result, and documentation such as pharmacy records or chart notes

- Additional clinical information that may contribute to the review decision such as specific lab results

All forms should be legible and completely filled out. All prior authorization forms are available at www.hpplans.com/priorauth.

Upon receiving the prior authorization request from the prescriber, Health Partners Plans will render a decision within 24 hours. Approval or denial letters are mailed to the member or parent/guardian, in the case of a child. A copy of the member letter will also be faxed or mailed to the prescribing physician. At any time during normal business hours, the prescribing physician can discuss the denial with a clinical pharmacist or can have a peer-to-peer discussion with the medical director by calling the Pharmacy department at **215-991-4300**.

Whenever the Pharmacy department is unavailable for consultation or prior authorization for a new medication, an automated five (5) day supply of medication (if FDA approved) can be dispensed at the point of sale at the discretion of the dispensing pharmacist. In the case of a refill for a medication used continuously without a break of more than 30 days, or a PRN (as needed) medication used without a break of more than six months, a 15-day supply can be dispensed. This automated override is available one time per member per medication per year. Prior to dispensing of medication, the pharmacy must confirm member eligibility.

If a member presents a pharmacy with a prescription, which requires prior authorization, whether for a non-formulary drug, or otherwise, and if the prior authorization cannot be processed immediately, the plan will allow the pharmacy to dispense an interim supply of the prescription under the following circumstances:

- If the recipient is in immediate need of the medication in the professional judgment of the pharmacist and if the prescription is for a new medication (one that the recipient has not taken before or that is taken for an acute condition), the plan will allow the pharmacy to dispense a 5-day supply of the medication to afford the recipient or pharmacy the opportunity to initiate the request for prior authorization.
- If the prescription is for an ongoing medication (one that is continuously prescribed for the treatment of an illness or condition that is chronic in nature in which there has not been a break in treatment for greater than 30 days), the plan will allow the pharmacy to dispense a 15-day supply of the medication automatically, unless the plan mailed to the member, with a copy to the prescriber, an advanced written notice of the reduction or termination of the medication at least 10 days prior to the end of the period for which the medication was previously authorized.

Health Partners Plans will respond to the request for prior authorization within 24 hours from when the request was received. If the prior authorization is denied, the recipient is entitled to appeal the decision through several avenues. The 5-day or 15-day requirement does not apply when the pharmacist determines that taking the medication, either alone or along with other medication that the recipient may be taking, would jeopardize the health and safety of the member.

The goal of the drug benefit program is to provide safe and cost-effective pharmacotherapy to our members.

Physical Therapy (PT)/Occupational Therapy (OT)/Speech Therapy (ST)

Members may be referred for outpatient PT/OT/ST to a participating KidzPartners provider. Prior authorization is required for all outpatient PT/OT/ST. Requests should be addressed to Evicore, our delegated vendor. Prior authorization is not required for outpatient evaluation. This benefit covers up to 30 visits per year for each type of therapy.

Please note: Home Health Care is offered with no copayments and no limitations. This benefit can only be provided to a CHIP member who is homebound by a home health care provider in the CHIP member's home within the service area.

Preventive "Well Child" Services

Preventive health services are designed to ensure early detection and treatment of conditions and illnesses in KidzPartners members. Services include physical examinations, immunizations, dental care, vision testing and treatment, hearing testing, and screening for certain medical conditions. Certain counseling services, such as pregnancy and STD prevention for sexually active adolescents, are also included.

Our Pediatric and Adolescent Preventive Care Flow Sheets, Screening Schedule, and Pediatric Immunization Schedule are designed to assist PCPs in delivering services. For more information, visit www.HealthPartnersPlans.com and refer to the "Clinical Information" web page within the Provider section. PCP success in delivering these vital pediatric preventive services in accordance with these standards will be closely audited by the plan. Please recognize that CHIP may cover services that are not on the Medical Assistance fee schedule, or that exceed the fee schedule in amount, duration or scope. Contact the plan for further information.

Primary and Preventive Health Services

KidzPartners periodically reviews the Primary and Preventive Care Covered Services based on recommendations from organizations such as The American Academy of Pediatrics, the American College of Physicians, the U.S. Preventive Services Task Force (USPSTF) (all items or services with a rate of A or B in the current recommendations), the American Cancer Society and the Health Resources and Services Administration (HRSA). Examples of covered “USPSTF A” recommendations are folic acid supplementation, chlamydial infection screening for non-pregnant women, and tobacco use counseling and interventions. Examples of covered “USPSTF B” recommendations are dental cavities prevention for preschool children, healthy diet counseling, oral fluoride supplementation/rinses and vitamins, BRCA risk assessment and genetic counseling and testing, prescribed Vitamin D, prescribed iron supplementation, mineral supplements, chlamydial infection screening for pregnant women, and sexually transmitted infections counseling. Examples of covered HRSA-required benefits include all Food and Drug Administration approved contraceptive methods, sterilization procedures, breast feeding equipment, and patient education and counseling for all women with reproductive capacity. All services required by HRSA are covered. Accordingly, the preventive services are provided at no cost to the member.

Prosthetics/Orthotics

Purchase and fitting of prosthetic devices and supplies which replace all or part of an absent body organ and its adjoining tissues or replace all or part of the function of a permanently useless or malfunctioning body organ require prior authorization by the plan’s Inpatient or Outpatient Services department.

Radiation Therapy

Radiation therapy services are covered and require prior authorization. Requests should be addressed to Evicore, our delegated vendor.

Reconstructive Surgery

Reconstructive Surgery will only be covered when required to restore function following accidental injury, result of a birth defect, infection, or malignant disease in order to achieve reasonable physical or bodily function; in connection with congenital disease or anomaly through the age of 18; or in connection with the treatment of malignant tumors or other destructive pathology which causes functional impairment; or breast reconstruction following a mastectomy.

Mastectomy and Breast Reconstruction: Benefits are provided for a mastectomy performed on an inpatient or outpatient basis, and for the following:

- Surgery to reestablish symmetry or alleviate functional impairment, including, but not limited to augmentation, mammoplasty, reduction mammoplasty and mastopexy, surgery and reconstruction of the other breast to produce a symmetrical appearance;
- Coverage for initial and subsequent prosthetic devices to replace the removed breast or portions thereof, due to a mastectomy; and
- Physical complications of all stages of mastectomy, including lymphedemas.
- Coverage is also provided for one Home Health Care visit, as determined by the member's physician, received within forty-eight (48) hours after discharge.

Rehabilitation

Inpatient Rehabilitation services (medical and mental health are covered) in a KidzPartners participating rehabilitation facility. Inpatient rehabilitation requires prior authorization.

Skilled Nursing Facility

Inpatient care in a Skilled Nursing Facility (SNF) is covered in a KidzPartners participating skilled nursing facility. Services must be prior authorized by the plan's Inpatient Services department.

Medically necessary skilled nursing and related services are covered on an inpatient basis in semi-private accommodations for patients requiring skilled nursing services, but not requiring confinement in a hospital.

Smoking Cessation

Various smoking cessation services are available to our members to assist them in quitting smoking. Please visit our website at www.HealthPartnersPlans.com for the most current reimbursable expenses. Smoking cessation programs generally include scheduled activities and meetings designed to help participants stop the habit of smoking. These programs are a covered benefit for KidzPartners members and do not require prior authorization from the member's PCP.

Specialist Visits

Services by non-participating physicians and other licensed non-participating allied health personnel will be covered only when prior authorized by the plan. Referrals are not required to receive care regardless of the provider participation status.

Specialty Medication Program

Health Partners Plans supports appropriate use of specialty medications and has established suppliers as well as procedures for appropriate prescribing and monitoring. Under the direction of the Health Partners Plans Pharmacy department, the physician provider has the primary responsibility for obtaining prior authorization for medications included in this program. The prescribing physician will need to send the completed medical request to the Health Partners Plans Pharmacy department by fax with all pertinent lab information at **1-866-240-3712**.

Specialty medications are higher cost, biologics, injections or oral medications that require special handling, monitoring, or have limited distribution per manufacturer or FDA guidelines. Specific specialty pharmacy vendors who have met high quality measures and accreditation are contracted with Health Partners Plans to handle and distribute these medications.

All requests for prior authorization are reviewed by the Pharmacy department for approval. Approvals, including approvals for shorter durations, are coordinated with the contracted specialty vendor for distribution to the provider's office or member's home.

In addition, the prescriber can always call Health Partners Plans' Pharmacy department at **215-991-4300** for assistance with prior authorization on specialty medications and preferred specialty vendors. Specific specialty prior authorization forms are available at www.hpplans.com/priorauth.

Certain medications, including the following medications, can be obtained through the retail pharmacy benefit without prior authorization:

- ceftriaxone
- diphenhydramine
- epinephrine (bee sting kits)
- fluphenazine decanoate
- Glucagon Emergency Kit
- Insulin
- haloperidol decanoate
- heparin
- methylprednisolone
- Penicillin G
- triamcinolone
- vitamin B-12

Certain specialty medications are processed through the Pharmacy department and require a prior authorization. Please refer to the formulary and the website for more information regarding specialty medications, drug specific prior authorization forms, and preferred vendors. For further

information visit our specialty page <https://www.healthpartnersplans.com/members/health-partners/resources/prescription-drug-information/specialty-medications-and-pharmacies>

Suturing

PCPs are reimbursed fees for suturing performed in their offices.

Transportation (Non-Emergent)

Non-emergent transportation services are not covered.

Vision Care

KidzPartners covers vision care for all members through our subcontracted provider, Davis Vision. Members can choose a vision care provider from the online KidzPartners Provider Directory.

Visits for routine eye exams and glasses or medically necessary contacts are covered. A participating vision provider must be used. There are no copayments for routine eye examinations.

*If any vision service is provided under the medical benefit for a diagnosis of cataracts, keratoconus or aphakia, then a copayment may apply.

Frames and Lenses: One set of eyeglass lenses that may be plastic or glass, single vision, bifocal, trifocal, lenticular lens powers and/or oversize lenses, fashion and gradient tinting, oversized glass-grey #3 prescription sunglass lenses, polycarbonate prescription lenses with scratch resistance coating and low vision items.

Frequency of eye exam: One routine examination and refraction every 12 months. The examination includes dilation, if professionally indicated. There is no cost to member in network services. There is no coverage for out-of-network*.

Frequency of lens and frame replacement: One pair of eyeglasses every 12 months, when medically necessary for vision correction.

Lenses: In Network – One pair covered in full every calendar year. There is no coverage for out-of-network.*

There are no copayments for covered standard eyeglass lenses (single vision, conventional (lined) bifocal, conventional (lined) trifocal, and lenticular).

Note: Lenses include choice of glass or plastic lenses, all lens powers (single vision, bifocal, trifocal, lenticular), fashion and gradient tinting, oversized and glass-grey #3 prescription sunglass lenses.

Polycarbonate lenses are covered in full for children, monocular patients and patients with prescriptions $> +/- 6.00$ diopters.

All lenses include scratch resistant coating.

There may be copayments for optional lens types and treatments:

Ultraviolet Protective Coating	No Copay
Polycarbonate Lenses (if not child, monocular or prescription $> +/- 6.00$ diopters)	\$30
Blended Segment Lenses	\$20
Intermediate Vision Lenses	\$30
Standard Progressives	\$50
Premium Progressives (Varilux®, etc.)	\$90
Photochromic Glass Lenses	\$20
Plastic Photosensitive Lenses (Transitions®)	\$65
Polarized Lenses	\$75
Standard Anti-Reflective (AR) Coating	\$35
Premium AR Coating	\$48
Ultra AR Coating	\$60
Hi-Index Lenses	\$55

Frames: Collection Frame – no cost to member.** Non-collection frame: Expenses in excess of \$130 allowance payable by member. Additionally, a 20% discount applies to any amount over \$130.** There is no coverage for out-of-network services.*

Replacement of lost, stolen or broken frames and lenses, (one original and one replacement per calendar year), when deemed medically necessary.

Contact Lenses: One prescription every year – in lieu of eyeglasses or when medically necessary for vision correction.

Expenses in excess of a \$130 allowance (may be applied toward the cost of evaluation, materials, fitting and follow-up care). Additionally, a 15% discount applies to any amount over \$130.**

Note: In some instances, participating providers charge separately for the evaluation, fitting, or follow-up care relating to contact lenses. Should this occur and the value of the Contact Lenses

received is less than the allowance, members may submit a claim for the remaining balance (the combined reimbursement will not exceed the total allowance).

**Out-of-network exclusion only applies if child is in their coverage area at time of eyeglass/contact replacement. If a child is unexpectedly out of the area, e.g., vacation, and they need replacement contacts or eyeglasses, their expenses can be sent to the plan for reimbursement.*

***Note: Additional discounts **may be** available from participating providers.*

Expenses in excess of \$600 for medically necessary contact lenses, with pre-approval — these conditions include:

Aphakia, pseudophakia or keratoconus, if the patient has had cataract surgery or implant, or corneal transplant surgery, or if visual activity is not correctable to 20/40 in the worse eye by use of spectacle lenses in a frame but can be improved to 20/40 in the worse eye by use of contact lenses.

KidzPartners covers routine vision exams. (Treatment of other eye problems may be covered as a medical benefit. The child's PCP can refer you to an eye specialist if necessary.)

When your children need a vision exam, just check your KidzPartners Provider Directory or call Member Relations at **1-888-888-1211 (TTY 1-877-454-8477)** for help finding a convenient vision care provider. When you call to make an appointment, be sure to tell the office your children are members of KidzPartners. Remember to bring your children's membership ID cards with you to the appointment.

Vision benefit for children also includes one comprehensive low vision evaluation every 5 years, with a maximum charge of \$300; maximum low vision aid allowance of \$600 with a lifetime maximum of \$1,200 for items such as high-power spectacles, magnifiers and telescopes; and follow-up care - four visits in any five year period, with a maximum charge of \$100 per visit.

Providers will obtain the necessary pre-authorization for these services. The benefit is not covered if performed by an out of network provider.

Well Woman Preventive Care

There is no cost sharing for preventative services under the services of family planning, women's health, and contraceptives.

Well Woman Preventive Care includes services and supplies as described under the Women's Preventive Services provision of the Patient Protection and Affordable Care Act. Covered Services and Supplies include, but are not limited to, the following:

- **Routine Gynecological Exam, Pap Smear:** Female Members are covered for one (1) routine gynecological exam each year. This includes a pelvic exam and clinical breast exam; and routine Pap smears in accordance with the recommendations of the American College of Obstetricians and Gynecologists. Female Members have “direct access” to care by an Obstetrician or Gynecologist. This means there is no Primary Care Physician referral needed.
- **Mammograms:** Coverage will be provided for screening and diagnostic mammograms. Benefits for mammography are payable only if performed by a qualified mammography service provider who is properly certified by the appropriate state or federal agency in accordance with the Mammography Quality Assurance Act of 1992. Copayments, if any, do not apply to this benefit.
- **Breastfeeding:** Comprehensive support and counseling from trained providers; access to breastfeeding supplies, including coverage for rental of hospital-grade breastfeeding pumps under DME with medical necessity review; and coverage for lactation support and counseling provided during postpartum hospitalization, Mother's Option visits, and obstetrician or pediatrician visits for pregnant and nursing women at no cost share to the Member.
- **Contraception:** FDA-approved contraceptive methods, including contraceptive devices, injectable contraceptives, IUDs and implants; voluntary sterilization procedures, and patient education and counseling, not including abortifacient drugs, at no cost share to the member. Contraception drugs and devices are covered under the prescription drug benefit issued with the plan.
- **Osteoporosis Screening (Bone Mineral Density Testing or BMDT):** Coverage is provided for Bone Mineral Density Testing using a U.S. Food and Drug Administration-approved method. This test determines the amount of mineral in a specific area of the bone. It is used to measure bone strength, which is the aggregate of bone density and bone quality. Bone quality refers to architecture, turnover and mineralization of bone. The BMDT must be prescribed by a professional provider legally authorized to prescribe such items.

Non-Covered Services

The following services and benefits are excluded or limited under the KidzPartners plan:

- Artificial insemination/infertility treatment
- Cosmetic surgery, except to correct a serious disfigurement or deformity caused by disease or injury that occurred while the patient was a participating member; or for the treatment of congenital anomalies to restore a part of the body to its proper function
- Health club memberships except when stipulated by contract with the plan
- Personal convenience items or services
- Reversal of tubal ligation
- Services available through other programs such as workers' compensation, Veterans Administration, other governmental programs/agencies or other insurance coverage
- Services for which neither the member nor another party on his or her behalf has any legal obligation to pay
- Services not provided by, or arranged through a provider, medical office, or dental office participating with KidzPartners, except for emergency services, unless authorized by the plan
- Services not reasonable or medically necessary for the diagnosis or treatment of an illness or injury, or for restoration of physiologic function (except preventive services)
- Services performed by immediate relatives of members, or by others in the member's household
- Non-Emergent Transportation services

Medical Directors will not approve services that are deemed harmful to our members, are of inferior quality, or are medically unnecessary (as may be the case with a serious and clearly preventable adverse event). In addition, based on CMS guidelines, financial compensation for any and all services rendered as a result of, or increased by, a preventable serious adverse event will be withheld or recovered.



Chapter 7

Utilization Management

Purpose: This chapter provides an introduction to Health Partners Plans' Medical Management team and the guidelines and criteria used by the department to achieve optimal benefit utilization for our members.

Topics: Important topics from this chapter include:

- Health Partners Plans' commitment to providing appropriate medical care for members
- Prior authorization rules and guidelines
- Medical Management decision process and criteria
- Appeals process

Overview

Medical management is a process that monitors the use of a comprehensive set of integrated components including, but not limited to, the following:

- pre-certification review
- admission review
- concurrent review
- retrospective review
- discharge planning
- bill review
- individual medical case management

The Medical Management department works in conjunction with our medical providers to determine medical necessity, cost effectiveness, and conformity to evidence-based medical necessity criteria so that members receive optimal use of their benefit plans.

Due to possible interruptions of a member's State Medical Assistance coverage, it is strongly recommended that providers call for verification of a member's continued eligibility on the first of each month when a prior authorization extends beyond the calendar month in which it was issued. If the need for service extends beyond the initial authorized period, the provider must submit clinical information justifying medical necessity for continuation of services to Health Partners Plans' Inpatient and Outpatient Services departments to obtain prior authorization for continuation of service.

Providing Appropriate Medical Care for Members

At Health Partners Plans, we are committed to providing our members with the most appropriate medical care for their specific situations. To achieve this goal, our utilization management decisions are based on medical necessity, appropriateness of care and whether an item is medically necessary or considered a medical item. This means Health Partners Plans does not provide financial incentives for utilization management decision makers that encourage denials of coverage or service.

HPP adheres to the following standards related to the Utilization Management decision making:

- Utilization Management decision-making is based only on appropriateness of care and services and existence of coverage.
- HPP does not reward practitioners or other individuals for issuing denials of coverage.

- There are no financial incentives for Utilization Management decision makers that would encourage decisions that result in underutilization.

Medically Necessary Services

Medically Necessary: Health Partners (Medical Assistance) – A service or benefit is medically necessary if it is compensable under the Medicaid program and if it meets any one of the following standards:

- Request for services must be ordered by a physician as directed by regulatory guidelines.
- The service/benefit will or is reasonably expected to prevent the onset of an illness, condition or disability.
- The service/benefit will or is reasonably expected to reduce or ameliorate the physical, mental or developmental effects of an illness, condition, injury or disability.
- The service/benefit will assist the member to achieve or maintain maximum functional capacity in performing daily activities, taking into account both the functional capacity of the member and those functional capacities that are appropriate for members of the same age.

Medically Necessary: Health Partners Medicare and the Medicare Advantage (MA) Program — A service or benefit is medically necessary if it is compensable under Medicare’s program and if it meets the following:

- The service, item, procedure or level of care will, or is reasonably expected to, prevent the onset of an illness, condition, injury or disability.
- The service, item, procedure or level of care will, or is reasonably expected to, reduce or ameliorate the physical, mental or developmental effects of an illness, condition, injury or disability.
- The service, item, procedure or level of care will assist the member to achieve or maintain maximum functional capacity in performing daily activities, taking into account both the functional capacity of the member and those functional capacities that are appropriate for members of the same age.
- Services that are reasonable and necessary for the diagnosis or treatment of illness or injury or to improve the functioning of a malformed body member or otherwise medically necessary under 42 U.S.C. § 1395y

Determination of medical necessity for covered care and services, whether made on a prior authorization, concurrent review, retrospective review and/or exception basis, must be documented in writing.

The determination is based on medical information provided by the member, the member's family/caretaker and the primary care physician (PCP), as well as any other providers, programs or agencies that have evaluated the member.

All such determinations must be made by qualified and trained healthcare providers. A healthcare provider who makes such determinations of medical necessity is not considered to be providing a healthcare service under their agreement.

National and local coverage determinations are always considered during all types of medical necessity reviews for our Medicare members.

Medical Necessity or Medically Necessary and Appropriate: KidzPartners (CHIP)— Refers to services or supplies that a provider, exercising prudent clinical judgment, would provide to a patient for the purpose of preventing, evaluating, diagnosing or treating an illness, injury, disease or its symptoms, and that are:

- In accordance with generally accepted standards of medical practice
- Clinically appropriate, in terms of type, frequency, extent, site and duration, and considered effective for the patient's illness, injury or disease
- Not primarily for the convenience of the patient, physician, or other healthcare provider, and not more costly than an alternative service or sequence of services at least as likely to produce equivalent therapeutic or diagnostic results as to the diagnosis or treatment of that patient's illness, injury or disease

Determinations are based on covered services under a given benefit package, medical necessity and clinical appropriateness using clinical criteria and guidelines that are the accepted standard of care in the medical community. In addition, the physician reviewer must override the criteria when, in his/her professional judgment, the requested service is medically necessary. Individual member assessment must occur.

Determination of medical necessity for covered care and services, whether made on a prior authorization, concurrent review, retrospective review or exception basis, must be documented in writing to members and providers.

The determination is based on medical information provided by the member, the member's family/caretaker and the primary care physician (PCP), as well as any other providers, programs or agencies that have evaluated the member.

All such determinations must be made by a qualified and trained healthcare professional. A healthcare professional that makes such determinations of medical necessity is not considered to be providing a healthcare service under their agreement.

Medicare Members' Plan Directed Care

If a Health Partners Plans participating provider directs a Health Partners Medicare member to an out-of-network provider without obtaining the required authorization then the member **cannot** be held financially responsible by any party (including in-network provider, out-of-network provider, or Plan) due to Medicare's plan-directed care rules.

CMS considers plan-directed care to be the financial responsibility of the health plan and/or its contracted network. Plan-directed care is care the member believes they were instructed to obtain by a health plan representative such as network providers. Therefore if care cannot be delivered in network then the Health Partners Medicare participating providers must obtain prior authorization from us prior to referring a member to an out-of-network provider. If prior authorization is not obtained, the participating referring provider will be held financially accountable.

A complete listing of Health Partners Plans participating providers can be found in our online provider directory at www.hpplans.com/provdirectory.

Medicaid & CHIP Timeliness of Utilization Management Decisions

Decision Type	Decision Timeframe from Receipt of Clinical	Extension ¹
Urgent Prior Authorization Request	24 hours	72 Hours
Non-urgent Prior Authorization Request	48 hours ²	14 days ²
Concurrent Request	2 business days ²	N/A
Retrospective Request	30 days	N/A

¹Timeframes may be extended if additional information is needed to process the request. If the provider or member does not send the additional information within the above extended timeframes from the request for additional information, HPP will base our decision on the information available.

²HPP defines a business day as a single full business day, not calendar day, after the date of the request receipt.

Health Partners Plans will notify the health care provider and members within 48 hours of the non-urgent pre-service request for service for additional facts, documents or information required to complete the request.

When Health Partners Plans receives a non-urgent pre-service request for prior authorization, we will contact the member by phone within two days of the date of the request for service with our determination. A written decision will be mailed to the member and provider within two business days from the date of our decision. Health Partners Plans will issue all determinations in accordance with regulatory guidelines and notification time frames. All written determination notifications are sent via mail to the member in accordance with current federal and state requirements utilizing mandated notification templates, which include associated complaint/grievance/Fair Hearing rights.

An urgent review will be processed as expeditiously as the member's health condition requires but no later than 24 hours from receipt of the request for any urgent service or item requested by the member or provider. (Refer to Policy 520.2.9 Prior Authorization)

After hours the reviews are handled by the on call case manager (Inpatient and Outpatient) and the on-call medical director. HPP provides twenty-four (24) hour staff availability to authorize weekend and holiday services, including but not limited to: home health care, pharmacy, DME, and medical supplies. Determinations will be made within the required regulatory timelines.

Medicare Timeliness of Utilization Management Decisions

Decision Type	Decision Timeframe from receipt	Extension
Expedited Pre-Service Request	72 hours	14 calendar days
Standard Pre-Service Request	14 calendar days	none

Please note: Timeframes may be extended if additional information is needed to process the request.

Health Partners Plans will notify the healthcare provider after the request for service for additional facts, documents or information required to complete the request. If the provider does not send the additional information within time frame of the original request category of our request for more information, then we will base our decision on the information available.

Health Partners Plans can provide extensions up to 14 days if requested by the member. This extension may occur if it is requested by the member or if we grant ourselves an extension and justifies the need for collection of additional information and documents how the delay is in the interest of the member

(e.g., the receipt of additional clinical evidence from non-contracted providers). If the latter is the basis for the extension, we will notify the member in writing of the reason(s) for the delay and of their right to file a grievance if he or she disagrees with our decision to grant an extension.

Prior Authorization Guidelines

The following information is provided to Health Partners Plans members so that they are aware of the prior authorization process and time frames. If you have any questions about the information below, please call Health Partners Plans at 1-888-991-9023. For pharmacy prior authorizations, please call 215-991-4300 or visit www.hpplans.com/priorauth for more information on the formulary and drug specific prior authorizations forms.

Sometimes there are services or items that the PCP must ask Health Partners Plans to approve for the member. For Health Partners Plans members, prior authorization is required for:

- Acute rehabilitation admissions
- Advanced radiology services (CT, MRI, PET scans, stress echocardiography, echocardiography, cardiac nuclear medicine imaging, and radiation therapy)
- Air ambulance
- Automatic Implantable Cardioverter Defibrillators (AICD)
- Chiropractic therapy
- Some potentially cosmetic services
- Diagnostic cardiac catheterization
- Durable medical equipment (DME) over \$500 and all DME rentals
- Elective hospitalizations
- Endovascular ablation of varicose veins
- Homecare services
- Hyperbaric oxygen therapy
- Inpatient hospice (**Medicaid/KidzPartners only**)
- Intravenous Immune Globulin Therapy (IVIG)
- Medical oncology (chemotherapy)
- Non-emergent transportation (with exception of transports to behavioral health facilities)
- Ocrevus
- Outpatient spine and joint and back surgeries

- Outpatient vascular surgeries
- Pain management
- Permanent pacemakers
- Pharmacy specific drug prior authorizations (see [Utilization Management \(Chapter 7\)](#) of this provider manual for more information).
- Prosthetics/orthotics – over \$500
- Radiation Oncology
- Services, procedures, items or drugs considered to be new or emerging technology
- Services/procedures performed by non-participating providers
- Short procedures (Ambulatory Surgical Center [ASC] and Short Procedure Unit [SPU]) **(KidzPartners only)**
- Skilled nursing admissions
- Sleep management
- Spinraza
- Soliris (Eculizumab)
- Therapy services [physical therapy (PT), occupational therapy (OT), or speech therapy (ST) services]
- Transfers to non-participating facilities
- Vascular surgeries*

** Vascular surgery includes AAA resection, grafts and endovascular repair; Carotid angioplasty, endarterectomy and stent; Peripheral artery bypass and endovascular intervention; Renovascular angioplasty; and Thoracic and Thoracoabdominal aortic aneurysm repairs.*

EviCore Prior Authorization Programs

Prior Authorization Programs & Services	Phone	Website/Portal
Advanced radiology services (CT, MRI, Pet Scans, echocardiography, stress echocardiography, cardiac nuclear medicine imaging, and radiation therapy)	1-888-693-3211 prompt #3	www.eviCore.com
Automatic Implantable Cardioverter Defibrillators*		
Diagnostic Cardiac Catheterizations*		
Pain Management*		
Permanent Pacemakers		
Radiation Oncology		
Sleep Management*		
Therapy services (physical therapy, occupational therapy, or speech therapy)	1-888-444-6178	
Medical Oncology (chemotherapy)		
Chiropractic Services*	1-877-531-9139 prompt #2	
Outpatient joint and back surgeries		

**These programs are not applicable to CHIP.*

Cosmetic Services

Cosmetic services are excluded from coverage in all places of service for the DHS and CMS programs. However, cosmetic services may be considered for coverage when the surgery is medical necessary and needed to improve the functioning of a body part, correct a congenital anomaly or relieve pain. Certain Short Procedure Unit (SPU)/Ambulatory procedures would be excluded from coverage because they are often performed for cosmetic purposes, rather than for medical necessity reasons. As a result, if these services are billed, medical records will be requested to validate the medical necessity of the procedure. When a procedure is cosmetic, please contact our prior authorization unit with supporting clinical information for medical necessity.

Short Procedure Unit (SPU)/Ambulatory Procedures

The following is a list of a few examples of cosmetic procedures that require medical necessity review to be considered for payment. This list is **not** all inclusive.

- Bariatric services such as but not limited to: sleeve gastrectomy, vertical or adjustable bands, Roux-En-Y, gastric balloons
- Blepharoplasty or Ptosis surgery
- Botox treatments
- Breast Reconstruction surgery
- Circumcision (except newborn)
- Rhinoplasty
- Scar or keloid repair, revisions or releases
- Tissue Expander

Please note: Office procedure in a dermatologist office may be submitted for retrospective review for medical necessity to the Precertification Unit in order to avoid delays in care.

How to Obtain Prior Authorization

The following section provides guidelines for properly obtaining a prior authorization from Health Partners Plans.

Please Note: Providers should obtain prior authorization at least **seven** days in advance for elective (non-emergent) procedures and services. Your request will be processed according to state and federal regulations. Failure to comply with this guideline may result in the medically non-urgent services being delayed. For elective admissions and transfers to non-participating facilities, the PCP, referring specialist or hospital must call the Health Partners Plans Inpatient Services Department at **1-866-500-4571** or submit the request through our provider portal, HP Connect. These requests for prior authorization must be made before the anticipated admission. Please include the following:

- Member's name and plan ID number
- Scheduled date of hospital admission
- Anticipated length of stay for hospital admission
- Name of attending physician
- Diagnosis (Please use the most appropriate code with the highest level of specificity.)

- Procedure (Please use the most appropriate code with the highest level of specificity.)
- Supporting clinical/medical information for requested procedure
- Admitting hospital

For **Medicaid/KidzPartners requests for Home Care authorization** please fax requests to the Ancillary Services department at **215-967-4491**.

For **Medicare Home Care authorization requests** please fax requests to the Ancillary Services department at **267-515-6633**.

For **Shift Care authorization requests** please fax requests to **267-515-6667**.

For **transport (ambulance) authorization requests**, fax request to the Ancillary Services department at **267-515-6627**.

For **Medicaid/KidzPartners DME authorization requests**, fax request to the Ancillary Services department at **215-849-4749**.

For **Medicare DME authorizations requests**, fax request to the Ancillary Services department at **267-515-6636**.

Notifications for urgent or emergent admissions (inpatient and maternity) can be submitted through HP Connect, our secure provider portal.

Note: Due to circumstances regarding member eligibility and timeliness standards, an authorization is not a guarantee for payment.

Pharmacy Prior Authorization

There are specific medications on the formulary that require prior authorization. Drug specific prior authorization forms are available to help expedite the process with specific clinical criteria at www.hpplans.com/priorauth. There may be occasions when an unlisted drug or non-formulary drug or medication is desired for medical management of a specific patient. In those instances, the unlisted medication may be requested through a medical exception process using the “Non-formulary Prior Authorization” form.

To ensure that select medications are utilized appropriately, prior authorization may be required for the dispensing of specific products. These medications may require authorization for the following reasons:

- Non-formulary medications or benefit exceptions requested for medical necessity

- Medications and/or treatments under clinical investigation
- Duplication of Therapy edits will be hard coded to assure appropriate utilization of multiple drugs within the same therapeutic categories (e.g., duplication of SSRIs)
- All brand name medications when there is an A-rated generic equivalent available
- Prescriptions that exceed set plan limits (days' supply, quantity, refill too soon, and cost)
- New-to-market products prior to review by the P&T Committee
- Orphan drugs/experimental medications
- Selected injectable and oral medications
- Specialty medications
- Drugs that exceed \$1,000 in cost per prescription

To request a prior authorization, the physician or a member of his/her staff should contact Health Partners Plans' Pharmacy department at **215-991-4300**, Monday through Friday, 8 a.m. to 6 p.m. Requests can also be faxed to **1-866-240-3712**. In the event of an immediate need after business hours, please call Member Relations at **1-800-553-0784**. The call will be evaluated and routed to a clinical pharmacist on-call 24/7.

The physician may use the Health Partners Plans drug specific forms or a letter of request, but must include the following information for a quick and appropriate review to take place:

- Specific reason for request
- Member name and recipient Health Partner Plans ID number
- Member date of birth
- Physician's name, license number, NPI number and specialty
- Physician's phone and fax numbers
- Name of primary care physician, if different
- Drug name, strength and quantity of medication
- Days' supply (duration of therapy) and number of refills
- Route of administration
- Diagnosis
- Formulary medications used, duration and therapy result, and documentation such as pharmacy records or chart notes.

Additional clinical information may contribute to the review decision such as specific lab results. All forms should be legible and completely filled out.

Vendor Contact Information

- Avesis (Dental): **1-800-952-6674**
- Community Behavioral Health (CBH)
 - Medicaid, Philadelphia County only: – **1-888-545-2600**
- Community Care Behavioral Health
 - Medicaid, Chester County only: – **1-866-622-4228**
- Davis Vision: **1-800-999-5431**
- ECHO Health (Electronic funds transfer and remittance advice): **1-888-834-3511**
 - Website: <http://view.echohealthinc.com>
- eviCore (Radiology & Medical Auths, PT, OT, ST and other services): **1-888-693-3211**
- Magellan Behavioral Health (Behavioral Health and SUD authorizations, and Case Management):
 - CHIP - **1-800-424-3702**
 - Medicaid (Bucks County):- **1-877-769-9784**
 - Medicaid (Delaware County): **1-888-207-2911**
 - Medicaid (Montgomery County): **1-877-769-9782**
 - Medicare: **1-800-424-3706**
- Medical Assistance Transportation Management (MATP):
 - Bucks County (General Information): **215-794-554, x56**
 - Bucks County (Scheduling Rides): **1-888-795-0740**
 - Chester: **1-877-873-8415**
 - Delaware: **1-866-450-3766**
 - Montgomery: **1-215-542-7433**
 - Philadelphia: **1-877-835-7412**
- Quest Diagnostics: **1-866-697-8378**
- Teladoc: **1-800-424-3706**

Clinical Review Process

Health Partners Plans uses the product's specific definition of medical necessity, Medicare's two midnight rule when applicable, National Coverage Determinations (NCDs), Local Coverage Determinations (LCDs) and available InterQual® criteria as guidelines for the review and decision making. Effective 11/15/2018, we implemented the 2018 InterQual criteria in the following modules:

- Acute Adult Criteria
- Acute Pediatric Criteria
- Long Term Acute Care Criteria
- Acute Rehabilitation
- Subacute & SNF
- Home Care Criteria
- Durable Medical Equipment
- Procedures Criteria
- Guidelines for Surgery and Procedures Performed in the Inpatient Setting

Providers can request a copy of specific InterQual® Level of Care/Acute Level of Care Criteria — or information about the criteria — by calling the Health Partners Plans Inpatient Services Unit at **1-866-500-4571 (prompt 2, prompt 3)** from Monday through Friday 9:00 a.m. – 5:30 p.m. EST. To request a copy of specific Health Partners Plans outpatient criteria or related information, please contact Ancillary Services at **215-967-4690**. You may also request the criteria in person at Health Partners Plans.

Inpatient Services UM Process

Obtaining inpatient UM assistance after business hours:

All admissions as inpatient should be submitted through HP Connect, our portal or called to Health Partners Plans' Inpatient Services department during normal business hours at **1-866-500-4571**, Monday through Friday 8:30am – 5pm EST.

All after-hours admissions should be directed to the participating facilities. If providers require assistance for urgent issues after business hours, please call **1-866-500-4571** and leave a message, which will be forwarded to an on-call nurse case manager. If non-emergency services (including transfers) cannot be obtained from a Health Partners Plans participating provider, prior authorization is required.

Transfer Admission Requirements

All hospital transfers should be directed to Health Partners Plans participating facilities. If services are not available within the network, prior authorization is required prior to the transfer. All hospital-to-hospital transfers **must** be considered medically necessary, meaning that the patient requires a higher level of medical care than your hospital (the *transferring* hospital) can provide. The *receiving* hospital **must** be able to provide the necessary care. Additionally, prior authorization is required for hospital-to-hospital transfers when the receiving hospital is out-of-network.

Transferring facilities can obtain prior authorization by calling Inpatient Services during normal business hours, Monday through Friday, 8:30 a.m. to 5 p.m. After-hours, please call **1-866-500-4571** and leave a message for the on-call Inpatient Services case manager.

Note: Life-threatening emergent situations constitute an exception to the prior authorization requirements.

Elective Admissions

Elective admissions require prior authorization. All requests for services should be submitted through our HP Connect provider portal. All elective hospital admissions should be provided by a Health Partners Plans participating physician. To maximize continuity of care, the PCP or specialist should direct care to the PCP's affiliated health system. Please refer to our online Provider Directory for more information.

The Health Partners Plans Inpatient Services department issues a written and verbal notification (including a reference number) to the hospital when determinations are made or completed. Excluding transplantation authorizations, which will remain open for one year, all elective procedure authorizations will remain open for 3 months. If the date of the elective admission changes, Health Partners Plans will need to be notified so that the authorization can match the incoming claim.

Preadmission Services

In alignment with CMS' policy/billing guidelines, preadmission diagnostic and non-diagnostic services related to the admission that are rendered during the 3 days (hospitals subject to IPPS, inpatient prospective payment system) or 1 day (hospitals excluded from IPPS) prior to an inpatient hospital admission (even if the days cross the calendar year) are considered inpatient services and included in the inpatient reimbursement. Preadmission services may be subject to post-payment audits and retraction.

Elective Admissions at a Non-Participating Provider

Requests for elective admission or SPU service at a non-participating hospital will be considered only when the service is not available at a participating hospital or ASC. All requests for services at non-participating facilities will require written documentation noting the clinical and other circumstances involved.

For all Health Partners Plans members, requests for elective admissions and transfers to non-participating facilities not authorized by Health Partners Plans before admission will be denied for lack of prior authorization. An administrative denial letter will be issued for all elective admissions and transfers to non-participating facilities not authorized by Health Partners Plans.

If the date of the non-participating elective admission or procedure changes, Health Partners Plans will need to be notified so that the authorization can match the incoming claim.

For administrative denial reconsideration, the facility must submit, within 30 days, a letter of appeal detailing why prior authorization has not been obtained. The address for appeals is:

Health Partners Plans
Attn: Medical Management /Appeals Unit
901 Market Street, Suite 500
Philadelphia, PA 19107

For more information on appeals, please refer to the [Provider Appeals](#) section found on page 7.28.

Emergent Admissions

All admissions, whether elective or urgent, must be reported to the Health Partners Plans Inpatient Services department within two business days of admission. Failure to do so could result in a denial for untimely notification.

Emergency Care

Emergency care and post-stabilization services in emergency rooms and emergency admissions are covered services for both participating and non-participating facilities, with no distinction between in or out-of-network services. Emergency care and post-stabilization services do not require prior authorization.

An emergency medical condition means a condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson, with an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in the following:

- Serious jeopardy to the health of the **patient**
- Serious impairment to bodily functions
- Serious dysfunction of any bodily organ or **body part**

Non-par follow-up specialty care for an emergency is covered by Health Partners Plans, but Health Partners Plans staff will outreach to the member to appropriately arrange for services to be provided in-network, whenever possible.

In the event of a serious or life-threatening emergency, the member should be directed to the nearest emergency facility.

Concurrent Review Process

All hospitals that are contracted on a DRG basis will contact Inpatient Services within two business days with clinical review for each admission. HealthPartners Plans utilizes medical necessity, Medicare's two midnight rule, National Coverage Determinations (NCDs), Local Coverage Determinations (LCDs), and McKesson InterQual as a guideline for admission review. Failure to provide clinical information within two business days of admission or by the next assigned review date may result in a denial for untimely clinical review.

Medical necessity for acute care hospitals is determined by using the product's specific definition of medical necessity, Medicare's two midnight rule when applicable, National Coverage Determinations (NCDs), Local Coverage Determinations (LCDs), and the InterQual® Level of Care criteria. Health Partners Plans does not reimburse at the DRG level if the services do not require acute hospital levels of care. If the Inpatient Services decision denies or reduces to a lower level of care, a written notice of denial is issued to the hospital. The notice includes instructions for requesting a peer-to-peer reconsideration and pursuing an appeal of this determination. The HPP Medical Directors are available to discuss medical necessity review decisions with peers by calling **215-967-4570**. If the inpatient admission extends longer than 5 days it is expected that a weekly clinical update with a discharge plan be submitted to the HPP Inpatient Services Department.

Health Partners Plans reviews inpatient readmissions within 30 days following DHS and CMS payment policy for readmissions. Decisions to combine DRG payments related to readmissions can be appealed

within 30 days at the below address. Providers are able to initiate a peer-to-peer discussion related to the decision to combine admissions. Both admission records are required for the appeal to be reviewed.

A facility that has been denied services can also submit a letter of appeal and a copy of the medical chart within 30 calendar days to following address:

Health Partners Plans
Attn: Medical Management/Appeals
901 Market Street, Suite 500
Philadelphia, PA 19107

For more information on appeals, please refer to the [Provider Appeals](#) section found on page 7.28.

Notification of Discharge/Discharge Management

Clinical reviews of all types of inpatient admissions are required to avoid administrative denials. Discharge date and disposition must be reported to the Health Partners Plans' Inpatient Services department within one business day from discharge to promote effective case management when needed and to avoid claim suspension issues.

Health Partners Plans will continue to look to the PCP for all issues related to appropriate utilization. PCPs are responsible for coordinating follow-up care after hospital discharge. While PCP referrals are not required for Medicaid or CHIP, the PCP may direct members to participating specialists when medically necessary. In these plans, the absence of requirement for a physical or electronic PCP referral to a specialist or surgeon does not relieve the PCP of his or her responsibility to remain involved in the care of the member. For more details regarding HPP Medicare plans that require PCP referrals to see participating specialists, please see the [PCP Referrals: Medicare section](#) on page 11.6 of the Provider Billing & Reimbursement chapter. Failure to provide clinical information by the next assigned review date may result in a denial for untimely clinical review.

Skilled Nursing Admissions

All skilled nursing care admissions will require prior authorization by the Inpatient Services department for reimbursement. Requests for skilled nursing admissions should be submitted through our HP Connect provider portal or faxed to **215-991-4125**. All requests will be processed according to state and federal regulations. All determinations will be communicated in writing to members and providers.

For benefit limitation information for each line of business, please refer to the individual benefits chapters (Chapters 4-6) of this provider manual:

- **Health Partners (Medicaid):** Members in a licensed skilled nursing or intermediate care facility are covered by Health Partners for up to 365 days (including bed hold days). Members can be admitted to skilled nursing facilities directly from the community.
- **KidzPartners (CHIP):** KidzPartners Members have a limit of 90 days annually for inpatient medical, skilled nursing and mental health combined.
- **Health Partners Medicare:** Members in a licensed skilled nursing or intermediate care facility are covered by Health Partners Medicare should the services be supported by medical necessity for up to 100 days (no bed hold days reimbursed by HPP) per episode of illness. Members can be admitted to skilled or intermediate care facilities directly from the community.
 - Health Partners Medicare providers are expected to issue all CMS member notices with appeal rights according to state and federal guidelines/regulations. Each notice includes information on the member's or their representative's right to file an expedited appeal.
 - Skilled Nursing Facilities and Home Care Agencies are expected to send a copy of the member's signed Notices of Medicare Non-Coverage (NOMNC) to the appropriate fax number along with keeping the original on file for auditing and compliance purposes.,
 - Skilled Nursing facilities should fax completed forms to **215-991-4125**.
 - Home Care Agencies should email signed document to Homecarenomnc@Hpplans.com or fax completed forms to **267-515-6633** upon completion.

Ancillary Services UM Process

Authorization requirements may vary depending upon whether or not the services rendered take place in an inpatient or outpatient setting. The following section provides an overview of common outpatient services requiring prior authorization and how the authorization is obtained. The Ancillary Services department will review outpatient services that require prior authorization for medical necessity or plan covered services. Health Partners Plans will issue a notice of its determination. Adverse determination notices include the members appeal rights.

Outpatient services that require prior authorization:

- Outpatient Therapy Services (physical, occupational, speech) — Prior Authorization is not required for initial evaluations

- Home Health services. This includes skilled nursing (RN, LPN) visits, home infusion, shift care, home health aide services, Physical Therapy (PT), Occupational Therapy (OT), Speech Therapy (ST) and Social Work (SW) visits
- All DME rentals
- All DME purchases over \$500
- Any service(s) performed by non-participating providers.
- Any service/product not listed on the Medical Assistance Fee Schedule, including EPSDT Expanded Services.
- Air ambulance
- Non-emergent transportation, excluding Behavioral Health transport which does not require pre-authorization.

Obtaining Ancillary UM Assistance after Business Hours

The Health Partners Plans Ancillary Services department's normal business hours are Monday through Friday, 8 a.m. - 5:00 p.m.

For any ancillary request after business hours, please call **1- 866-500-4571** and leave a message, which will be forwarded to an on-call nurse case manager who will return your call.

Ambulance/Non-Emergent Transportation

Health Partners Plans is responsible for the coordination of covered services related to transportation and reimburse for medically necessary transportation for Health Partners Plans members.

Health Partners Plans has contracted with specific Ambulance providers throughout the service area. All non-emergent ambulance transportation must be prior authorized, except for Behavioral Health related transport which does not require prior authorization. All service requests should be submitted through our HP Connect provider portal. You will find request forms and physician certification forms at www.hpplans.com/forms for prior authorization submission. Once completed, they can be faxed to **267-515-6627**.

Members experiencing a medical emergency are instructed to immediately contact their local emergency rescue service by dialing **911**.

- **KidzPartners (CHIP):** Members are covered for emergency ambulance transportation only.

- **Health Partners (Medicaid):** Members are covered for emergency and non-emergent ambulance transportation including van transportation. Transportation between facilities/providers is covered if it's medically necessary.

Health Partners Plans will assist members in accessing non-ambulance transportation services for physical health appointments through the Medical Assistance Transportation Program (MATP). However, Health Partners Plans is not financially responsible for payment for these services. Health Partners members should be advised to contact the BH-MCO in their county of residence for assistance in accessing non-ambulance transportation for behavioral health appointments.

- **Health Partners Medicare:** Members are covered for emergency and non-emergent ambulance transportation. Non-emergent transportation is reviewed for medical necessity following the criteria set forth by Medicare and guided by Novitas: Local Coverage Determination (LCD): Ambulance Services (Ground Ambulance) (L35162). These criteria can be accessed at www.novitas-solutions.com/webcenter/portal/MedicareJL/.
 - Health Partners Medicare Prime and Special additionally offer a benefit for routine transportation limited to 30 one-way trips (for Prime members) or 85 one-way trips (for Special members) for health services at plan-approved locations yearly. Members can contact the Care Navigation Unit for assistance at **1-866-213-1681**.

Durable Medical Equipment (DME) and Medical Supplies

Health Partners Plans members are eligible to receive medically necessary durable medical equipment (DME) needed for home use. Coverage of DME may be based on a member's benefit package and plan type. All requests for services should be submitted through our HP Connect provider portal.

All DME purchases and medical supplies over \$500 and all DME rentals must be prior authorized.

PCPs, specialists and hospital discharge planners are directed to contact the Health Partners Plans Ancillary Services department at **1-866-500-4571** or **215-967-4690**. Because members may lose eligibility or switch plans, DME providers are directed to log on to the provider portal at HealthPartnersPlans.com/ProviderPortal for verification of the member's continued eligibility and continued enrollment with Health Partners Plans, when equipment is authorized for more than a one-month period. Failure to do so could result in claim denials.

Occasionally, members require equipment or supplies that are not traditionally covered. Health Partners Plans will reimburse participating DME network providers based on their documented invoice cost or the manufacturer's suggested retail price for DME and medical supplies. Payment requires that the equipment or service is medically necessary and the network provider has received prior authorization

from Health Partners Plans. In order to receive prior authorization, the requesting network provider should be submit through the HP Connect provider portal or can fax a completed request form and letter of medical necessity to the Health Partners Plans DME unit at **215-849-4749** for Medicaid/KidzPartners (CHIP) members and **267-515-6636** for Medicare members.

Forms can be found on our website at www.hpplans.com/forms.

The letter of medical necessity must contain the following information:

- Member's name
- Member's ID number
- Item being requested
- Expected duration of use and frequency
- Specific diagnosis and medical reason that necessitates use of the requested item
- Other failed therapies

Each request is reviewed by a Health Partners Plans medical director for medical necessity. Occasionally, additional information is required and the network provider will be notified by Health Partners Plans of the need for such information. If you have questions regarding any DME item or supply, please contact the DME unit at **1-866-500-4571** or **215-967-4690**.

Home Accessibility DME

Home accessibility DME is a DHS Process that consist of certain modifications, construction or renovation to an existing structure other than a repair or an addition to the private home of the member (including homes owned or leased by parents/relatives with whom the member resides and family living homes that are privately owned, rented, or leased by the host family) which are necessary due to the member's disability, to ensure the health, security of, and accessibility for the member, or which enable the member to function with greater independence in the home.

An HPP Medicaid member may be approved for Home Accessibility DME services. This approval is contingent upon medical necessity information submitted to HPP along with required DHS support documentation. They can receive adaptations that consist of certain modifications to the private home of the member (including homes owned or leased by parents/relatives with whom the member resides and family living homes that are privately owned, rented, or leased by the host family) which are necessary due to the member's disability, to ensure the health, security of, and accessibility for the member, or which enable the member to function with greater independence in the home.

Medical Supplies

Certain medical supplies are available with a valid prescription through Health Partners Plans, based on the benefits of the specific plan (Medicaid, Medicare and CHIP). Items may be covered as a medical or pharmacy benefit and are provided through participating pharmacies and DME suppliers.

Examples include but are not limited to the following items for **Medicaid members**:

- Vaporizers (one per calendar year) — covered under pharmacy benefit for under 21
- Humidifiers (one per calendar year) — covered under pharmacy benefit for under 21
- Diabetic supplies — covered under pharmacy benefit
- Insulin, disposable insulin syringes and needles
- Disposable blood and urine testing agents
- Glucose meters, alcohol swabs, strips and lancets
- Diapers/Pull-Up Diapers are limited to 300 per month for adults. Prior authorization is required for any member needing over 200 diapers or pull-ups per month and may be obtained as follows:
 - Members are eligible to obtain diapers/pull-up diapers when medically necessary
 - A written prescription from participating practitioner is required — generic diapers/pull-up diapers must be dispensed
 - Brand diapers/pull-up diapers require prior authorization and a Letter of Medical Necessity (LOMN)

For **Medicare** members, glucose monitors and strips are covered under the DME benefit. Insulin and related supplies such as syringes and needles are covered under the pharmacy benefit.

Home Health Services

For all Health Partners Plans members, prior authorization for **initial evaluations** for homecare services is not required. Once a member has had an initial evaluation, prior authorization will be required for further treatment. If no further treatment is necessary, the initial evaluation request must be faxed to **215-967-4491** within five business days of the initial visit in order to get paid for initial visit, along with the signed NOMNC. Physician orders or prescription can be verbally accepted but must be noted and signed as such by RN. The initial evaluation date must be included in the dates of service on your authorization request. Services cannot be billed without an authorization number for the following services.

- Skilled nursing (RN/LPN)
- Infusion therapy
- Home health aide
- Physical therapy
- Occupational therapy
- Speech therapy
- Social Work

For benefits limitations information for each line of business, please refer to the individual benefit chapters ([Chapter 4 \(Health Partners \(Medicaid\)\)](#), [Chapter 5 \(Health Partners Medicare\)](#), and [Chapter 6 \(KidzPartners\)](#)) of this manual.

Health Partners Plans encourages home health care as an alternative to hospitalization when medically appropriate. Home health care services are recommended:

- To allow an earlier discharge from the hospital.
- To provide services that are medically necessary in a home setting.
- To avoid unnecessary admissions of members who could effectively be treated at home.
- To allow members to receive care in greater comfort because they are in familiar surroundings.

The Health Partners Plans Ancillary Services Unit will coordinate medically necessary home care needs with the PCP, attending specialist, hospital home care departments and other providers of home care services. All requests for services should be submitted through the HP Connect provider portal but can also be faxed to the Health Partners Plans Ancillary Services Unit at **215-967-4491** to obtain an authorization for Medicaid/KidzPartners (CHIP) members. Request forms can be found at www.HealthPartnersPlans.com/forms.

Medicare:

- Health Partners Plans home health providers are expected to issue all member CMS notices with appeal rights according to state and federal guidelines/regulations. Each notice includes information on the member's or their representative's right to file an expedited appeal.
- Home health providers are expected to fax the member's signed Notices of Medicare Non-Coverage (NOMNC) to **267-515-6633** or email Homecarenomnc@hpplans.com for auditing.

Orthotics and Orthopedic Shoes

For Health Partners (Medicaid) members, the following benefit limitations for members age 21 or older apply:

- Orthopedic shoes will not be covered unless there is a diabetic diagnosis
- Orthopedic shoes for diabetic purposes will be covered once per year from date of service
- Orthopedic devices will be covered once every three years from date of service

Prior authorization for all members requiring orthopedic shoes and devices over \$500 will continue to be required. Requests for orthotics and/or shoes should be submitted through the HP Connect provider portal or faxed to **215-849-4749**.

For Health Partners Medicare members with diabetes, coverage of the footwear and inserts is limited to one of the following within one calendar year:

- No more than one pair of custom-molded shoes (including inserts provided with such shoes) and two additional pairs of inserts; or
- No more than one pair of depth shoes and three pairs of inserts (not including the non-customized removable inserts provided with such shoes).

EPSDT Expanded Services (Medicaid)

EPSDT Expanded Services are defined as any medically necessary healthcare services provided to a Medical Assistance recipient younger than 21 years of age that are covered by the federal Medicaid Program (Title XIX of the Social Security Act) but not currently recognized in the State's Medicaid Program. These services, which are required to treat conditions detected during an encounter with a healthcare professional, are eligible for payment under the Federal Medicaid Program but are not currently included under DHS's approved State Plan. EPSDT Expanded Services may include items such as medical supplies or enteral formula or shift care services.

Eligibility for EPSDT Expanded Services

All members younger than 21 years of age are eligible for EPSDT Expanded Services when such services are determined to be medically necessary. There is no limitation on the length of approval for services, as long as the conditions for medical necessity continue to be met and the member remains eligible for Health Partners (Medicaid) benefits.

EPSDT Expanded Services Requiring Prior Authorization

EPSDT Expanded Services require prior authorization. All requests for EPSDT Expanded Services should be forwarded to the Health Partners Plans Ancillary Services Unit where they will be reviewed for medical necessity. Requests should be accompanied by a letter of medical necessity outlining the rationale for the request and the benefit that the requested service(s) will yield for the member. DME and medical supply requests should be faxed to **215-849-4749** and requests for shift care services (private duty nursing) should be faxed to **267-515-6667**.

EPSDT Expanded Services Approval Process

When the Health Partners Plans medical director or his/her designee approves a request for EPSDT Expanded Services, the requesting network provider will be asked to identify a network provider for the service if this was not already done. The provider of service should contact the Health Partners Plans Ancillary Services Unit at **215-967-4690**. The provider of service will be responsible for obtaining authorization to extend the approval of services prior to the end date of current authorization. The provider of service is also responsible for verifying the member's eligibility prior to each date of service.

EPSDT Expanded Services Denial Process

Prior to denying any request, the Health Partners Plans medical director or his/her designee will make two attempts, as an effort of good faith, to contact the requesting network provider to discuss the case. If the request is denied in full or in part, a letter detailing the rationale for the decision will be sent to the member, the requesting network provider and, if identified, the provider of service or advocate working on the behalf of the member. This letter will also contain information regarding the grievance or appeal process and for members, information on how to contact community legal service agencies who might be able to assist in filing the grievance.

Health Partners Plans will honor EPSDT Expanded Service treatment plans that were approved by another HealthChoices Managed Care Organization or DHS prior to the member's enrollment with Health Partners (Medicaid). The healthcare provider of service is responsible for forwarding documentation of the prior approval in order for Health Partners Plans to continue to authorize previously approved services. Health Partners Plans will not interrupt services pending a determination of medical necessity in situations where the healthcare provider is unable to document the approval of services by the previous insurer.

Medicaid Program Exception Process

Health Partners Plans, under extraordinary circumstances, will authorize a medical service or item that is not on the Medicaid Program Fee Schedule or will expand the limits for services or items that are listed on the Medicaid Program Fee Schedule. If a provider concludes that lack of the service or item would impair the member's health, the provider may request a program exception. A request for program exception must contain sufficient information to justify the medical necessity for all requested services.

Program exceptions are allowed for review of requests for:

- Services and items not listed on the Medical Assistance Fee Schedule, if they are types of services/items covered by the Medical Assistance Program and generally accepted by the medical community
- Expansion of coverage limitations for services/items that are listed on the Medical Assistance Fee Schedule
- Coverage under Program Exception is not allowed when the service, item or limits on the service/item is prohibited from payment by statute or regulation.

Medicaid Acute Rehab Inpatient Benefit Limit Exception Process

Health Partners Medicaid member benefit packages may have limits to inpatient acute rehab.

A request for an exception may be made prospectively before the service has been delivered, or retrospectively after the service is delivered. The following time frames will be adhered to in addressing benefit exception requests:

- Prospective urgent benefit exception requests: two business days.
- Prospective benefit exception requests: two business days of receipt of complete information. If additional information is required the provider has 14 calendar days to submit information.
- Decision will be rendered within two business days of the receipt of additional information with written notification generated within two business days of communicating the decision. Written notification is to be received by the member within 21 days.
- Retrospective exception requests: 30 days.

Health Partners Plans will review exceptions to benefit limitations using DHS approved guidelines.

A provider or member can request an exception to the Benefit Limit within the member's benefit package within 30 days from the date notice is received. A request form will be issued to the member and provider for completion. It details the medical information needed to process the request and make a determination.

The provider should send the completed form and any other information he/she deems important to:

Health Partners Plans

Attn: Medical Management/Benefit Exception

901 Market Street, Suite 500

Philadelphia, PA 19107

Exceptions will be reviewed according to approved guidelines, such as:

- The member has a serious chronic systemic illness or other serious health condition and without the additional service the member's life would be in danger
- The member has a serious chronic illness or other serious health condition and without the additional service the member's health will get much worse
- The member would need more costly services if the exception is not granted
- The member would have to go into a nursing home or institution if the exception is not granted

Approved exceptions will be processed according to the prior authorization policy and procedures.

Note: The inpatient benefit limit exception process does not apply to Medicare or CHIP members.

Decision Process for Covering Emerging Medical Technology

Before Health Partners Plans approves new treatments, drugs or equipment that are still considered experimental, we want to make sure that these new advances are safe and effective. When we receive a provider's request, the request goes through the following processes:

- We request that the provider submit a detailed narrative description of the service or item.
- We check to ensure that existing Federal and State Regulations do not preclude coverage.
- We research available data via online medical resources to obtain more detailed information on the service or item including, but not limited to:
 - FDA approval status

- Peer-review literature
- Whether the service/item is considered the accepted standard of care in the medical community.

If current clinical reference websites do not have information regarding the requested service or item, Health Partners Plans contacts medical experts directly to obtain pertinent information.

A Health Partners Plans medical director reviews the information obtained from current clinical reference guidelines (or medical experts) and determines if the service or item should be covered.

Gender Reassignment Surgery coverage:

Health Partners Plans follows the Medicare and Medicaid regulatory coverage requirement for Gender Reassignment surgery. All services require pre-authorization and are reviewed for medical necessity.

Provider Appeals

Any disagreement between Health Partners Plans and a facility concerning concurrent or retrospective denials based on procedural errors or medical necessity/appropriateness, and in which the member received service(s) and is held financially harmless, shall be resolved in accordance with the following appeal procedures:

Medicaid Appeals Procedure:

In the event a case is referred to the Health Partners Plans medical director or physician advisor for a medical necessity determination, and the initial decision is adverse to the facility's request, the facility may request a peer-to-peer reconsideration within 48 hours providing member is still in the hospital after the decision is relayed to the provider by calling **215-967-4570**.

The facility will be notified in writing of the peer-to-peer reconsideration outcome rendered by the Health Partners Plans medical director. The facility shall have 30 calendar days, unless your participating agreement with Health Partners Plans states otherwise, from the date of the written decision notification from the Health Partners Plans Medical Director to request a first level appeal by submission of the medical record and a letter of appeal to:

Health Partners Plans
Attn: Inpatient Provider Appeals
901 Market Street, Suite 500
Philadelphia, PA 19107

If the denial is upheld in the first level of appeal, then the facility has 30 calendar days from the date of the written notification to request a second level appeal from the Utilization Management Committee at the appeals address above.

The Utilization Management Committee (UMC) is a subcommittee of the Health Partners Plans Quality Management Committee, which serves as a peer review panel and is composed of representatives from Health Partners Plans participating providers. The Utilization Management Committee responds to second level appeals. The UMC will complete its review within 30 calendar days of receipt of a second level appeal request and supporting documents. The UMC will communicate its decision to the Health Partners Plans appeals coordinator, who will inform the facility in writing of the decision within five business days of the UMC's decision. The decision of the UMC is final; no further right of appeal is provided.

For more information related to the concurrent review process, please refer to the [Concurrent Review Process](#) section of the provider manual on page 7.16.

Member Appeals of Denied Services

Members (or their parent/guardian on their behalf) have the right to appeal any decision made by Health Partners Plans about payment for, or failure to arrange or continue to arrange for, what they believe are covered services (including non-covered benefits).

Out-of-Plan Care

Health Partners Plans strongly discourages directing care to non-participating providers. Treatments or services available within the Health Partners Plans network should be performed by a participating provider. Out-of-plan services require prior authorization from the Health Partners Plans Inpatient Services or Outpatient Services department. Failure to obtain prior authorization will result in a denial of payment. Health Partners Plans requires a written request documenting the reason(s) the member cannot be treated within the plan's network. While continuity of care is a consideration, it does not automatically result in authorization of these out-of-plan services.

In accordance with federal access standards, family planning is an exception from the above requirements for Health Partners Plans members. Members may be referred, or may self-refer, to any family planning provider, regardless of whether the provider participates with the plan. The right of a Health Partners Plans member to choose a healthcare provider for family planning services shall not be restricted.

Second Opinion

Health Partners (Medicaid) and Health Partners Medicare members have the right to a second opinion from a qualified healthcare professional. Health Partners Plans provides for a second opinion from an in-network provider or arranges for the member to obtain a second opinion outside the network. If an appropriate professional is not available in-network, the provider or member may contact the Special Needs Unit (SNU) at **1-866-500-4571** for assistance in arranging for the member to obtain the second opinion out of network.

Continuity of Care for New Members

Health Partners Plans is responsible for helping new members transition from another Physical Health Managed Care Organization (PH-MCO) or Fee-for-Service health insurer to our health plan.

Health Partners Plans must coordinate and continue to authorize services under the previous provider reimbursement agreement for 60 days up to 90 days if necessary, as outlined below. This allows the new member to continue services with a provider outside of the Health Partners Plans provider network during this transition period only. Health Partners Plans must also send written notification to both the member and the non-participating provider, confirming that the member wishes to follow this arrangement.

For new members under age 21

Health Partners Plans will honor the number, length, and scope of services as approved by the prior authorization his/her provider received from the previous plan (for up to 90 days from the date of enrollment with Health Partners Plans).

For members 21 and older

Health Partners Plans will honor the number, length and scope of services as approved by the prior authorization his/her provider received from the previous plan (for up to 90 days from the date of enrollment with Health Partners). However, Health Partners Plans may reduce or terminate services prior to the expiration of this period after concurrent clinical review to determine the need for continued services.

If, as a result of the concurrent clinical review, Health Partners Plans authorizes an alternative course of treatment, a reduction or termination of another MCO's or the Department of Human Services FFS program's approved prior authorization, Health Partners Plans must provide proper

written notification of the changes to the member and the prescribing provider and honor the member's right to exercise his/her full grievance and fair hearing rights.

If a new member 21 or older is receiving a course of treatment that did not require prior authorization from the member's previous Medical Assistance fee-for-service plan or another PH-MCO, continuation of the service must occur without interruption even if Health Partners Plans would ordinarily require prior authorization for that service. This would apply to the transitional period of up to 90 days from the member's date of enrollment with Health Partners.

Pregnant members and newborns

If a new (and pregnant) member is already receiving care from an out-of-network OB/GYN specialist at the time of enrollment, she may continue to receive services from that specialist throughout the pregnancy and delivery-related postpartum care. This coverage period may also be extended if a Health Partners Plans medical director finds that the postpartum care is related to the delivery.

Health Partners Plans may recruit the new member's non-participating provider to our network or arrange for the service to be delivered by a participating provider if the enrollee consents to the change.

Per Department of Health regulations, providers must agree to the Health Partners Plans terms and conditions prior to providing service. If the provider does not agree before rendering the service, he/she is required to notify the member.

For Health Partners (Medicaid) members, coverage will be provided for the mother's delivery and for any inpatient normal newborn stay.

Direct Access for Health Partners Plans Members

Women are permitted direct access to women's health specialists for routine and preventive health care services without being required to obtain a PCP referral or prior authorization as a condition to receiving such services. Women's health specialists include, but are not limited to, specialists such as gynecologists or certified nurse midwives.

In situations where a new (and pregnant) member is already receiving care from an out-of-network OB/GYN specialist at the time of enrollment, the member may continue to receive services from that specialist throughout the pregnancy and postpartum care related to the delivery.

Abortion

Abortion is only covered in cases of rape, incest or when the life of the member is in danger. A Federal Certification (MA-3) form must be completed by the provider and submitted with the claim to obtain payment.

Specialist as PCP

A Health Partners Plans member, provider, caregiver, or advocate acting on the member's behalf may request that his/her specialist be allowed to serve as the member's PCP. Health Partners Plans' evaluation of such a request will include a written letter of medical necessity (LOMN) from the specialist and a determination by our medical director.

The Health Partners Plans Special Needs Unit (SNU) should be contacted to initiate the request at **1-866-500-4571**. The SNU case manager will confirm that both the member and the specialist agree to the request and will ask that the specialist provide a supporting LOMN. On receipt of the LOMN, the case manager will forward the request to a Health Partners Plans medical director, who will have up to 45 days to make a determination.

The case manager will notify the member and specialist of the determination. If approved, the case manager will also initiate credentialing of the specialist as a PCP. Upon satisfactory completion of the credentialing process, the case manager will notify the member and provider that the requested change is complete. A specialist seeking to serve as PCP must agree to provide or arrange for all primary care, consistent with the Health Partners Plans preventive care guidelines, including routine preventive care, and to provide those specialty medical services consistent with the member's special need and within the scope of the specialist's training and clinical expertise.

It is routine for an OB provider to act as the PCP throughout a member's pregnancy and the post-partum period; ***no formal request is required*** but the OB provider is expected to coordinate needed care beyond their scope of practice with the member's assigned PCP.

Behavioral Health

Behavioral health services include both mental health and substance abuse services.

Mental Health Services and Substance Abuse Treatment

Health Partners (Medicaid): For Health Partners members, the Behavioral Health Managed Care Organization (BH-MCO) for the county in which the member lives is responsible for coordinating and providing all mental health and drug and alcohol services. By county, these are:

- Bucks County: Magellan Behavioral Health – **1-878-769-9784**
- Chester County: Community Care Behavioral Health – **1-866-622-4228**
- Delaware County: Magellan Behavioral Health – **1-888-208-2911**
- Montgomery County: Magellan Behavioral Health – **1-878-769-9782**
- Philadelphia County: Community Behavioral Health – **1-888-545-2600**

Health Partners Medicare and KidzPartners (CHIP): Appropriate behavioral health services are coordinated for all members in collaboration with Magellan. The Health Partners Plans care managers work closely with the behavioral health MCO to ensure that each member receives the right care, in the right place and at the right time. Our care managers will assist with making the connection to an appropriate provider for care and follow through to support the ongoing needs and progress of the member.

All services other than emergency services must receive prior authorization by Magellan.

- Health Partners Medicare – **1-800-424-3706**
- KidzPartners (CHIP) – **1-800-424-3702**

Please note: members are required to contact Magellan within 24 hours of an emergency admission.

Members may self-refer for behavioral health services. However, PCPs and other physical healthcare providers often need to recommend that a member access behavioral health services. The healthcare provider or his/her staff can obtain assistance for members needing behavioral health services by calling the toll free numbers noted above.

Cooperation between network providers and the BH-MCOs is essential to assure members receive appropriate and effective care. Network providers are required to:

- Adhere to state and Federal confidentiality guidelines for mental health and drug and alcohol treatment
- Refer Members to the appropriate BH-MCO, once a mental health or drug and alcohol problem is suspected or diagnosed

- Participate in the appropriate sharing of necessary clinical information (to the extent permitted by law) with the Behavioral Health provider including, if requested, all prescriptions the member is taking
- Be available to the Behavioral Health provider for consultation
- Participate in the coordination of care when appropriate
- Connect with social, vocational, educational and human services resources when a need is identified through an assessment
- Refer to the behavioral health provider when it is necessary to prescribe a behavioral health drug, so that the Member may receive appropriate support and services necessary to effectively treat the problem.

The BH-MCO provides access to diagnostic, assessment, behavioral health referral and treatment services including, but not limited to, the following:

- Inpatient and outpatient psychiatric services
- Inpatient and outpatient drug and alcohol services (detoxification and rehabilitation)
- EPSDT behavioral health rehabilitation services for members up to age 21

Healthcare providers may call the Special Needs Unit at **1-866-500-4571** whenever they need help referring a member for behavioral health services.

Coordination with Behavioral Health

Health Partners (Medicaid): The Special Needs Unit (SNU) Case Managers can collaborate with the appropriate Behavioral Health Managed Care Organization (BH-MCO) to coordinate psychiatric services and/or drug and alcohol treatment for any Health Partners member. A case manager will assist members interested in treatment by coordinating conference calls with the appropriate providers to ensure that the connection to the provider is completed.

In addition, the SNU assists members with transportation to either behavioral or physical medical appointments by helping them complete application (<http://matp.pa.gov/>) to the Medical Assistance Transportation Program (MATP). MATP coordinates rides to and from these appointments for Medical Assistance recipients. MATP offices are located in Chester, Bucks, Delaware, Montgomery and Philadelphia counties. Contact the Special Needs Unit at **1-866-500-4571**.

KidzPartners (CHIP): Behavioral health services are covered benefits for KidzPartners members. SNU Case Managers are available to help KidzPartners members with any special coordination needs.

Health Partners Medicare: Appropriate behavioral health services are coordinated for all members in collaboration with Magellan. Health Partners Plans Care Managers work closely with the behavioral health MCO to ensure that each member receives the right care, in the right place and at the right time. Our care managers will assist with the connection to the provider and follow through to support the ongoing needs and progress of the member.

Anti-Gag Policy

The provider may freely communicate with each member regarding the treatment options available, including information regarding the nature of treatment, alternative treatment, risks of alternative treatments, or the availability of alternative therapies, consultation or tests — regardless of benefit coverage limitations. The provider is expected to educate patients regarding their health needs; share findings of the member’s medical history and physical examinations, discuss potential treatment options, side effects and management of symptoms without regard to plan coverage and recognize that the member has the final say in the course of action to take among clinically acceptable choices. No provision of this manual or the Participating Provider Agreement shall prohibit open clinical dialogue between the provider and members.

The Health Partners Plans goal is to ensure that all members receive the most appropriate medical care available. Health Partners Plans does not directly or indirectly reward physicians, providers, contracted entities, employees or any other individuals participating in utilization review decisions for denying or limiting coverage or service. Health Partners Plans also does not provide financial incentives for utilization management decision makers that result in the under-utilization of care or service.

While Health Partners Plans may utilize incentives to foster efficient and appropriate care, we do not employ incentives to encourage barriers to care and service. It is therefore expected that all contracted and delegated physicians and providers, as well as employees who deal with utilization review activities, make utilization determinations regarding benefits covered by Health Partners Plans based only upon the appropriate use of care and services for the member.

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Chapter 8

Quality Management

Purpose: This chapter provides a description of the Quality Management standards used at Health Partners Plans.

Topics: Important topics from this chapter include:

- Quality Management principles
- Quality Management initiatives

Overview

The Health Partners Plans Quality Management (QM) program supports the commitment of the organization to provide quality care and service in a cost-effective manner to its members. This is reflected in the National Committee for Quality Assurance (NCQA) awarding an accreditation status to Health Partners Plans' Medical Assistance plan since 2003 for service and clinical quality that meet or exceed NCQA's rigorous requirements for consumer protection and quality improvement.

The QM program is an organization-wide, dynamic, systematic program designed to monitor and oversee all aspects and components of care and service. Monitoring activities include credentialing, utilization management, appeals and grievances, complaints, access and availability of practitioners, assessment of member satisfaction, sentinel event monitoring, medical record reviews, pharmacy service drug utilization reviews, peer review and assessment of Health Partners Plans service improvements. HPP's health promotion initiatives include preventive health screening reminders, an interactive member portal as well as active care coordination services. HPP offers a full range of care coordination services for our members that includes Baby Partners (our Maternity Program), Healthy Kids (for members under the age of 21), Care Coordination and Special Needs for our adult members with complex needs and fragile children, and Medicare Advantage and Dual Special Needs programs. For a full description of all the programs as well as contact information please go to Chapter 9.

Quality Management Principles

The QM program is based on the principles and concepts of continuous quality improvement.

The QM program is reviewed and approved annually by Health Partners Plans' Quality Management Committee and Board of Directors. Implementation of all QM activities is monitored by the Medical Director for Quality Management. Updates may be made as necessary throughout the year. A summary of the QM program annual description and work plan is available on request by calling the Provider Services Helpline. For more information, refer to the [Contact Information](#) section starting on page 1.13.

All Health Partners Plans participating providers are expected to support and participate in the QM program as identified in the provider contracts. Participation by the provider is required to improve the quality of care and services and the member experience. Participation occurs through involvement in various committees and task forces, review and recommendations for draft guidelines, provision of chart copies as requested, providing access to medical records for various chart review studies or investigation of member complaints, taking part in the credentialing and re-credentialing process, and collection and evaluation of data. Performance data may be used in the development of future quality improvement programs.

Goals

The primary goals of the QM program are to develop and refine monitoring systems that allow Health Partners Plans to identify opportunities for improvement in the quality of care being delivered and to craft interventions directed at these opportunities with the ultimate goal of improving the health outcomes of our members.

The specific steps in the process include: analyzing data collected by Health Partners Plans for selected quality of care and service indicators to assess plan performance; comparing plan performance to established benchmarks and goals; identifying opportunities for improvement as well as root causes or barriers for areas below goals; designing and implementing interventions that will increase the quality of care and service delivered to members; and re-measuring plan performance to identify the effectiveness of the quality improvement interventions and initiatives.

Program Compliance with Regulatory and Accrediting Bodies

Health Partners Plans' comprehensive QM Program is developed and administered to be in compliance with the standards established by NCQA, the Pennsylvania Department of Human Services (DHS), the Pennsylvania Department of Health (DOH), the Pennsylvania Insurance Department (PID) and the Centers for Medicare & Medicaid Services (CMS).

Annually, Health Partners Plans completes Healthcare Effectiveness Data and Information Set (HEDIS) data collection and tabulation. HEDIS is administered by NCQA and is a standardized and comprehensive set of measures and reports that show how managed care plans compare regarding the care provided to members. Approximately 80 measures are reported to evaluate the effectiveness of services offered, utilization of services and member satisfaction. Some examples of these measures include use, accessibility, and availability of services and how the plan manages health problems such as heart disease, cancer, diabetes, asthma and smoking. The data is an important part of measuring the quality of care provided for our members. Additionally, HEDIS scores impact Health Partners Plans' NCQA accreditation status.

HPP staff members who are designated as mandated reporters, as defined by the Pennsylvania Family Support Alliance (www.pa-fsa.org/Mandated-Reporters/Understanding-Mandated-Reporting/Frequently-Asked-Questions), must report suspected child abuse to the appropriate authorities.

The PH-MCO must ensure that emergency department staff and physicians know the procedures for reporting suspected abuse and neglect in addition to performing exams for Members under the

care of the county Children and Youth Agency consistent with their obligations mandated in 18 Pa.C.S. §5106 and all applicable statutes. This includes reporting to Adult Protective Services any suspected abuse or neglect of Members over the age of 18.

Provider Incentive program

Health Partners Plans (HPP)'s provider P4P program comprises of two distinct incentive programs:

- The “Quality Care Plus” (QCP) was implemented in July 2012 and consolidated several separate incentive plans into a single program for our provider network. This program was designed to recognize and reward our family practice, internal medicine and pediatric physician offices
- The “Maternity Quality Care Plus” (MQCP) is a specialty incentive program designed to recognize and reward maternity care providers’ quality performance.

HPP collaborates with its larger provider groups to design its provider P4P program. HPP incorporates feedback received from our provider partners to design our program. In addition, HPP also analyzes our NCQA HEDIS results, state specific mandates and priorities to identify improvement opportunities. HPP elects to give providers a 3-6 months’ notice prior to implementing QCP changes. This communication approach provides our network a period to positively impact their first payment cycle with those changes in place.

Every year, HPP shares with its network a QCP and an MQCP program description manual, which describes the program, the requirements, the measures included, and payout targets.

Network Management’ staff, in coordination with Health Partners Plans’ Medical Directors, meet with individual PCP and maternity practices to discuss the program, review report cards and formulate process improvement efforts to boost low performing measures. In addition, member-level detail reports identifying gaps in care are provided to practices to facilitate targeted outreach efforts

Community Partnerships

Health Partners Plans has built strong partnerships within the communities we serve. We work with our local school systems to provide health education to our youth. In 2016 the Community Education department launched the Healthy Kids Initiative which provides youth in grades 6 through 8 with doctor-approved health information on topics including: Breakfast Basics, Bullying, Cyberbullying, Smoking, Online Safety, Safe and Healthy Summers, and Asthma.

We support the Segal Puppet Theatre, which presents “Tooth Buddy Tales”, a live puppet show about good dental health to children from Kindergarten through 3rd grade at various schools in the HealthChoices zone. We also partner with day care and preschool providers to present the puppet show. We serve on multiple boards and committees and assist in the development of educational programs for members of the community. In recent years, these boards have included the Pediatric Asthma Task Force of Delaware County, Healthy Chester PA Community, Concerned Black Men, PA Coalition against Domestic Violence, West Philadelphia Asthma Care Coalition, Father’s Day Rally Committee and the Hilles Fund.

Community partners have included Turning Points for Children, West Philadelphia Skills Initiative, Yeadon Public Library, and various YMCA branches. We also provide monthly health related educational workshops. Recent topics have included Blood Pressure Control, Building Self-Esteem in My Children And Me, The Changing Role of Father, Cholesterol: Keeping It Under Control, Diabetes, Living and Thriving with Asthma, Senior Safety and Think Before You Text (A Sexting Prevention Workshop).

In 2019, we opened our first Community Wellness Center in West Philadelphia. Our center has on-site Member Relations, Care Management and Medicare Sales teams to assist HPP members. And we provide resources and health and wellness programs that are open to the public and free for the entire family. Offerings include job training workshops, cooking and nutrition classes, fitness classes (Zumba, line dancing, yoga, etc.), health and wellness workshops, and more.

School-based Services

School districts sometimes provide some basic health services or offer programs to promote healthy behaviors. These programs may vary from district to district and are too many, state-wide, to successfully list here. Our Special Needs Unit is available to assist if you need help finding services in your area

Program Components

The QM program utilizes a variety of studies, quality indicators and routine performance monitors that provide an ongoing mechanism for quality improvement. Various performance measures are utilized to evaluate the QM program.

These performance measures include:

- Topic-specific focused reviews based on established standards, parameters or guidelines
- Comprehensive medical record review of all primary care physician (PCP), Ob/Gyn and high-volume specialist sites at least every 24 months
- Preventive health/health status reviews (immunization, childhood, adolescent, adult, well elderly, obstetric)
- Population-based studies
- HEDIS measures
- Medicare Stars Program
- PA performance measures
- Internal quality of care measures
- Model of Care Compliance for Dual Special Needs Program (D-SNP)
- Clinical and/or service audits as mandated by DHS and/or PID
- Member complaints and/or grievances
- Annual member satisfaction survey (CAHPS)
- Physician access indicators
- Appointment availability indicators
- Annual provider satisfaction surveys
- Sentinel events monitoring
- Drug utilization review
- Inpatient quality of care referrals
- Over and underutilization reports
- Continuity and coordination of care monitoring
- Credentialing and re-credentialing of providers
- Evaluation and oversight of all delegations and subcontractors' quality management programs, including dental and vision services
- Adverse events - Hospital Acquired Conditions (HAC), Other Provider Preventable Condition (OPPC) and Potential Serious Adverse Effects (PSAE)

A summary of Health Partners Plans' Quality Management annual program description and work plan is available on request by calling Health Partners Plans. For more information, refer to the [Contact Information](#) section starting on page 1.13.

Note: Health Partners Plans specialists choosing to leave the network or otherwise becoming unavailable to members (for example, by limiting their practice) must notify Health Partners Plans in advance of that change, so we can notify members under their ongoing care.

In keeping with NCQA quality standards, Health Partners Plans requires that specialists provide 60 days advance notification to Health Partners Plans when:

- The entire practice terminates its participation with Health Partners Plans
- Any single specialist terminates participation under his/her Health Partners Plans contract
- Any single practitioner within a group practice, or the entire specialty group, leaves or becomes unavailable to members

Quality Initiatives

The Quality Management Committee and the Board of Directors have identified and prioritized activities on which to focus for the future. These initiatives reflect the goals and previous performance levels of Health Partners Plans, as well as the managed care rules and regulations of the DHS, PID, DOH and CMS. Please refer to the “*Healthier YOU*” section for a listing of Health Partners Plans clinical quality programs. The clinical quality programs assist Health Partners Plans to continually improve the health outcomes of our members.

Quality Management Site Review Prior to Credentialing/Recredentialing

Health Partners Plans staff performs site assessments of potential primary care providers prior to presenting these providers to the Health Partners Plans Credentialing Committee. The purpose of the site visit is to ensure the location meets Americans with Disabilities Act (ADA) accessibility guidelines with reference to parking (if any), path of travel to an entrance, and the entrance to both the building and the office of the provider, if different from the building entrance. Site visits will be conducted by a designee of the credentialing team and must be completed within 15 business days of receipt of the notification from the provider of the new location, using the site visit tool. This notification could be in the form of a new application for participation into our network or could be in the form of a notification of an existing provider with a new location.

The second part includes a review of medical records to assess performance regarding overall medical record keeping practices and preventative care audits for pediatric, adolescent, adult, well elderly and obstetric populations, as applicable. That review is completed by our QM nurses. The QM department, upon receipt of the newly credentialed providers report, will request a redacted

medical record in order to access the medical record keeping standards of the provider site. It is preferred that they send that record electronically prior to the physical site visit being performed. Once the redacted medical record is received it should be forwarded to the QM nurses for their review.

Site review results are forwarded to each practitioner/practice. All deficiencies identified during the site visit must be documented on the site visit tool and reviewed with the provider office staff. A plan of action to remediate must be documented and a re-review must occur within 30 calendar days. If the location fails the second site visit an additional 30 day remediation period will be allowed, at which time a third site visit must occur to review the defined deficiencies. If the location fails the third site visit, the location must be removed from our network until the provider remedies all identified deficiencies. If the provider requests to add that location again in the future, a full site visit will be required and any noted deficiencies must be corrected before that location can be added to our network.

Member Satisfaction Survey

Health Partners Plans commissions an outside agency to perform the Consumer Assessment of Health Providers and Systems (CAHPS) survey in accordance with HEDIS and NCQA requirements. Members are specifically asked to rate quality of service, quality of care and satisfaction with their providers of care, the health plan and the Utilization Management program. After results are reviewed by the QM Committee, providers may be asked to review the results and comment, when appropriate, on their plans to address identified problem areas. Providers may also be asked to participate in initiatives aimed at increasing customer service awareness.

Provider Satisfaction Survey

Health Partners Plans conducts an annual satisfaction survey of the provider network to assess satisfaction with the plan. The survey tool also allows for comments and recommendations from the provider network. The responses provide a catalyst for an internal review of Health Partners Plans' programs and services, helping to identify areas of strength and opportunities for improvement. The results are reviewed by the QM Committee, a peer review committee that provides input on the findings and Health Partners Plans strategies to improve satisfaction and services.

Provider Quality of Care Sanctions and Appeals

The following section provides an overview of possible provider sanctions and the appeal process associated with Quality Management initiatives and actions.

Quality of Care Levels

Quality of Care levels are numerical codes used to categorize the severity of an event that may constitute a potential adverse effect. These codes are assigned during the investigation and review process by the QM department (levels 0 and 1) or the QM Committee (QMC) (> or = to a level 1). There are four levels currently used in this process. These are:

- Level 0 - No Quality of Care Concern(s) Identified
There was no adverse member outcome. Clinical issue identified and/or an issue could not be substantiated due to a lack of information.
- Level 1 - Quality of Care Concern(s) Identified, No Risk of Patient Harm
A physical or mental health incident has been identified, but appears to have not caused harm/damage to the member. This level can be assigned by the QM nurse for lack of requested documentation submission; the level one is rescinded upon receipt of the requested documentation.
- Level 2 - Quality of Care Concern(s) Identified, Potential for Harm
No direct link/causation was established that the Quality of Care Concern(s) identified caused patient harm.
- Level 3 - Quality of Care Concern(s) Identified, Potential for Patient Harm and/or Patient Harm Occurred
An incident has been identified and appears to have contributed or potentially contributed to the harm/damage/death of the member.

Quality of Care Sanctions

It is the goal of Health Partners Plans to assure the provision of quality health care services in an efficient and economical setting. A provider may be subject to quality of care review and sanctions by Health Partners Plans when a review of an individual incident or a trend of data reveals that a practitioner or provider is not in conformity with local standards of care or practice, quality management and utilization management criteria; has failed to adhere to policies and procedures established by Health Partners Plans; or has failed to demonstrate improvement following a specific corrective action process.

Quality of care sanctions for Health Partners Plans providers will be determined on a case by case basis. Quality of care sanctions may apply to any service provided where a review indicates there was a deviation from the standard of care regarding diagnosis, treatment or expected outcome.

The appeal process applies to any provider who has received a quality of care sanction from Health Partners Plans.

Responsibility and Authority

A Health Partners Plans Medical Director will review all potential quality of care sanctions. Sanctions for quality of care will be reported to the QMC and to Health Partners Plans' CQO. All sanctions that may lead to termination of a provider's Agreement with Health Partners Plans are also discussed with the Executive Vice President Clinical and Provider Management, who reports to the President and Chief Executive Officer (CEO) of Health Partners Plans, prior to any termination action being taken.

Cases where a potential for immediate harm to members is identified will be reviewed with a Health Partners Plans CQO or their designee who can act immediately to terminate health plan participation if patient welfare will be compromised by delay. An investigation of the facts and circumstances will take place prior to the termination action.

Sanction Process and Appeal Procedure

If, following review of the individual circumstance, Health Partners Plans determines that the provider's treatment and care of a member is not in conformity with local standards of care and practice, quality management and utilization management criteria, or the provider has failed to adhere to policies and procedures established by Health Partners Plans, then a Health Partners Plans CQO or designee may issue sanctions. Sanctions may include but are not limited to:

- closing the provider's panel to new members
- removing all or part of the provider's panel
- terminating the provider's agreement and transferring members to a new provider
- imposing financial penalties

The sanction process will typically work as follows:

- The provider will receive a letter identifying the issue(s) and will be provided an opportunity to conform to the appropriate procedures and protocols within a specified time frame.
- Repeated instances of nonconforming behavior may subject the provider to a second letter and the provider will not be permitted to accept additional members until all issues are resolved to the satisfaction of Health Partners Plans.
- Failure to conform thereafter will be grounds for immediate termination of the provider's agreement with Health Partners Plans.

Notwithstanding the foregoing, if, in the sole discretion of Health Partners Plans, the provider's behavior is egregious, negligent, criminal, or threatens the ability of Health Partners Plans to ensure quality health care to members, the provider agreement may be terminated immediately. In the event of such termination, the provider will not be permitted to accept additional members and the provider's current member panel will be advised that the provider is no longer a physician authorized to provide medical services to HealthPartners Plans members. Cases when there is a potential for immediate harm to members will be reviewed with the Health Partners Plans CQO, who can act immediately to terminate health plan participation if patient welfare will be compromised by delay. An investigation of the facts and circumstances will take place prior to the termination action.

Appeal/Sanction Dispute

The provider may dispute the proposed quality of care sanctions by sending a "Dispute Letter" to Health Partners Plans, Attn: Legal Affairs Dept., within 30 business days of the notice of action or sanction. This Dispute Letter shall either waive the provider's right to a sanction hearing or request a sanction hearing. If the provider waives his/her right to a hearing, the Dispute Letter shall detail the reason(s) such action or quality of care sanction should not be implemented.

If no Dispute Letter is received by Health Partners Plans within 30 business days of the notice of action or sanction, then the proposed sanction will become final and Health Partners Plans will implement the sanction as soon as practical.

If the provider timely submits a Dispute Letter, Health Partners Plans will appoint either a single hearing officer (not employed by Health Partners Plans) or a three-person Sanction Review Panel to hear the provider's dispute. A sanction hearing date will be scheduled within 60 days of Health Partners Plans receipt of the provider's Dispute Letter.

At least 30 business days in advance of the sanction hearing, Health Partners Plans shall notify the provider of the date, time and location of the hearing, as well as the name(s) of the hearing officer or panel members, and the name(s) of any witnesses expected to testify on behalf of the Plan/the QMC. The hearing will be coordinated by Health Partners Plans' Legal Affairs department.

In the hearing notification letter, Health Partners Plans shall notify the provider of his/her right to be represented at the hearing by an attorney or other representative, the provider's right to call, examine and cross-examine witnesses, his/her right to submit a written statement at the close of the hearing, and his/her right, upon timely notice given to Health Partners Plans, to have a record made of the hearing at the provider's expense. The hearing notification letter will also notify the provider that if the hearing panel affirms Health Partners Plans' proposed sanction, the provider is required to pay the reasonable costs of the hearing incurred by Health Partners Plans, including but not limited to any expert witness expenses, costs of transcripts and attorney's fees.

At least 10 business days in advance of the hearing, the provider must notify Health Partners Plans in writing of the names of the provider's witnesses and all supporting documentation the provider intends to present at the hearing. Also, should the Provider wish to be represented by an attorney or other representative at the hearing, the Provider must also notify Health Partners Plans of the representative's name at least 10 business days in advance of the hearing.

The hearing officer or panel shall make a written report of its decision and the basis thereof, within 30 business days of the sanction hearing date. Health Partners Plans shall notify the provider of the hearing officer or panel's final decision within 30 business days after its receipt of the hearing panel's conclusion.

Regardless of whether a sanction hearing is held, those incidents that result in Health Partners Plans or its designee to limit a physician's clinical privileges for more than 30 business days, or result in a quality of care termination are generally considered to be a reportable sanction. The reporting to the National Practitioners Data Bank and DHS is done by Health Partners Plans.

Pharmacy Drug Utilization Review

The Health Partners Plans pharmacy drug utilization program is coordinated with our quality assurance programs to achieve quality care through a disease management approach.

The pharmacy Drug Utilization Review Program (DUR) is designed to identify and correct potentially harmful prescribing patterns, enhance community-prescribing standards and detect patterns of fraud and abuse. The policy and procedures meet federal statute/regulations citation

Section 4401 (g) of The Omnibus Budget Reconciliation Act of 1993 (OBRA-93) and 42 Code of Federal Regulations (CFR) 456, as well as NCQA guidelines. Health Partners Plans' continuous quality improvement philosophy allows for annual evaluation and assessment of the program, resulting in the implementation of improved programs that are responsive to the needs of our members and providers.

The Prospective DUR system provides us with the ability to minimize the number of potentially dangerous conditions that result from improper drug utilization.

The system achieves this objective by:

- reviewing prescription drug claims for therapeutic appropriateness prior to medication dispensing
- using criteria that include the patient's medical history and clinical parameters
- focusing on those members with conditions that place them at the highest level of risk for a potentially harmful outcome

The system evaluates each incoming drug claim when the pharmacist enters the information for the prescription with respect to the member's drug and medical history. The system identifies potential drug therapy problems. Monitoring is accomplished through an online alert message system that transmits a message in conjunction with claim adjudications that may present potential therapeutic problems. When appropriate, the pharmacist receiving this advice then takes additional steps to evaluate the order, such as calling the prescribing physician.

The following drug therapy problems types are evaluated:

- excessive drug dosage (age-specific)
- insufficient drug dosage (age-specific)
- drug pregnancy contraindications
- excessive quantity dispensed
- early refill (over utilization)
- late refill (underutilization)
- drug age contraindications
- drug to drug interactions
- therapeutic duplications
- drug to diagnosis contraindications

- generic product availability

All criteria are rated using the following severity indicators:

- cause serious harm to relatively few people (high risk and low incidence),
- cause relatively minor harm to a large number of people (low risk and high incidence), and
- significantly increase the cost of health care by increasing hospitalizations or other treatment modalities

In the event a medication requires prior authorization, a system alert message will appear, advising the pharmacist to call for prior authorization.

A claim that is submitted either online (or, if previously approved for paper, via paper claim) by a participating pharmacy and subsequently approved for payment that includes DUR messages is subject to post-payment audit and recoupment if written documentation is not maintained that pertains to the message(s) returned with the claim. If a message is returned saying that the approved claim has a dosage that exceeds standards developed by a national database company, and no notation is retrievable that documents a discussion between the pharmacist and the prescriber verifying the high dose, the claim is subject to reversal upon audit. Likewise, a claim paid but returned with duplicate therapy message is subject to reversal unless there is documentation demonstrating that the prescriber spoke with the dispensing pharmacist and approved the concurrent administration of both drugs involved.

Retrospective Drug Utilization Review

Retrospective Drug Utilization Review (RDUR) provides a focused member-specific review of a particular drug, therapeutic drug class or issue. The review identifies potential opportunities for improvements in the members' therapies or practitioners prescribing practices within the therapeutic class. The RDUR is designed to ensure ongoing periodic examination of pharmacy claims data, including other medical records as appropriate, through computerized drug claims processing and information retrieval systems. This is used to identify patterns of inappropriate or medically unnecessary care among members enrolled in the plan, or associated with specific drugs or groups of drugs. Retrospective review of providers' and members' drug utilization is performed to improve quality of care and product cost savings that cannot be realized through prospective DUR alone.

Examples that may be addressed by RDUR if concurrent and prospective DUR is not enough:

- FDA withdrawal of medications or safety warnings
- Manufacturer voluntary withdrawal of medications
- Appropriate generic use
- Clinical abuse/misuse
- Drug-disease contraindications
- Drug-drug interactions
- Inappropriate duration of treatment
- Incorrect drug dosage
- Use of formulary medications whenever appropriate
- Over and under utilization
- Therapeutic appropriateness and/or duplication
- Inappropriate use of medications with no diagnosis
- Importance of adherence and compliance to medication
- Inappropriate use of controlled substance

The RDUR program evaluates the appropriateness of therapy from a variety of perspectives, with a primary focus on ensuring safety and efficacy and a secondary focus on reducing unnecessary cost. Clinical pharmacists review flagged profiles based on product selection, dosage, quantity and duration. HPP pharmacists review the clinical appropriateness of proposed interventions and communications with prescribing practitioners may be warranted. Depending upon the finding, HPP's Pharmacy department may provide the prescriber and/or the member education as appropriate. This education may be targeted through specific member intervention letters or through the member newsletters and updates on the HPP website. The HPP website will also be used to supply education and updates for all members and providers.

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Chapter 9

Clinical Programs

Purpose: This chapter provides an overview of our clinical programs.

Topics: Important topics from this chapter include:

- Baby Partners
- Healthy Kids
- Care Coordination
- Special Needs
- Clinical Connections
- Medicare D-SNP Care Coordination

Health Partners (Medicaid)

Clinical Programs is a department within Clinical and Provider Management that is responsible for care coordination services (also known as case management services) that promote self-management of health care needs and address the needs of the membership across the life continuum. Clinical Programs is comprised of special teams that offer a holistic approach of care coordination by addressing social, behavioral as well as physical health care concerns of the member.

Clinical programs available to our Health Partners (Medicaid) members include:

- **Baby Partners.** A maternity program that follows expectant mothers from the first notification of pregnancy through 60 days post-delivery;
- **Healthy Kids.** A program for children where assistance is offered to parents and guardians to promote all the important health care milestones (from birth through the age of 21)
- **Care Coordination.** Provides ongoing care coordination and disease education for adult members with multiple co-morbidities. Connects members with appropriate services including behavioral health and other Community Resources.
- **Special Needs.** Assists adults and children with multiple health care concerns to obtain the health care services that they need.
- **Clinical Connections:** Provides discharge screenings, health risk assessment follow up and disease education for members who are not associated with other HPP programs.

To refer members to any HPP clinical program please call 215-845-4797 and a representative will connect you to the appropriate program.

How are members identified for case management services at HPP?

- **Identification:** HPP identifies members who may benefit from care coordination services based on a population stratification model that consists of benefit category, special needs indicator on the eligibility file, ER, inpatient, readmission utilization, severe and persistent mental illness, end stage renal disease and risk score that is calculated using a software product managed by HPP Health Care Economics (HCE).
- **Referrals:** Members, providers, practitioners, regulatory agencies, HPP internal departments such as Pharmacy, Member Relations, UM, all may refer to any clinical program.

- **Interventions:** Including telephonic outreach, mailings, face to face case management either in the home setting or community based.
- **Evaluation of the Effectiveness of the Program:** HPP evaluates the effectiveness of the programs, which is based upon reduction in ER use, inpatient admissions and readmissions. Appropriate HEDIS and EQR measures will also be used.
- **Member Satisfaction:** Members are surveyed annually to determine their overall satisfaction with the program.

What is involved in case management?

All HPP clinical programs follow evidence based guidelines and standards of care while being mindful of the member's cultural and linguistic preferences. Care Coordinators assist members in following through with the treatment plan outlined by the member's primary care physician (PCP) and/or specialist. The goals of the program are to transition members to self-management and/or help them to achieve an optimal state of health. Interventions—which only follow a comprehensive evaluation of the member's health status, (including cognitive functions, psychosocial, vision and hearing needs and clinical history)—may include:

- Coordination of PCP and specialist appointments, as well as selection (if warranted)
- Transportation assistance (as needed)
- Proactive assistance in addressing care gaps specific to the member based on age, gender and chronic condition
- Review of discharge instruction and coordination of care post inpatient stay
- Coordination of home care services and durable medical equipment
- Caregiver coordination (with member's consent)
- Assistance in addressing barriers to health that may include, but are not limited to, food resources and housing concerns
- Linkage to community resources
- Behavioral health referrals and coordination of needed services
- Assistance with medication delivery to ensure compliance
- Assistance with prior authorization needs
- Explanation of Medicaid benefits including complaint and grievance filing
- Assistance with life planning needs
- Smoking cessation counseling and resource education (when applicable)

- Dietary counseling/support, as well as food resources, in member's zip code
- Participation in interagency team meetings (as requested).

Baby Partners

The Baby Partners Program staff actively assists members throughout their pregnancy and postpartum period to ensure follow up for appointments and transition to life after delivery for both mom and baby. A plan of care is created for each member to assist the member to alleviate barriers to care and move towards self-management in collaboration with their provider. Our staff assists members with delivery preparation, as well as life with a newborn.

Interventions may include:

- Member education about pregnancy, delivery and newborn needs
- Breastfeeding education, provision of breast pump post-delivery and availability of 24 hour breastfeeding helpline
- Proactive assistance with coordination of prenatal, dental and postpartum care visits
- Telephonic and face to face care coordination that may include Durable Medical Equipment (DME), pharmacy needs, nutritional support and other Community Resources
- Educational materials printed and web based
- Coordination of skilled nursing visits prenatally and well mom/baby visits post-delivery
- Transportation assistance
- Screening for tobacco use and making smoking cessation counseling referrals
- Prenatal and postpartum depression screening and coordination of behavioral health services, if appropriate
- Doula services for high-risk members or those with limited social support
- Rewards program to engage members to self-manage their health care

Tip: Providers may be eligible to participate in the Maternity Quality Care Plus (MQCP) incentive program. This program rewards maternity care practices based on the quality of care our pregnant members receive. Contact the HPP Network Management staff for more details.

Special Needs and Care Coordination

The Special Needs and the Care Coordination Units provide ongoing care coordination services for members who may require assistance getting needed care for their illnesses, disabilities, or other special needs. Our staff works with members and their care givers focusing on both long- and short-term goals to achieve and maintain the maximum benefit from their medical treatment plan.

The department serves as a link between members, practitioners, agencies, community services and other Health Partners Plans departments. Referrals are accepted from all sources including primary care practitioners, community and hospital social workers, discharge planners and members themselves. Interventions may include:

- Behavioral health referrals including services for mental health, substance use disorders, and intellectual/developmental disabilities
- Disease education
- Targeted case management for HIV/AIDS members who are not connected to care
- Follow up for transition back into the community post hospitalization
- Coordinating home care services for members with multiple co-morbidities
- Planning for inter-agency care and coordination of services for special needs members
- Coordination of specialty care
- Assistance with Health Partners Plans' complaint and grievance process
- Assist members in selecting a PCP or other providers when requested
- Assistance with coordinating care for members with Limited English Proficiency (LEP) including finding qualified medical interpreters

Healthy Kids

The staff of the Healthy Kids Unit actively assists parents and guardians in accessing healthcare for our members up to age 21. The program addresses access to care issues and appropriate screenings. Interventions may include:

- Assistance with lead screening and follow up including environmental assessments
- Proactive assistance in scheduling PCP/Specialist appointments, dental and behavioral health care appointments

- Participation in interagency team meetings
- Coordination of care for members in substitute care
- Coordination of PCP and specialist appointments
- Transportation assistance as needed
- Behavioral health referrals
- Coordination of behavioral health services
- Coordination of community resources, such as CONNECT services
- Testing and screening reminders
- Disease specific education and reminders
- Explanation of available benefits
- Dietary counseling
- Assistance with PCP selection or other health care providers as requested

Tips:

- Providers who have Medicaid members (under the age of 21) assigned to their panels are required to track and outreach to members who are in need of EPSDT services or are not up to date on all EPSDT periodically scheduled needs.
- New Medicaid members are required to have a complete physical exam within 45 days of enrollment unless under the care of assigned PCP.
- CONNECT assists parents families in locating resources and providing information regarding child development ages birth to age 5 by calling 1-800 692-7288 or visiting www.connectpa.net.
- Primary care physicians (PCPs) can become certified to apply fluoride varnish in their offices.
- Members are eligible to receive fluoride treatment at least every 6 months up to age 5.

Children's Health Insurance of Program (CHIP)

Clinical Programs a department within Clinical and Provider Management responsible for care coordination services (also known as case management services) that promote self-management of health care needs and address the needs of the membership across the life continuum. Clinical Programs is comprised of special teams that offer a holistic approach of care coordination by addressing social, behavioral as well as physical health care concerns of the member.

Clinical programs and resources available to our Health Partners (CHIP) members include:

- **Baby Partners.** A maternity program that follows expectant mothers from the first notification of pregnancy through 60 days post-delivery;
- **Healthy Kids.** A program for children where assistance is offered to parents and guardians to promote all the important health care milestones (from birth through the age 19).
- **Special Needs.** Assists members with multiple health care concerns to obtain the health care services that they need.

To refer members to any HPP clinical program please call **215-845-4797** and a representative will connect you to the appropriate program.

How are members identified for case management services at HPP?

- **Identification:** Using claims data to identify children who are not current for preventive services.
- **Referrals:** Members, providers, practitioners, regulatory agencies, HPP internal departments such as Pharmacy, Member Relations, UM, all may refer to any Clinical Program
- **Interventions:** Including telephonic outreach, mailings, face to face case management either in the home setting or community based.
- **Evaluation of the Effectiveness of the Program:** HPP evaluates the effectiveness of the programs, which is based upon reduction in ER use, inpatient admissions and readmissions. Appropriate HEDIS measures will also be used.

What is involved in case management?

All HPP clinical programs follow evidence based guidelines and standards of care while being mindful of the member's cultural and linguistic preferences. Care Coordinators assist members in

following through with the treatment plan outlined by the member's primary care physician (PCP) and/or specialist. The goals of the program are to transition members to self-management and/or help them to achieve an optimal state of health. Interventions—which only follow a comprehensive evaluation of the member's health status, (including cognitive functions, vision and hearing needs and clinical history)—may include:

- Coordination of PCP and specialist appointments, as well as selection (if warranted)
- Proactive assistance in addressing care gaps specific to the member based on age, gender and chronic condition
- Review of discharge instruction and coordination of care post inpatient stay
- Coordination of home care services and durable medical equipment
- Caregiver coordination (with member's consent)
- Assistance in addressing barriers to health that may include, but are not limited to, food resources and housing concerns
- Linkage to community resources
- Behavioral health referrals and coordination of needed services
- Assistance with medication delivery to ensure compliance
- Assistance with prior authorization needs
- Explanation of CHIP benefits including complaint and grievance filing
- Assistance with life planning needs as appropriate
- Smoking cessation counseling and resource education (when applicable)
- Dietary counseling/support, as well as food resources, in member's zip code
- Participation in interagency team meetings (as requested)
- Transition assistance from CHIP membership to Medicaid

Healthy Kids

The staff of the Healthy Kids Unit actively assists parents and guardians in accessing healthcare for our members up to age 19 (CHIP age range). The program addresses access to care issues and appropriate screenings and includes:

Interventions may include:

- Assistance with lead screening and follow up needs

- Proactive assistance in scheduling PCP/Specialist appointments, dental and behavioral health care appointments
- Participation in interagency team meetings
- Coordination of care for members in substitute care
- Coordination of behavioral health services
- Coordination of community resources, such as CONNECT services
- Disease specific education and reminders
- Explanation of available benefits
- Dietary counseling
- Assistance with PCP selection or other health care providers as requested

Tips:

- Providers who have CHIP members assigned to their panels are required to track and outreach to members who are in need of services or are not up to date on all required needs.
- CONNECT assists parents families in locating resources and providing information regarding child development ages birth to age 5 by calling 1-800 692-7288 or visiting www.connectpa.net.
- Primary care physicians (PCPs) can become certified to apply fluoride varnish in their offices.
- Members are eligible to receive fluoride treatment at least every 6 months up to age 5.

Baby Partners

The Baby Partners Program (Maternity Program) staff actively assists members throughout their pregnancy and postpartum period to ensure follow up for appointments and transition to life after delivery for both mom and baby. A plan of care is created for each member to assist the member to alleviate barriers to care and move towards self-management in collaboration with their provider. Our staff assists members with delivery preparation, as well as life with a newborn.

Interventions may include:

- Member education about pregnancy, delivery and newborn needs
- Breastfeeding education, provision of breast pump post-delivery and availability of 24 hour breastfeeding helpline

- Proactive assistance with coordination of prenatal, dental and postpartum care visits
- Telephonic and face to face care coordination that may include Durable Medical Equipment (DME), pharmacy needs, nutritional support and other Community Resources
- Educational materials printed and web based
- Coordination of skilled nursing visits prenatally and well mom/baby visits post-delivery
- Transportation assistance
- Screening for tobacco use and making smoking cessation counseling referrals
- Prenatal and postpartum depression screening and coordination of behavioral health services, if appropriate

Special Needs

The Special Needs Unit provides ongoing care coordination services for members who may require assistance getting needed care for their illnesses, disabilities, or other special needs. Our staff works with members and their care givers focusing on both long- and short-term goals to achieve and maintain the maximum benefit from their medical treatment plan.

The department serves as a link between members, practitioners, agencies, community services and other Health Partners Plans departments. Referrals are accepted from all sources including primary care practitioners, community and hospital social workers, discharge planners and members themselves.

Interventions may include:

- Behavioral health referrals including services for mental health, substance use disorders, and intellectual/developmental disabilities
- Disease education
- Targeted case management for HIV/AIDS members
- Follow up for transition back into the community post hospitalization
- Coordinating home care services for members with multiple co-morbidities
- Planning for inter-agency care and coordination of services for special needs members
- Coordination of specialty care
- Assistance with Health Partners Plans' complaint and grievance process

- Assist members in selecting a PCP or other providers when requested
- Assistance with coordinating care for members with Limited English Proficiency (LEP) including finding qualified medical interpreters

Medicare D-SNP Care Coordination

Care Coordination services are available for Medicare members who may require assistance with accessing care, coordinating care, identifying resources, and educational guidance and support for their illness. The Care Coordinator evaluates the member's healthcare needs through a health risk assessment to identify barriers/social determinants that can potentially impact care outcomes. Once these barriers are identified, the Care Coordinator develops a care plan in collaboration with the member and at times his/her provider to eliminate barriers to accessing care in order to improve their health outcomes.

Our Care Coordinators will:

- Complete a Health Risk Assessment (HRA) to identify a member's needs. HRA's are a CMS requirement and must be completed for all Medicare Dual Special Needs (D-SNP) members.
- Assist members to understand and comply with their treatment plan outlined by the member's PCP and or specialist
- Ensure services are in place post-hospitalization
- Provide preventive healthcare reminders and education
- Provide disease specific education
- Coordinate behavioral health services
- Coordinate Medicare services with Medicaid services provided by community health choices plans
- Identify and refer to needed community resources such as housing, food, and transportation
- Discuss life planning that includes power of attorney, advance directives and living wills
- Assist with arranging transportation to healthcare appointments.

Dual Special Needs (D-SNP) Medicare Plan members

D-S NP PCP responsibilities include:

- You are required to complete Model of Care Training annually that fully describes the goals and objectives of our Model of Care program as well as your roles and responsibilities
- As a Provider you may access this information via HPP University at www.healthpartnersplans.com/providers/training-and-education/hpp-university.
- You will be contacted by Health Partners Medicare staff to review your patient's care plan and will be invited to attend their interdisciplinary care team (ICT) meeting to participate in development of your patient's care plan goals.
- You will be mailed a copy of your patient's care plan and an invite to attend the patient interdisciplinary care team meeting. At this meeting your patient's care plan is reviewed, updated as needed and approved by the HPP care team, member and provider.
- You may contact your patient's HPP Care Coordinator at any time to change or update the care plan.



Chapter 10

Provider Practice Standards & Guidelines

Purpose: This chapter provides an overview of the current provider practice standards and guidelines used by Health Partners Plans.

Topics: Important topics from this chapter include:

- Access and appointment standards
- Provider office practice standards

Overview

Providers that participate in Health Partners Plans must adhere to certain standards and guidelines in order to remain a participating provider. This chapter provides documentation of these contractual requirements.

Access and Appointment Standards

The following table specifies the office access and appointment standards Health Partners Plans requires provider practices to meet.

Table 10A: Provider Access and Appointment Standards			
Criteria	PCP	OBGYN	Specialist
Routine Office Visits	<ul style="list-style-type: none"> Within 10 business days 	<ul style="list-style-type: none"> OB: Initial prenatal visit within 24 hours of identification of high risk by Health Partners Plans or maternity care provider or immediately if emergency exists. First prenatal visit (pregnant 1–3 months): Within 10 days First prenatal visit (pregnant 4–6 months): Within 5 days First prenatal visit (pregnant 7–9 months): Within 4 days GYN: Within 10 days OB/GYN: Within 5 days of effective date of enrollment 	<ul style="list-style-type: none"> Otolaryngology, dermatology, pediatric endocrinology, pediatric general surgery, pediatric infectious disease, pediatric neurology, pediatric pulmonology, pediatric rheumatology, dentist, orthopedic surgery, pediatric allergy and immunology, pediatric gastroenterology, pediatric hematology, pediatric nephrology, pediatric oncology, pediatric rehab medicine, and pediatric urology: Within 15 business days All other specialists: Within 10 business days
Routine Physical	<ul style="list-style-type: none"> Within 3 weeks 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A
Preventive Care	<ul style="list-style-type: none"> Within 3 weeks 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A
Urgent Care	<ul style="list-style-type: none"> Within 24 hours 	<ul style="list-style-type: none"> Within 24 hours 	<ul style="list-style-type: none"> Within 24 hours

Table 10A: Provider Access and Appointment Standards			
Criteria	PCP	OBGYN	Specialist
Emergency Care	<ul style="list-style-type: none"> ▪ Immediately and/or refer to ER 	<ul style="list-style-type: none"> ▪ Immediately and/or refer to ER 	<ul style="list-style-type: none"> ▪ Immediately and/or refer to ER
First Newborn Visit	<ul style="list-style-type: none"> ▪ Within 2 weeks 	<ul style="list-style-type: none"> ▪ N/A 	<ul style="list-style-type: none"> ▪ N/A
Patient with HIV Infection	<ul style="list-style-type: none"> ▪ Within 7 days of enrollment for any member known to be HIV positive unless the member is already in active care with a PCP or specialist regarding HIV status 	<ul style="list-style-type: none"> ▪ N/A 	<ul style="list-style-type: none"> ▪ Within 7 days of enrollment for any member known to be HIV positive unless the member is already in active care with a PCP or specialist regarding HIV status
EPSDT	<ul style="list-style-type: none"> ▪ Within 45 days of 	<ul style="list-style-type: none"> ▪ N/A 	<ul style="list-style-type: none"> ▪ N/A
	<p>enrollment unless the member is already under the care of a PCP and the member is current with screenings and immunizations</p>		

SSI Recipient	<ul style="list-style-type: none"> ▪ Within 45 days of enrollment unless the enrollee is already in active care with a PCP or specialist 	<ul style="list-style-type: none"> ▪ Within 45 days of enrollment unless the enrollee is already in active care with a PCP or specialist 	<ul style="list-style-type: none"> ▪ Within 45 days of enrollment unless the enrollee is already in active care with a PCP or specialist
Office Wait Time	<ul style="list-style-type: none"> ▪ 30 minutes (or up to 1 hour if urgent situation arises) 	<ul style="list-style-type: none"> ▪ 30 minutes (or up to 1 hour if urgent situation arises) 	<ul style="list-style-type: none"> ▪ 30 minutes (or up to 1 hour if urgent situation arises)
Weekly Office Hours	<ul style="list-style-type: none"> ▪ At least 20 hours per site 	<ul style="list-style-type: none"> ▪ At least 20 hours per site 	<ul style="list-style-type: none"> ▪ At least 20 hours per site
Maximum Appointments per Hour	<ul style="list-style-type: none"> ▪ 6 	<ul style="list-style-type: none"> ▪ N/A 	<ul style="list-style-type: none"> ▪ N/A

Telephone Availability Standards

Telephone availability standards are closely monitored through the Health Partners Plans member satisfaction surveys, site reviews, and member complaints. These standards include:

- All PCPs must be available to members for consultation regarding an emergency medical condition 24 hours a day, seven days a week.
- After regular office hours, the PCP should return member calls within *one* hour of when the member called. Coverage may be shared with another PCP participating with Health Partners Plans.
- If a PCP uses an answering service, the assigned service person must be capable of taking a message and contacting the physician directly and immediately.
- An appointment system for scheduling all routine visits is also a requirement. At a minimum, this includes an appointment book and written notice given to patients stating date and time of next appointment. Evidence of compliance with these minimum access standards is sought at the time of initial credentialing, at recredentialing, and at interim periods if non-compliant activity is noted.
- For any missed appointment, the PCP or specialist should make three attempts to contact the member about the missed appointment. At least one of such attempts must be a follow-up phone call. Documentation of the notices and telephone calls should be placed in the medical record.
- The PCP or specialist should ensure that the average office waiting time does not exceed 30 minutes. When the physician encounters an unanticipated urgent visit, or is treating a patient with a difficult medical need, the wait time should *not* exceed one hour.

Practice Changes

The Network Management department must be immediately notified in writing when any of the following occurs. All provider data changes can be emailed to datavalidation@hpplans.com.

- Additions/deletions of providers
- Change in payee information
- Change in hours of operation
- Provider practice name change
- Change in practice ownership
- Telephone number change
- Site relocation

- Change in patient age restrictions
- Tax ID change (must be accompanied by W-9)

The hours of operation of a Health Partners Plans provider must be convenient to our members and not discriminate against our members. Provider services need to be available 24 hours a day, 7 days a week, when medically necessary.

Health Partners Plans uses the Council for Affordable Quality HealthCare (CAQH) online provider application tool. It is required for you to maintain current and accurate information on CAQH and re-attest to the information in your CAQH application as required.

Medical Information Confidentiality

Issues of confidentiality concerning medical information are addressed in Health Partners Plans' Notice of Privacy Practices, among other areas. This notice is distributed to all Health Partners Plans members as required by the federal government. It describes how medical information about members may be used, and how members can access this information. This policy is also posted on www.healthpartnersplans.com/privacy-practices under "Privacy Practices."

How Does Health Partners Plans Protect Member Health Information?

Health Partners Plans makes reasonable efforts to protect member privacy regarding protected health information (PHI). We use appropriate safeguards to limit PHI use and disclose to the minimum necessary to accomplish the intended purpose. We identify the persons or departments within Health Partners Plans that require access to PHI to carry out their job responsibilities. We also review the categories or types of PHI each person or department requires access to and under what conditions they require this access. These checks are done before allowing any access to PHI.

In addition, all Health Partners Plans employees must read and sign a confidentiality statement of understanding before starting work at Health Partners Plans. They must also sign a new statement once a year. This requirement ensures that each employee is reminded of the importance of always maintaining confidentiality, not only through complying with PHI best practices but also safeguarding other areas of confidentiality. We also require all Health Partners Plans staff to undergo confidentiality training every year.

As a rule, Health Partners Plans will not use the entire health record of a member. Access to the entire health record will be allowed only if this is specifically identified as reasonably necessary to

satisfy the purpose. When Health Partners Plans receives an internal request for PHI, we will share information on a need-to-know basis. This helps to protect confidentiality and ensure a member's privacy. Management is responsible to enforce and document the minimum necessary standard for such uses. Any questions about PHI or the access to such information by the workforce will be directed to Health Partners Plans' Privacy Official or his or her designee.

Notice of Privacy Practices

The following information is communicated to all plan members.

At Health Partners Plans, we respect the confidentiality of your health information, and we will protect your information in a responsible and professional manner. We are required by law to maintain the privacy of your health information and to send you this notice.

This notice explains how we use information about you and when we can share that information with others. It also informs you about your rights and how you can exercise these rights with respect to your health information.

When we talk about "information" or "health information" in this notice, we mean the following:

- Any kind of information about you and your health care
- Claims information
- Your address and phone number
- Your social security number

How We Use or Share Information

The following are ways we may use or share information about you:

- We may use the information to help pay your medical bills that have been submitted to us by doctors and hospitals for payment.
- We may share your information with your doctors or hospitals to help them provide medical care to you. For example, if you are in the hospital, we may give them access to any medical records sent to us by your doctor.
- We may use or share your information with others to help manage your health care. For example, we might talk to your doctor to suggest a disease management or wellness program that could help improve your health.

- We may share your information with others who help us conduct our business operations.

Note: We will not share your information with these outside groups unless they agree to keep it protected.

- We may use or share your information for certain types of public health or disaster relief efforts.
- We may use or share your information to send you a reminder if you have an appointment with your doctor.
- We may use or share your information to give you information about alternative medical treatment and programs or about health-related products and services that may interest you. For example, we might send you information about smoking cessation or weight loss programs.

There are also state and federal laws that may require us to release your health information to others. We may be required to provide information for the following reasons:

- We may report information to state and federal agencies that regulate us, such as the U.S. Department of Health and Human Services, Centers for Medicare & Medicaid Services and the Pennsylvania Departments of Health, Insurance and Human Services.
- We may share information for public health activities. For example, we may report information to the Food and Drug Administration for investigating or tracking of prescription drug and medical device problems.
- We may report information to public health agencies if we believe there is a serious health or safety threat.
- We may share information with a health oversight agency for certain oversight activities (e.g., audits, inspections, licensure and disciplinary actions).
- We may provide information to a court or administrative agency (e.g., pursuant to a court order, search warrant or subpoena).
- We may report information for law enforcement purposes. For example, we may give information to a law enforcement official for purposes of identifying or locating a suspect, fugitive, material witness or missing person.
- We may report information to a government authority regarding child abuse, neglect or domestic violence.

- We may share information with a coroner or medical examiner to identify a deceased person, determine a cause of death or as authorized by law. We may also share information with a funeral director as necessary to carry out his or her duties.
- We may use or share information for procurement, banking or transplantation of organs, eyes or tissue.
- We may share information relative to specialized government functions, such as military and veteran activities, national security and intelligence activities, and the protective services for the president and others.
- We may report information on job-related injuries because of requirements of your state worker compensation laws.

There may be other times that we may share information that is not mentioned above; however, if these reasons do not apply, we must get your written permission to use or disclose your health information. If you give us written permission and change your mind, you may take back that written permission at any time. Once you give us the proper authorization to release your health information, we cannot guarantee that the person to whom the information is provided will not disclose the information.

We are also not allowed to use or disclose your health information as follows:

Health Partners Plans must ensure that we do not disclose any confidential information in accordance with all laws, regulations, and policies of the Pennsylvania Department of Health (DOH), the Pennsylvania Insurance Department (PID) and the Centers for Medicare & Medicaid Services (CMS). In addition, we must comply with all rules governing the disclosure of information related to HIV/AIDS, drug and alcohol and mental health services.

Member Confidentiality

All Health Partners Plans contracts with health care providers contain a provision titled “Safeguarding of Information.” This provision states that the provider shall not use or disclose any information concerning a Health Partners Plans member in a manner prohibited by law. When disclosing member information, legal restrictions include those mandated by:

- The Pennsylvania Act 1998-68, the Quality Health Care Accountability and Protection Act, Section 2131 and the Department of Human Services regulations (5100.31 through 5100.39)
- Pennsylvania Act 148, the Confidentiality of HIV-Related Information Act

- The Code of Federal Regulations Title 42, Part 2: Confidentiality of Alcohol and Drug Abuse Patient Records
- Health Insurance Portability and Accountability Act (HIPAA)

It is Health Partners Plans' policy that:

- Privacy of any information that identifies a particular member must be safeguarded. Information from, or copies of, records may be released only to authorized individuals, and providers must ensure that unauthorized individuals cannot gain access to or alter member records. Original records must be released only in accordance with federal or state laws, court orders, or subpoenas. Providers must have policies and procedures on safeguarding, releasing and office procedures on patients' confidential medical records.
- Records and information must be maintained in an accurate, confidential and timely manner.
- Members must be given timely access to their records and information. (If requested, the provider must supply the member with a copy of his or her paper medical record, at no charge, unless the provider believes that supplying such record is not medically advisable.)
- All federal and state laws regarding privacy, confidentiality and disclosure for mental health records, medical records, other health information and member information must be adhered to.

Provider Confidentiality

All of Health Partners Plans' Credentialing department policies specify that all provider information is maintained in strict confidence and that all provider files are maintained in a secured storage area and are shredded before disposal.

All health care information presented to the Health Partners Plans' peer review committees (Utilization Management, Pharmacy and Therapeutics, and Quality Management) is blinded prior to presentation to the committee members in order to protect the identity of the individual health care provider.

Health care provider information will be disseminated as required by law in response to a court order or subpoena. This process is handled in conjunction with the Health Partners Plans' Legal Affairs department and follows the rules established by state law. When disclosing provider information, legal restrictions include those mandated by:

- Title IV of Public Law 910-660, the Health Care Quality Improvement Act of 1986
- The Peer Review Protection Act

Confidentiality of Other Information

Health Partners Plans participating providers may not disclose (by oral, written, electronic or other means) any financial or other proprietary information except as required by the Department of Human Services, the Pennsylvania Insurance Department or by law.

Credentialing/Rec credentialing

As part of the Health Partners Plans Quality Management program — as well as National Committee for Quality Assurance (NCQA), Department of Human Services (DHS), Department of Health (DOH), Pennsylvania Insurance Department (PID) and Centers for Medicare & Medicaid Services (CMS) guidelines—participating PCP, specialist, allied health, ancillary and hospital providers undergo an initial credentialing process. Practitioners are rec credentialed every three years and they must show evidence of satisfactorily meeting Health Partners Plans’ quality of care and service measures for their members.

Health Partners Plans has collaborated with Aperture Credentialing to manage the primary source verification (PSV) function of our credentialing/rec credentialing process. Providers who wish to be credentialed by Health Partners Plans must submit a complete application and a signed Provider Data Collection form to release information.

Health Partners Plans accepts and prefers the use of the CAQH application but will also accept the Pennsylvania standard paper application. Other documents required to complete the credentialing process are as follows:

- Signed and dated “Provider Data Collection” form
- Current state medical license
- Current DEA Certificate
- Board certificate or certificate of residency, as applicable
- Official documentation of ongoing continuing medical education (CME) activity (note that this only applies to nurse midwives and physician assistants)
- Current copy of professional liability insurance coverage face sheet
- Malpractice history, if applicable
- W-9

- Medical Assistance identification number (to obtain an active Medical Assistance identification number, visit the provider enrollment section of the DHS website at www.dhs.pa.gov).
- Medicare (CMS) identification number
- NPI number (individual and billing), using NPPES
- VFC pin number (PCPs who see members 0–18 years of age only)
- ECFMG certificate, if applicable
- Curriculum vitae
- Education and training
- Work history (for previous five years)
- Hospital privileges (need signed hospital attestation for a participating Health Partners Plans hospital). All specialists need to have admitting privileges. PCPs can have covering arrangement with participating provider.
- Cross coverage for practice
- Signed and dated agreement
- Accreditation certificate (ancillaries and hospitals)
- Group roster for ancillary providers
- Site visits and medical record reviews needed for all PCP locations
- Sanctions screenings (MediCheck, Office of Inspector General (OIG) and System for Award Management,(SAM) and Social Security Administration Death Master File)

The process for providers due for recredentialing is initiated four months prior to their recredentialing due date. Aperture will use the CAQH application to verify and update information for recredentialing purposes. If a CAQH application is not on file, Aperture will reach out to the provider to obtain an updated application.

Information that will be required and verified at the time of recredentialing is as follows:

- Signed and dated “Provider Data Collection” form
- Signed and dated Provider Questionnaire and Attestation Statement.
- Current state medical license
- Current DEA certificate
- Recertification of board certificate, as applicable

- Official documentation of ongoing CME activity
- Current copy of professional liability insurance face sheet
- Malpractice history, if applicable
- Accreditation certificate (ancillaries and hospitals)
- Hospital privileges (need signed hospital attestation for a participating Health Partners Plans hospital). All specialists need to have admitting privileges. PCPs can have covering arrangement with participating provider.
- Medical Assistance identification number (to obtain an active Medical Assistance identification number, visit the provider enrollment section of the DHS website at www.dhs.pa.gov).
- Sanctions screenings (MediCheck, OIG, SAM, and Security Administration Death Master File) Medicare (CMS) identification number
- NPI number (individual and billing), using NPPES

For all participating PCP locations, Health Partners Plans will send a representative to conduct an initial onsite review to assess practice site standards and will conduct a medical record audit initially and every two years to assess compliance with medical record keeping practices. Compliance with appointment availability standards will also be assessed. Quality review audits are completed every two years and are managed outside of the credentialing and recredentialing cycles. Concerns noted during these reviews are documented and addressed with the provider and could result in a corrective action plan (CAP).

PSVs are constructed as applicable, after which, Health Partners Plans' medical director will review all the information gathered and present a recommendation to the Credentialing Committee for consideration, discussion and action.

The decision of the Credentialing Committee to accept or deny a practitioner into the network will be communicated in writing by Health Partners Plans' medical director. If a provider is denied, the reason for denial and information regarding the appeal process are noted in the denial letter. The Credentialing Committee monitors the HPP network to ensure the network has agreements with primary care physicians (PCPs), specialist, hospitals, skilled nursing facilities, home health agencies, ambulatory clinics and other providers to provide adequate access to covered services to the meet the needs of our membership.

Health Partners Plans offers each practitioner the right to review any of the information submitted in support of their credentialing/recredentialing application. Additionally, the practitioner has the

right to correct any erroneous information by supplying the corrected information in writing to the Credentialing department. The provider also has the right to appeal the decision of the Credentialing Committee.

In compliance with DHS, PID and CMS regulations, Health Partners Plans will not employ or contract with any provider/individual (or with any entity that employs or contracts with such provider/individual) who is excluded from participating in Medicaid or Medicare for the provision of any of the following: health care, utilization review, medical social work and/or administrative services.

Process for Providing Credentialing and Re-Credentialing status

Providers can check the status of their credentialing application by emailing the Credentialing Department at credentialing@hpplans.com. The Credentialing inbox is monitored daily by our Credentialing Specialist and they provide a response to providers within 48 hours of receipt of the initial request. The Credentialing Specialist will confirm the following information and inform the provider to review their formal “welcome letter” for more detailed information.

- Credentialing Status: <“Active/completed” or “Pending” or “Inactive”>
- Effective Date: <date>
- Expiration Date/Next Re-Cred due date: <date>
- Line(s) of Business: <“Medicaid” and/or “Medicare” and/or “CHIP”>

Administrative Terminations

Providers who fail to maintain compliance with Health Partners Plans’ credentialing standards will be presented at the next regularly scheduled Credentialing Committee meeting for discussion and decision making. There are exceptions to this policy.

- If the provider no longer maintains a Pennsylvania state medical license, the provider will be terminated immediately upon Health Partners Plans becoming aware of the loss of that license.
- If the provider no longer maintains an active PROMISE ID with the Commonwealth of Pennsylvania, the provider will be terminated immediately from our Medicaid network upon Health Partners Plans becoming aware of the loss of that PROMISE ID.
- If the provider no longer maintains an active participation status with CMS, the provider will be terminated immediately from our Medicare network upon Health Partners Plans becoming aware of the loss of that CMS active status.

- Upon notification from DHS or CMS that a provider with whom Health Partners Plans has entered into an agreement is suspended or terminated from participation in the Medicaid or Medicare programs, Health Partners Plans will immediately act to terminate the provider from participation. Terminations for loss of licensure and criminal convictions will coincide with the DHS and/or CMS effective date of the action.

Health Partners Plans runs monthly checks against licensure, DEA, malpractice and board certification and will send letters to providers in advance of the expiration date of those credentials. If the credential is not renewed and able to be primary source verified prior to the expiration date, the provider will be terminated effective the day following the expiration date of the credential.

Voluntary Provider Terminations

Providers are required to provide Health Partners Plans with 60 days- notice from terminating from the network, unless their participating provider agreement stipulates otherwise. This notice must be provided in writing and should be addressed to the notification contact stipulated in the participating provider agreement.

Health Partners Plans is required to notify all impacted members of a pending provider termination at least 30 days prior to the effective date of termination. We encourage the provider to issue their own notification to their members when terminating from the Health Partners Plans network.

Role of the Primary Care Physician (PCP)

Every Health Partners Plans member is assigned to a primary care physician (PCP). The PCP is usually the starting point for a member to receive medical care and acts as the gatekeeper for all future care provided. It is important for the PCP to stay connected with all of their members and encourage them to utilize the primary care services available to them.

While we expect that much of our members' needs can and will be addressed by their PCP, we also acknowledge the need for more specialized services and that the member's PCP will use his or her education, experience and best medical judgment to direct members out for additional care when needed. PCP referrals to a specialist are not required for Medicaid and CHIP members. PCP referrals to specialists are required for some Medicare products. Please see the [PCP Referrals: Medicare section](#) of the Provider Billing & Reimbursement chapter for more information.

Health Partners Plans stresses the need for members to stay connected to their PCP (e.g., in cases where they are receiving care from other medical professionals, including but not limited to prescription care), continue to maintain the relationship with their PCP, and ensure that their PCP has access to their most current medical condition and services received.

Access to PCP care is vitally important to maintaining the health of our members and, when possible, steering them away from the use of emergency rooms when their condition can more appropriately be managed in a PCP office environment. A PCP is required to provide access to care as outlined in the [Access and Appointment Standards](#) section of this manual on page 10.2. In addition, a PCP must be accessible 24 hours per day, 7 days a week.

Each PCP must follow all periodicity schedules, use appropriate health assessments or documentation, and maintain an individual medical record for all patients. In addition, any PCP providing care to members up to age 18 must participate in the Vaccines for Children (VFC) program.

The PCP is responsible to assess the mental stability of their members and should direct care to behavioral health care services as appropriate. The PCP has a right to inform the member how to access mental health services and coordinate access to these services, when necessary.

The PCP is responsible for communicating effectively with members by using sign language interpreters for those who are deaf or hard of hearing and oral interpreters for those individuals with Low English Proficiency (also known as LEP) when needed by the member. Services must be free of charge to the member.

LEP affects more than 23 million Americans. Research has found that people with LEP have barriers to quality health care and are less likely to see their PCP, seek preventive care, or use public health services. They are more likely to seek care in the ER, and receive far fewer services once seen in the ER than English-speaking patients. Providing adequate interpreter and translation services to people seeking care is mandated by Federal law. These mandates are found in Title VI of the Civil Rights Act of 1964, Title I & II of the Americans with Disabilities Act, and PA Code Title 55. Every patient with LEP is entitled to professional interpretation and translation services.

For medical appointments, family members should never be used to interpret, nor should untrained office staff who are bilingual. Professional interpretation and translation services are necessary to ensure that patients are provided with quality care that they can understand, question, and engage with. If you would like information on where your staff can receive training to become a certified

medical interpreter, or in scheduling interpreter services for your patients, please contact our Provider Services Helpline at **215-991-4350** or toll free at **1-888-991-9023**.

Note: In addition, Health Partners Plans also utilizes the System for Award Management (SAM) to access the General Service Administration (GSA) precluded list, the OIG system and the MediCheck system. These lists are reviewed during credentialing and recredentialing and twice a month for sanction activity. Any provider who is identified as being precluded will be immediately terminated by Health Partners Plans according to the terms of their agreement with Health Partners Plans.

Health Partners Plans Medical Record Documentation Standards

Consistent and complete documentation in the medical record is an essential component of quality patient care. Health Partners Plans standards have been developed using the standards of the NCQA, DHS, PID, CMS and the Pennsylvania Medical Society guidelines for documentation. Following are the standards against which the medical record is measured. The standards with an asterisk (*) following the measure are weighted more heavily within the measurement tool.

- Each page in the record contains the patient's name or ID number
- Each record contains appropriate biographical or personal data
- Each author is identified on each entry
- All entries are dated
- The record is legible to someone other than the writer
- There is a completed problem list*
- A listing of medications is easily found and lists all medications currently used
- Allergies and adverse reactions to medications are prominently noted*
- There is an appropriate past medical history*
- There is documentation of tobacco habits for members > 11 years
- There is documentation of alcohol use for members > 11 years
- There is documentation of substance abuse for members > 11 years
- There is a pertinent history and physical exam
- Lab and other studies are ordered as appropriate
- Working diagnoses are consistent with findings*

- Plans of action and treatment are consistent with findings*
- There is evidence of patient teaching
- There are dates for return visits or other follow-up plans
- There is documentation and follow-up of “no-shows”
- Problems from previous visits are addressed
- There is evidence of appropriate use of consultants
- There is continuity and coordination of care between PCPs and specialists
- Consultant summaries, lab and imaging study results, and surgical procedure summaries reflect PCP review
- Care appears medically appropriate for the diagnosis or conditions*
- There is a completed immunization record*
- Preventive services are appropriately used*
- There is documentation of discussion of a living will or advance directives
- There is documentation of discussions about domestic violence and safety at home
- Phone calls to and from the patient are documented
- Evidence of hospital discharge summary in medical record
- Evidence of review of hospital discharge by physician
- Evidence of communication between home care agency and physician in medical record

Additional Medical Records Requirements

- All records shall be maintained in an accurate and timely manner in accordance with the record-keeping procedures, applicable laws, regulations, and regulating entity requirements, including, but not limited to the DHS, DOH, PID, and/or CMS requirements related to medical records. All medical records must be legible, signed, and dated and must be maintained for ten (10) years from last date of service or as required by federal law. Payer and the provider agree that until the expiration of ten (10) years after the furnishing of any service pursuant to this Agreement, or until any ongoing audits by the following entities are completed, whichever is longer, Payer and the Provider shall make available, upon written request of DHS, the Commonwealth, the Secretary of Health and Human Services or the Controller General of the United States, or any of their duly authorized representatives, copies of this Agreement and any books, documents, records, medical records, other patient care documentation, and other data that is

necessary to certify the nature and extent of revenues, expenditures, and other financial activity arising in connection with this Agreement.

- The provider will abide by all Federal and State laws regarding confidentiality and disclosure of medical records or other health information.
- The provider must safeguard the privacy of any information that identifies a particular member and have procedures for how information will be shared and disclosed within and outside of the provider's office. Providers will ensure that medical information is released only in accordance with applicable Federal or State law or pursuant to court orders or subpoenas.
- The provider shall make, at his or her own expense, all records (i.e. any books, contracts, medical records, patient care documentation) available for audit, review or evaluation by all regulatory entities and its designated representatives or federal agencies in such detail as is reasonably necessary for the determination of the member's eligibility for medical services and for utilization management and quality improvement. Access shall be provided either onsite at Health Partners Plans or at the provider's office during normal business hours or through the mail or secured fax. All records to be sent by mail shall be sent to the requesting entity in the form of accurate, legible paper copies, unless otherwise indicated, within 15 calendar days of such request and at no expense to the requesting entity.
- Each member is entitled to have timely access to his or her medical records in accordance with federal and state laws. Members also have a right to have a copy of their medical record. Members may be charged a nominal fee to have medical records copied. Members can call Health Partners Plans Member Relations at **1-800-553-0748** (Health Partners), **1-888-888-1211** (KidzPartners) or **1-866-901-8000** (Health Partners Medicare) for help. They can also call their physician's office directly. The Member Relations staff will advise members that they must sign a release form to obtain their medical record or have a copy sent to a new doctor. Health Partners Plans providers cannot charge the member for a copy of his or her medical record sent directly to another provider.

Flow Sheet Guidelines

Health Partners Plans has observed that offices using flow sheets are more successful in documenting ongoing preventive care. These sheets serve as a reminder to the physician that it is time to reorder diagnostic studies or reconsider continuing a specific medication regimen.

The flow sheets provide the physician with a central reference for significant information such as a record of allergies, a problem list, a medication list, an immunization record and a log of preventive

screening dates. It saves the physician time otherwise spent reviewing progress notes for this data. The tool assists the physician in attaining compliance with Health Partners Plans' documentation standards.

Health Partners Plans flow sheets are available to participating physicians upon request by contacting Health Partners Plans at **215-991-4350** or **1-888-991-9023**. They can also be accessed online at www.HealthPartnersPlans.com in "Clinical Info" under "Providers." Completed flow sheets should be incorporated into the medical records of each Health Partners Plans member and updated with each visit. If a member's flow sheet indicates he or she has not been seen recently and needs preventive screenings, an effort should be made to contact the member.

Pediatric, Adolescent and Adult/Well Elderly Flow Sheets

The Pediatric and Adolescent Flow Sheets and the Pediatric/Adolescent Problem and Medication List place special emphasis on immunizations and other important screening procedures. For copies, visit www.HealthPartnersPlans.com.

If the flow sheet indicates that a child or adolescent is not up-to-date with necessary preventive screenings or immunizations, including EPSDT scheduled screenings, an effort should be made to contact the parent(s) or guardian about the missed treatment or procedure.

Advance Directives

Advance Directives are written documents designed to allow competent patients the opportunity to guide future health care decisions in the event that they are unable to participate directly in medical decision making. The Patient Self-Determination Act requires that patients be informed about their right to participate in health care decisions, including their right to have an advance directive.

The Health Partners Plans member handbooks contain information concerning advance directives. Providers must document in a prominent part of a member's current medical record the presence or not of an executed advance directive and follow all applicable state and federal laws regarding the execution of these directives.

Each state has different regulations for the use of advance directives. Two common forms used for advance directives are the Living Will and the Durable Power of Attorney for Health Care Decisions. Health Partners Plans requires participating providers to document discussion of a living will or advance directive.

If you require more information regarding advance directives, there are several sources of information available:

- American Academy of Family Physicians at www.aafp.org
- Patient information at www.familydoctor.org
- American College of Physicians, “Tips on Talking to Your Patients” at www.acponline.org/journals/news/mar99/advdir.htm
- Advance Care Planning: A Practical Guide for Physicians, available through the American Medical Association at www.ama-assn.org

Americans with Disabilities Act (ADA)

Section 504 of the Rehabilitation Act of 1973 states that “No otherwise qualified handicapped individual in the United States . . . shall, solely by reason of . . . handicap, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Section 504 applies to programs or activities that receive Federal financial assistance. Title II of the ADA covers all of the services, programs and activities conducted by public entities (state and local governments, departments, agencies, etc.), including licensing. For more information regarding the ADA, go to the U.S. Department of Health and Human Services website at www.hhs.gov.

Health Partners Plans requires practitioners to abide by ADA requirements.

- Handicapped parking spaces with curb cuts, if applicable
- Handicapped accessible restrooms
- Access ramps where applicable
- Access ramps to entrance of the building
- Access ramps to provider office, if different entrance than building (e.g., hospital)

If a practitioner’s site does not meet ADA standards, there are reasonable alternatives to accommodate those with disabilities. These include:

- Home visits
- Access at another site that meets ADA requirements
- Bathroom facilities elsewhere in the building that meet ADA requirements or portable bathroom facilities

Employee Screening Standards

Participating provider offices agree, under their contract with HPP, that all employees within the provider office, prior to being hired and monthly thereafter, must be screened using MediCheck, the U.S. Department of Health and Human Services-Office of Inspector General's (HHS-OIG) List of Excluded Individuals and Entities (LEIE), the Social Security Administration's Death Master File (SSADMF), the Excluded Parties List System (EPLS) on System for Award Management (SAM) databases, and the National Plan and the Provider Enumeration System (upon enrollment and re-enrollment). It is the responsibility of the employer to perform the sanction screenings on all employees within the Fraud, Waste & Abuse safeguards of participation in the Federal and State government programs.

Under the HealthChoices Agreement, HPP is required to check the SSADMF at the time of initial enrollment and re-enrollment as well as providers, owners, agents, and managing employees against the LEIE and EPLS on a monthly basis.

Provider Office Practice Standards

On the following pages, you will find a table listing Health Partners Plans' mandatory and recommended Provider Office Standards. Please first note the Mandatory and Recommended Emergency Procedures.

Mandatory Standards

Staff members who are licensed or administer patient care must be CPR-trained and available during patient hours.

Emergency equipment and supplies must be present and appropriately maintained.

All primary care and specialty practices that administer injectable medications with a potential for anaphylactic reaction must maintain adrenaline or epinephrine, and an appropriate means and qualified staff to administer mechanical ventilation (e.g., ambu bag or resuscitation mouthpiece). Exceptions include offices connected to hospitals where CPR/code teams respond to medical emergencies.

Staff must be able to identify who is responsible and describe the frequency with which emergency supplies are checked for availability and expiration. Offices must schedule supply checks as a routine office procedure rather than as optional or random events.

Offices that perform stress tests must have a defibrillator. At minimum, there should be documentation of quarterly inspection.

For offices that have a defibrillator, the staff must be able to produce a record of daily defibrillator checks and communicate that staff have been trained on proper use of the equipment.

Other equipment and supplies should be available for practice location, specialty, patient population/environment and accessibility to advanced medical care.

If the practice performs cardiac stress tests, the following must be available:

- Calibrated defibrillator
- Banyan kit or Nitroglycerin
- IV Furosemide (Lasix)
- 50% Glucose
- Sodium bicarbonate
- Lidocaine
- Atropine
- Epinephrine (Adrenaline)
- IV setup
- Oxygen equipment
- Operating manuals

Operating manuals for equipment such as EKGs must be available, and the equipment must be maintained per the manual.

Recommended Emergency Procedures

Recommended emergency procedures include the following:

- There should be written or verbal emergency procedures.
- There should be periodic training for staff in emergency procedures.
- The practice should have oxygen available and personnel trained to administer it.

Office Practice Standards

The table shown below provides an overview of Office Practice Standards used by Health Partners Plans' provider network.

Table 10B: Office Practice Standards		
Standards	Mandatory Requirements	Recommended Standards
Infection Control	<ul style="list-style-type: none"> ▪ Infectious material is separated from other trash and disposed of appropriately ▪ Medical instruments used on patients are disposable or properly disinfected and/or sterilized after each use ▪ Needles and sharps are disposed of directly into rigid, sealed container(s) that cannot be pierced and are properly labeled 	<ul style="list-style-type: none"> ▪ Standard precautions are reviewed with staff and documented annually ▪ The practice site has an OSHA manual ▪ Hand washing facilities or antiseptic ▪ Hand sanitizers are available in each exam room
Medication Management	<ul style="list-style-type: none"> ▪ Pharmaceuticals, including samples and needles/syringes, are stored in a secure location and away from patient access ▪ Controlled substances are located in spaces with access restricted to authorized individuals ▪ A dispensing log is maintained for controlled substances ▪ Expiration dates of all medications, including vaccines and samples, are checked on a regular basis ▪ Prescription pads are controlled and kept secure from unauthorized use 	<ul style="list-style-type: none"> ▪ Expired items are disposed of appropriately ▪ There is a separate refrigerated area for medications ▪ Refrigerator temperatures are logged daily
Fire Safety	<ul style="list-style-type: none"> ▪ Fire extinguishers are appropriately identified and properly maintained ▪ Exits are clearly marked and are unobstructed 	<ul style="list-style-type: none"> ▪ There are functioning smoke detectors and/or building alarms

Table 10B: Office Practice Standards		
Standards	Mandatory Requirements	Recommended Standards
Office Layout & Design	<ul style="list-style-type: none"> ▪ The physical layout safeguards confidentiality of patient information ▪ Patient treatment rooms are 	<ul style="list-style-type: none"> ▪ There is adequate seating in the reception area ▪ Patient education materials are
	<p>designed to safeguard patient privacy</p> <ul style="list-style-type: none"> ▪ There is one exam room per practitioner seeing patients at any given time 	<p>available</p> <ul style="list-style-type: none"> ▪ The practice site is clean, well maintained, uncluttered, well-lit, and free of danger areas
First Newborn Visit	<ul style="list-style-type: none"> ▪ Within 2 weeks 	<ul style="list-style-type: none"> ▪ N/A
Physical Accessibility	<ul style="list-style-type: none"> ▪ The office meets the minimum standards of accessibility for those individuals with physical disabilities ▪ Or there are reasonable alternatives to accommodate those members with disabilities. Accommodations include home visits, access to other sites, additional bathroom facilities, portable bathroom facilities, other as approved by the Credentialing Committee ▪ Or the office has proof of ADA Title III exemption (U.S. Department of Justice 1-800-514-0301) 	<ul style="list-style-type: none"> ▪ N/A

<p>Patient Access to Appointments and Medical Advice</p>	<ul style="list-style-type: none">▪ There is 24-hour coverage of the practice by comparably qualified physicians▪ There is a defined system for medical record keeping▪ There is a preventive health recall system to ensure timely member follow-up for preventive screenings	<ul style="list-style-type: none">▪ The practice has standard procedures regarding scheduling appointments (see “Access and Appointment Standards” in this chapter)▪ The practice has a standard for a maximum patient load of 6 per hour, per provider▪ There are written and/or verbal guidelines for telephone answering▪ There is a recall system for missed appointments to include
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Table 10B: Office Practice Standards		
Standards	Mandatory Requirements	Recommended Standards
		documentation in the medical record of 3 outreaches, 2 of which must be written notices
Written Key Policies and Procedures	<ul style="list-style-type: none"> ▪ Patient confidentiality ▪ Release of patient information 	<ul style="list-style-type: none"> ▪ N/A

These standards are to be used in conjunction with the guidelines for the Pennsylvania Site Visit Protocol, which were developed in coordination with the Pennsylvania Medical Society.

Preventive Care and Clinical Guidelines

Health Partners Plans’ Quality Management Committee periodically reviews preventive care standards for members and approves/updates them according to the most current guidelines published by nationally recognized medical and professional societies. Providers are notified of the availability of the clinical guidelines at www.hpplans.com/clinical-care and through our provider newsletter.

Provider offices without internet access, or those that need extra copies of the guidelines, can call Health Partners Plans at **215-991-4350** or **1-888-991-9023**. The copies will be printed out and mailed to the requesting provider office.

The preventive care guidelines include:

- Adolescent
- Adult
- Pediatric
- Well Elderly

Clinical guidelines are also reviewed and/or updated by Health Partners Plans’ Quality Management Committee on a regular basis in accordance with the most current information from nationally recognized medical and professional societies. The availability of the guidelines on our website is communicated to all Health Partners Plans participating PCPs via our provider newsletter. The guidelines can be found by visiting www.hpplans.com/clinical-care.

Provider offices without internet access, or those that need extra copies of the guidelines, can call Health Partners Plans at **215-991-4350** or **1-888-991-9023**. The copies will be printed out and mailed to the requesting provider office.

The clinical guidelines include:

- ADHD
- Asthma
- Chronic obstructive pulmonary disease (COPD)
- Heart failure
- High blood cholesterol
- Diabetes
- HIV
- Hypertension
- Obesity
- Sexually transmitted diseases (STD)
- Tobacco use and dependence

Confidential, free testing and treatment are available for partners of infected individuals through the Department of Public Health STD Clinics. Below are phone numbers of STD control programs (by county).

- Philadelphia County
1400 Lombard Street
(Broad and Lombard Streets)
215-685-6737
- Bucks County
215-345-3318
- Montgomery County
610-278-5117
- Delaware County
610-447-3250
- Chester County
610-344-6225

Self-Care

Many of our members have specialized medical needs. You must inform our members of their specific health care needs that require follow up and, as appropriate, work with them to promote their own health, through self-care, independent living and/or the minimization of secondary disabilities.

Conscience Rights

Health Partners Plans respects the conscience rights of individual providers and provider organizations as long as these conscience rights are made known to Health Partners Plans in advance and comply with

the current Pennsylvania laws prohibiting discrimination on the basis of the refusal or willingness to provide health care services on moral or religious grounds.

In order to provide options to our members, the provider will contact Health Partners Plans' Utilization Management department to arrange for alternative care for the member. Utilization Management will work with Network Management to identify an alternative provider who can offer the care to the member.

Reportable Conditions – PA-NEDSS

As a reminder, all hospitals, laboratories, providers, and public health staff are required by law to report certain conditions to the Commonwealth of Pennsylvania's Department of Health (PA DOH). This requirement is outlined in Chapter 27 (*Communicable and Noncommunicable Diseases*) of the Pennsylvania Code (28 Pa. Code § 27.1 et seq) at <https://www.pacode.com/secure/data/028/chapter27/chap27toc.html>, and on its 2003 addendum (*33 Pa.B. 2439, Electronic Disease Surveillance System*), located on the official Pennsylvania Code website at <https://www.pabulletin.com/secure/data/vol33/33-20/941.html>.

Providers must report the required diseases/conditions to the PA DOH through Pennsylvania's version of the National Electronic Disease Surveillance System, known as PA-NEDSS. Please note that first-time users of PA-NEDSS must register on their website at <https://www.nedss.state.pa.us/nedss/Default.aspx> in order to use the reporting tool.

Note: If you are a public health staff member (as defined by PA DOH), you and your supervisor must complete the PA-NEDSS Authorization Request Form to obtain access to PA-NEDSS. Contact the PA-NEDSS Help Desk at 717-783-9171 or via email at ra-dhNEDSS@pa.gov for the appropriate version of this form.

Additional Resources:

- PA-NEDSS New User Guide at <https://www.nedss.state.pa.us/nedss/FILES/V15/New%20User%20Guide.pdf>
- Listing of PA reportable conditions at https://www.nedss.state.pa.us/NEDSS/files/pa_reportable_diseases.pdf (revised March 2012)
- Pennsylvania Case Definitions at http://www.health.state.pa.us/pdf/PACaseDef_PA_Case_Definitions_3-2-2016.pdf
- Pennsylvania Code website at <https://www.pabulletin.com/index.asp>

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Chapter 11

Provider Billing & Reimbursement

Purpose: This chapter provides an overview of provider billing requirements and reimbursement considerations.

Topics: Important topics from this chapter include:

- Provider Reimbursement
- PCP Referrals, Authorizations & Encounter Data
- Claim Billing Instructions

Overview

At Health Partners Plans, we provide services to individuals who are eligible for benefits through our participation in the HealthChoices Medical Assistance program (Health Partners), Medicare Advantage (Health Partners Medicare) and the Children's Health Insurance Program, known as CHIP (KidzPartners).

For Health Partners, provider payments are made at the lesser of billed charges or Medical Assistance rates unless otherwise contracted. For KidzPartners (CHIP) and Health Partners Medicare, payments are made at the lesser of billed charges or Health Partners Plans fee schedules. In either case, we consider such remittance to be payment in full.

Note: Do not bill Health Partners (Medicaid) members for services.

Health Partners members are never responsible to pay participating providers any amount for covered medical services, other than approved copayment amounts as part of the member's benefit package.

If you are participating in the Medical Assistance Program you may NOT seek reimbursement from the member for a balance due unless it is for a non-compensable service or one beyond his/her covered limits and the member is told by the provider, in writing, BEFORE the service is rendered.

If the member is dually eligible (Medicare/Medicaid) or has other insurance coverage, and the claim is for a coinsurance or deductible amount, please be aware that Health Partners Plans reimburses these amounts up to the applicable contracted or statutory limits.

Provider Reimbursement

The following sections provide an overview and guidelines for the reimbursement methods and requirements utilized at Health Partners Plans.

Primary Care Physician (PCP) Capitated Services

The following primary care services are covered under capitation:

- Office Visits
- Routine EKG and interpretation
- Venipuncture
- Vision screening for children
- Fitting and prescribing of family planning methods

- Local treatment of burns
- 24-hour per day, 7-day per week telephone coverage
- Telephone consultations
- Coordination of access to secondary, tertiary and specialty services

Note: All capitated services must be reported to Health Partners Plans on a CMS-1500 form or via electronic submission.

PCP Fee-for-Service Reimbursement (Bill-aboves)

PCPs are also eligible for compensation above capitation for certain services, as listed below:

- Suturing of minor wounds
- Removal of benign lesions
- Nail trimming and debridement, avulsion of nail plate
- Nebulizer treatment
- Audiometry/Tympanometry
- Administrations of immunizations (must bill related immunization code to receive payment)
- Inpatient visits to a hospital, skilled nursing facility, or rehabilitation facility
- Home visits
- Childhood (ages 0-20) weight management services (CPT codes 96150-96154, S9470, and T1015) and nutritional counseling (S9470)
- EPSDT visits (use appropriate preventive E&M code with EP modifier)
- Normal newborn care (Circumcision, inpatient newborn care, attendance at delivery)
- Lead screening
- Diabetes self-management training (G0108 & G0109).
- Smoking and tobacco use cessation

Note: Reimbursement for all non-capitated services requires completion of either the CMS-1500 form or electronic submission.

Additional Compensation for PCPs (Medicaid Only)

For the Health Partners Medicaid program, certain immunizations, pediatric preventive services and hospital visits to newborns are eligible for additional compensation to primary care physicians without further authorization from Health Partners Plans. Reimbursement for these immunizations and hospital visits is based on the completion and submission of the following form(s):

- **EPSDT Encounter**

Providers should report the appropriate level Evaluation and Management CPT code, plus CPT code EP Modifier and all immunization CPT codes to properly report an EPSDT claim. Without this required coding, Encounters (claim services) will not be able to be reported to the Department of Human Services (DHS). If the encounter is unable to be reported, the provider may be subject to retraction of payments made for these services.

- **Administration of immunizations when participating in the Vaccines for Children Program.**

Fee-for-Service Providers

All specialists and PCPs on a fee-for-service agreement are compensated based on the then prevailing or contracted rates. For KidzPartners, this includes reimbursement for childhood immunizations. Examples of fee schedules are available on request through the Provider Services Helpline (see the [Contact Information](#) section starting on page 1.13). ALL services must be reported to Health Partners Plans on a CMS-1500 form or via electronic submission in an ASC X12N-837 P format, using current HIPAA-standard coding. All facility services must be reported to Health Partners Plans on a UB-04 form.

Missed Appointments (Medicaid Only)

According to Pennsylvania Department of Human Services Medical Assistance Bulletin 99-11-14, a provider is not permitted to bill a member for a missed appointment. According to the Centers for Medicare & Medicaid Services (CMS), a missed appointment is not a distinct reimbursable Medicaid service, but a part of the provider's overall cost of doing business. As such, it is included in the MA rate and providers may not impose separate charges on Medicaid recipients. State Medicaid programs, including Pennsylvania's MA Program, must comply with the CMS policy on this subject; therefore MA enrolled providers who render services to MA recipients may not bill recipients for missed appointments.

PCP Referrals, Authorizations & Encounter Data

The following sections provide guidelines for referring members to specialist services, obtaining authorization for those services when necessary and accurately recording member encounters.

PCP Referrals: Medicaid and CHIP

PCP referrals are not required for Health Partners Plans Medicaid and CHIP members for any service, including influenza and pneumococcal vaccines and women's routine and preventive services (e.g., mammography screenings). This change went into effect in April 2015. However, it is extremely important for specialists to keep the member's assigned PCP informed of all care they are rendering to their member, so the PCP has the opportunity to best manage the member going forward. Having all current procedure and outcome information will be critical to the approach the PCP takes in managing the member.

It is the responsibility of the rendering provider to verify eligibility prior to rendering care to a Medicaid or CHIP member and to verify authorization requirements prior to rendering any procedure.

The PCP is still asked to serve as the gate keeper. When coordinating care, the PCP should direct the member to a specialist who they believe can assist with the care needed. Health Partners Plans realizes that PCPs may occasionally need to direct members to a non-participating provider for some need or service not available through a participating provider. However, we require prior authorization before services can be rendered by a non-participating provider. If the PCP does not obtain prior authorization, reimbursement will be denied to the specialist.

If a member is not eligible with Health Partners Plans Medicaid or CHIP on the date of service, the physician will not be paid. To be sure, log on to HP Connect at <https://hpconnect.alderaplatform.com/> or call Health Partners Plans (see the [Contact Information](#) section starting on page 1.13) before the service is rendered.

The specialist is able to provide consultation and any additional services required to treat the condition for which the member was directed. If the additional services being ordered require prior authorization it is the specialist's responsibility to obtain the prior authorization.

If the specialist identifies the need to direct the member to another specialist, the PCP should be contacted to maintain a role in the member's care and should always be given the opportunity to communicate with all treating specialists related to the care of the member.

In accordance with Pennsylvania law and the Department of Human Services requirements, Health Partners Plans will maintain procedures by which a member with a life-threatening degenerative or disabling disease or condition shall, upon request, receive an evaluation to determine if the member qualifies to select a specialist to act as his/her Primary Care Physician. This evaluation will include a written letter of medical necessity from the specialist and a determination by the Medical Director. If the specialist is designated as the primary care provider, he/she must be credentialed as a PCP.

PCP Referrals: Medicare

PCP referrals are not required for Health Partners Plans Medicare products. It is extremely important for specialists to keep the member's assigned PCP informed of all care they are rendering to their member, so the PCP has the opportunity to best manage the member going forward. Having all current procedure and outcome information will be critical to the approach the PCP takes in managing the member.

The PCP is still asked to serve as the gate keeper. When coordinating care, the PCP should refer the member to a specialist who they believe can assist with the care needed. Health Partners Plans realizes that PCPs may occasionally need to direct members to a non-participating provider for some need or service not available through a participating provider. However, we require prior authorization before services can be rendered by a non-participating provider. If the PCP does not obtain prior authorization, reimbursement will be denied to the specialist.

The specialist is able to provide consultation and any additional services required to treat the condition for which the member was directed. If the additional services being ordered require prior authorization it is the specialist's responsibility to obtain the prior authorization.

It is the responsibility of the rendering provider to verify eligibility prior to rendering care to a Medicare member and to verify authorization requirements prior to rendering any procedure.

If a member is not eligible with Health Partners Plans Medicare on the date of service, the physician will not be paid. To be sure, log on to HP Connect at <https://hpconnect.alderaplatform.com/> or call Health Partners Plans (see the [Contact Information](#) section starting on page 1.13) before the service is rendered.

Member Encounters

Health Partners Plans PCPs, specialists, Ambulatory Surgical Centers, ancillary and allied health providers must provide encounter data for professional services on properly completed CMS-1500 forms or electronic submission in an ASC X12N 837P format for each encounter with a Health Partners Plans member. All providers must submit this form within 180 days following the encounter date or payment will be denied. PCPs must report encounter data associated with EPSDT screens of Medicaid members within 180 days from the date of service.

Claim Billing Instructions

Health Partners Plans is required by State and Federal regulations to capture specific data regarding services rendered to its members. All billing requirements must be adhered to by the provider in order to ensure that required data is captured, and that claims are processed in an accurate, timely manner.

Important Note for Medicaid Claims

Health Partners Plans is required to submit to the Department of Human Services (DHS), the Commonwealth of Pennsylvania department responsible for administering Medicaid, all necessary data that characterizes the context and purpose of each encounter between a Medicaid enrollee and a physician/practitioner, supplier or other provider. State regulation requires services to Medical Assistance recipients be rendered by providers participating in Medicaid, except in emergent or urgent situations. It is the responsibility of all providers enrolled in Medicaid to ensure that the information they supply to DHS (e.g., address information) is correct and kept up to date. DHS now uses encounter data to develop risk-adjusted ratings that tie to reimbursement for Managed Care Organizations (MCO). A provider's failure to submit complete, accurate and timely encounter data to Health Partners Plans as required may result in actions by Health Partners Plans including, but not limited to, payment delay or no payment at all, as well as possible exclusion from the network.

Billing Requirements and Guidelines

A mission of Health Partners Plans is to ensure timely and accurate claims processing. To that end, this section is intended to provide guidance to Provider Billing Offices so that complete and precise medical claim filing for payment consideration can be accomplished. These guidelines do not, however, supersede any regulatory or contractual requirements published in legally binding documents or notices.

Capitated, as well as fee-for-service claim (encounter) data, specifically the diagnosis and treatment codes, is used by DHS to develop a risk-adjusted reimbursement rate. DHS will reimburse Medicaid MCOs according to the level of illness experienced by and service rendered to their members. As an extension, reimbursements to providers from Medicaid Managed Care Organizations will become dependent upon the quality of the data used in this reimbursement methodology. A provider's failure to submit to Health Partners Plans complete and timely encounter data, coded to the highest level of specificity, will have costly long-term effects. It is important that providers file all claims and encounters as required. Failure to do so could result in possible exclusion from the network.

Preventable Serious Adverse Events

Medical Directors will not approve services that are deemed harmful to our members, are of inferior quality, or are medically unnecessary (as may be the case with a serious and clearly preventable adverse event). In addition, based on CMS guidelines, financial compensation for any and all services rendered as a result of, or increased by, a preventable serious adverse event will be withheld or recovered.

Initial Claim Submission Procedures

Health Partners Plans has specific, established requirements for filing a notice of claim. These requirements include that the notice of a claim be valid and complete, furnished within a prescribed time, and be delivered to the correct business address. Failure to comply with any of these requirements shall constitute a bar to filing a claim and shall preclude payment. To be accepted as a valid claim, the submission must:

- Be submitted on a standard current version of a CMS-1500, CMS-1450/UB-04 or in the ANSI X12-837 electronic formats (current version). Claim forms should not be photocopied versions. Paper claims must be submitted on original Red and White forms.
- Contain appropriate, current information in all required fields
- Be a claim for a plan member eligible at the time of service
- Be a claim for a provider properly established on Health Partners Plans' processing system for the time period and location (site) billed
- Be an original bill
- Contain correct current coding, including but not limited to CPT, HCPCS, modifier, DRG, Revenue and ICD-10 codes

- Not be altered by handwritten additions or corrections to procedure/service codes and/or charges
- Be printed with dark enough ink to be electronically imaged if submitted as a paper claim
- Be received within 180 days from the date of service as measured by the date stamp applied by a Health Partners Plans representative who has agreed to and has the authority to accept claims at a Health Partners Plans business address by the system receipt date if filed as a paper claim through the correct claim post office box; or, by system receipt date after passing via an electronic data interchange gateway and through Health Partners Plans' claim validation front-end editing
- For providers reimbursed on a CMS Medicare payment methodology (e.g., OPSS, IPPS, CMS Fee Schedules), providers must follow CMS' published billing requirements and specifications when submitting claims to HPP. In addition to the requirements set forth in this Provider Manual, Provider must also include all claims information required by traditional Medicare under the provider's applicable contracted payment methodology.

Provider Numbers and Set Up

All providers billing for services, whether participating or non-participating, must be established on the Health Partners Plans processing system with effective dates coinciding with the dates of services billed.

Non-Par Providers

Non-participating providers, whether rendering emergency services or prior authorized and approved treatment, must provide the following information to be established on the Health Partners Plans system:

- W-9 tax form
- Pennsylvania Medicaid Provider Identification Number (in-state, Health Partners Plans Medicaid providers only)
- State Medical License Number and Expiration Date
- NPI (National Provider Identification) Number
- Provider Specialty
 - Specialist should declare their specialty
 - Facility

- Allied Health Provider
- Ancillary Health Care Provider (Home Health, DME, Transportation)

Note: Non-participating provider services (except for emergency services) require prior certification by calling Health Partners Plans Inpatient Services or Outpatient Services (see the [Contact Information](#) section starting on page 1.13).

To be established as a non-participating provider on the Health Partners Plans, please send the required information listed above to:

Mail to:

Health Partners Plans
Attn: Provider Reimbursement & Administration
901 Market Street
Suite 500
Philadelphia, PA 19107

Fax to:

215-967-4486
Attn: Provider Reimbursement & Administration

Participating Providers

Participating providers must be contracted and credentialed by Health Partners Plans. For electronic claim submission Providers must bill with their individual and billing NPI numbers or their claims will be denied.

Claim Mailing Instructions

For Health Partners Plans (Medicaid, CHIP & Medicare) claims should be mailed to:

Health Partners Plans
P.O. Box 981744
El Paso, TX 79998-1744

For electronic claims use payer ID #80142.

For claims reconsiderations (all lines of business):

Health Partners Plans

Claims Reconsiderations

901 Market Street, Suite 500

Philadelphia, PA 19107

Claim Filing Deadlines

Health Partners Plans allows 180 calendar days from the date of service or discharge date to submit and have accepted a valid initial claim.

A claim must be accepted as valid (as proven by entry into the Health Partners Plans claims processing system and assignment of a claim control number) to be considered filed. Paper claim submissions that cannot be entered into the claim processing system because of invalid member, provider or coding information are returned to the provider with a rejection notice (form letter or insert) explaining the reason for rejection.

Electronic claim submissions are rejected on electronic submission/error reports. The submission/error report(s) a provider's office receives depends on the billing service and/or electronic interchange vendor used. Because Health Partners Plans uses Change Healthcare as the gateway for all electronic submissions from other billing services and/or electronic interchange vendors, an acknowledgement of all claims accepted through Change Healthcare and submitted to Health Partners Plans is generated, as well as a first level rejection report of those claims not passing Change Healthcare edits. Once the Change Healthcare edits are passed, Health Partners Plans' system edits for member, provider and coding information, and these edits generate a second level of acceptance and/or error reports. Providers should check with their billing service and/or electronic interchange vendor to fully understand how the Health Partners Plans specific information is being provided.

During the 180-calendar day initial filing period, a provider may resubmit a non-accepted (invalid or EDI rejected) claim as often as is necessary to have it accepted. It is the provider's responsibility to ensure their claims are accepted. Once an initial claim is accepted, any subsequent (repeat) filing, regardless if it is paper or electronic, will deny as a duplicate filing. The initial claim, however, will be processed.

If the claim does not appear on an Explanation of Payment within 45 calendar days of submission as paid, denied or as a duplicate of a claim already under review, and no rejection notice has been received, the provider must pursue the claim status to ensure it was accepted.

Claim status can be confirmed by calling the Provider Services Helpline at **215-991-4350** or **1-888-991-9023** or by accessing HP Connect at <https://hpconnect.alderaplatform.com/>.

An inquiry does not extend or suspend the timely filing requirement.

If, after resubmission, another 45 calendar days pass without the claim appearing on the Explanation of Payment (even as a duplicate denial), the provider should contact Health Partners Plans to discuss what could be preventing the claim from being accepted.

Claims that have been adjudicated (paid or denied) cannot currently be re-filed as though they were initial, unprocessed claims. Re-filing a previously adjudicated claim will cause automatic denial as a duplicate submission. To contest an incorrectly processed claim, see the [Claims Inquiries and Reconsiderations](#) section on page 11.26.

Filing Period Exceptions

The only exceptions to the 180-calendar day filing period are:

- If the delay was caused by a third-party resource filing. Third-party resource claims must be submitted within 60 calendar days of the initial determination notification from the primary carrier.
- If Health Partners Plans' Enrollment department verifies a problem determining a member's eligibility.
- Non-par Medicare providers must submit claims within 395 days of the date of service.

Claim Form Filing Requirements

Claim form completion requirements for both CMS-1500 and UB-04 forms are on pages [11.28](#) and [11.323](#), respectively, of this chapter. Each field is listed by number and includes a description of the data needed along with an "R", "C" or "O" field code.

"R" (required). If the field is coded "R" (required) the data must be completed on every form submitted. If the field is not complete or contains invalid data, the claim will not be considered for payment.

"C" (conditional). If a field is coded "C" (conditional), the data is required only for claims submissions where the field is directly related to the billed services for that record type.

However, if the information is not included but is applicable to the billed services, the claim will

not be considered for payment. Only claims completed as outlined will be eligible for payment consideration.

“O” is optional. A field coded “O” is optional.

Common Reasons for Claim Rejections or Denials include but are not limited to:

— **Incorrect Member Identification number.**

Do not use the Medicaid ACCESS card number when submitting claims. Use of this number will cause a claim rejection. Until DHS has assigned a permanent Medical Assistance number, newborn claims may be billed using their temporary Health Partners Plans identification number, which is usually Mother’s identification plus a ‘Z’ and a number at the end. This identification number will be provided by Health Partners Plans when the provider obtains the authorization. Providers must validate that the newborn’s permanent identification number has not been assigned before billing. Once the permanent number is assigned, claims will reject if submitted under the temporary number.

— **Incorrect Provider Identification number.**

For electronic and paper claims a provider must use both the individual and the billing NPI number. If these numbers have not been established on the Health Partners Plans processing system it may cause a provider to appear as non-participating, thus requiring authorization for services. Without an authorization, or a valid legacy provider number all claims will be denied.

— **Authorization and claim service dates do not match.**

Providers are responsible for communicating all service dates, beginning/admission through ending/discharge. If the scheduled service date is canceled or rescheduled, providers must call Inpatient Services or Outpatient Services to update the authorization to reflect the change. Any service dates not included in the authorization will be denied.

— **Invalid procedure and/or diagnosis codes.**

Claims must be coded with the most current procedure and diagnosis codes at the highest level of specificity. Unless claims are properly and completely coded, they will be rejected if invalid or denied if obsolete.

— **Unlisted Procedure Codes.**

Unlisted and miscellaneous codes do not provide the description of a specific procedure or service, Health Partners Plans (HPP) requires that the service reported by the unlisted procedure code be identified when clinical information is provided.

For any unlisted procedure codes, please be sure to attach the following supporting documentation:

- Cover letter that is concise and outlines the procedure / service being reported with the unlisted procedure code.
- Operative report or office notes that describe services performed that support medical necessity of the procedure.
- Determine an appropriate comparable procedure and identify differences between it and the new procedure you have performed. Include these differences in your cover letter.

Providers should consider what type of information would best help HPP understand what exactly is being billed. If HPP has any further questions about the service or item, additional information may be requested.

Examples of unlisted procedure codes:

- 21299 Unlisted craniofacial and maxillofacial procedure
- 37799 Unlisted procedure, vascular surgery

Be sure to report the appropriate unlisted code for the category/type of procedure performed. For example, report an unlisted laparoscopy procedure of the esophagus with 43289 *Unlisted laparoscopy procedure, esophagus*, not 43499 *Unlisted procedure, esophagus*.

— **Directing care to non-participating providers.**

Except for emergency services, all non-participating providers require prior authorization. (Please call Health Partners Plans Inpatient and Ancillary Services.) Without proper authorization nonparticipating provider claims will be denied.

— **Health Partners Plans billed as primary when other insurance exists.**

Providers must verify coverage every time a member is seen for services. Health Partners Plans can be contacted to review other insurance information on file. If Health Partners Plans is billed before the primary carrier has made a determination, the claim will be denied.

- **Explanation of Payments/Benefits (EOP/EOB) from primary insurers not submitted for secondary payment.**

Health Partners Plans will only pay up to our allowable fee schedule or contracted rate, minus what the primary payer did or would have paid for example deductibles, co-payments, or co-insurance as demonstrated on the EOP attachment. The claim will be denied until the required EOP information is submitted.

- **Member benefit limitation has been exceeded.**

Certain benefit packages have limitation to the number of services allowed. Health Partners Plans will only pay for those services covered under their respective benefit package and will only reimburse the allowable portion of the claim, i.e., coinsurance and deductible.

Electronic Data Interchange (EDI)

Health Partners Plans offers providers the speed, convenience and lower administrative costs of electronic claims filing or Electronic Data Interchange (EDI). EDI, performed in accordance with nationally recognized standards, supports the healthcare industry's efforts to reduce administrative cost. The plan uses Change Healthcare Transaction Services (also may be known as NEIC, ENVOY, WebMD ENVOY, or Emdeon) as our claims clearinghouse.

The benefits of billing electronically include:

- Reduction of overhead and administrative costs.
 - EDI eliminates the need for most paper claim submissions.
- Faster transaction time for claims submitted electronically.
 - An EDI claim averages about 24 to 48 hours from the time it is sent to the time it is received by Health Partners Plans. Many electronically submitted claims, because of the “clean data” embedded within the claim, can be auto-adjudicated.
- Validation of data elements on the claim form.
 - By the time a claim is successfully received electronically, information needed for processing has been pre-screened for required elements and, if passed, will be accepted as submitted. This reduces the chance of data entry errors that occur when completing paper claim forms.

For all claims (837Institutional and 837Professional) submitted electronically through the Change Healthcare clearinghouse, Health Partners Plans can electronically return detailed status information through Change Healthcare.

The status message will show which claims were accepted, rejected and/or pending, and provide the amount paid on the submitted claim once it has been finalized. It is the Provider's responsibility to monitor all reports of electronic submissions to assure that claims are accepted. Please contact your billing software vendor for additional information regarding all available reports.

To take advantage of EDI, providers should contact their billing software vendor and request that Health Partners Plans claims be submitted directly through the Change Healthcare claims clearinghouse. Or, billing software vendors may be able to submit claims through their current clearinghouse and request forwarding to Change Healthcare. (Providers who are already Change Healthcare submitters, but who do not receive Change Healthcare claim status reports, should contact their software vendor.) If you require assistance with electronic filing contact Health Partners Plans at EDI@hpplans.com.

EDI Claim Filing Requirements

Health Partners Plans Payer ID Number is **80142** for all lines of business.

Claims transmitted electronically must contain all of the required data elements identified within the 837 (Professional and Institutional) Claim Filing Companion Guide found at www.HealthPartnersPlans.com and click **Info for Providers >HIPAA Connect >HIPAA Companion Guides**. Change Healthcare or any other EDI clearinghouse or vendor may enforce additional, allowable data record requirements.

In order to send claims electronically to Health Partners Plans, all EDI claims must be forwarded through Change Healthcare. This can be completed through any EDI clearinghouse or vendor.

Change Healthcare validates against HIPAA-required Transaction Code Set edits, allowable Change Healthcare proprietary specifications, and allowable Health Partners Plans specific requirements. Claims not meeting the required HIPAA or Change Healthcare edits are immediately rejected and sent back to the sender via the RPT 05 Provider Daily Statistics report. This report details the rejected claims and the error explanation. Claim records that do not pass these required edits are considered invalid and will be rejected as never received at the plan. In these cases, the claim must be corrected and resubmitted within the required filing deadline of 180 calendar days from the date of service.

Change Healthcare accepted claims are tracked on the RPT04 Daily Acceptance Report by the provider. This is a list of claims passed to Health Partners Plans, but not necessarily accepted by Health Partners Plans. If there are providers or members not found, or other allowable edits due to invalid claim data, these claims may be rejected by Health Partners Plans.

Providers should pay close attention to the RPT11 Unprocessed Claims Report because it is the notification report that identifies claims that are not accepted in the Health Partners Plans system. This report is a critical part of the workflow in that it contains the reason these claims were not accepted. Claim records that do not pass Health Partners Plans required edits are considered invalid and will be rejected as never received at the plan. In these cases the claim must be corrected and resubmitted within the required filing deadline of 180 calendar days from the date of service.

Providers are responsible for verification that EDI claims are accepted by Change Healthcare and by Health Partners Plans. Acknowledgement reports, claim acceptance reports, error reports for rejected claims, and unprocessed claim reports that are received from Change Healthcare directly or other contracted billing or gateway vendors must be reviewed and validated against transmittal records daily.

If a provider is submitting claims through a billing company or single source (such as a hospital EDI Unit handling all specialty department billing), and that billing company or single source is combining all records into one daily file when sending electronic submissions to Change Healthcare, any acknowledgement or rejection reports may also be combined. It is the responsibility of the billing company or single source to separate those errors and work them with each respective provider or medical department. Health Partners Plans' EDI team can see all errors that are reported on the RO59 Unprocessed Claim Report and that the rejection occurred, but can do no more to help with the flow of information at the provider's end.

EDI Exclusions

Certain claims may not be submitted through electronic billing. The exclusions fall into two categories:

- **Excluded Providers**

Providers or vendors who are not contracted with Change Healthcare (Their claims are not transmitted through Change Healthcare).

- **Excluded Claims**

Claims requiring supportive documentation or attachments such as invoices (until further notice, these claims must be submitted on paper).

Early Periodic Screening, Diagnosis & Treatment Reporting (Medicaid)

Early Periodic Screening, Diagnosis and Treatment (EPSDT) reports are filed for all members from the time of birth until 21 years of age. Completion of a claim form documenting any encounter, whether the service is prepaid (capitated) or fee-for-service, is a mandatory requirement, not an option.

The PCP of a member under the age of 21 years should perform and report EPSDT screens and appropriate immunizations or make arrangements for EPSDT screens to be performed elsewhere. These screens must be in accordance with the schedule developed by DHS and recommended by the American Academy of Pediatrics. As per the EPSDT guidelines, providers must advise members to obtain the appropriate dental services, contact Health Partners Plans Healthy Kids Unit (**1-866-500-4571**) to coordinate dental appointments and document the dental referral on the claim.

Health Partners Plans providers may use the CMS-1500 form or file an electronic claim to report EPSDT activity. Dental referrals (YD) should be keyed in the IOD field of the claim. Health Partners Plans relies on receipt of thoroughly completed CMS-1500 forms to obtain useful aggregate information about overall delivery of preventive care.

To properly report an EPSDT claim, PCPs should report:

- The appropriate level Evaluation and Management CPT code with the modifier EP, plus CPT code EP Modifier.
- Age-Appropriate Evaluation and Management Codes (as listed on the current EPSDT Periodicity Schedule and Coding Matrix).

For the latest EPSDT Periodicity Schedule and Coding Matrix please refer to the most recent DHS bulletin, titled "*Revisions to the Early and Periodic Screening, Diagnosis and Treatment (EPSDT) Program Periodicity Schedule (99-15-07)*". We have included a link to this bulletin (which includes a copy of the most current EPSDT Periodicity Schedule and Coding Matrix) in the Clinical Info section of our website (www.healthpartnersplans.com) and a copy of the EPSDT Periodicity Schedule and Coding Matrix in the [Appendix \(Chapter 15\)](#) of this manual.

When making a dental referral a provider must submit a remark code of YD on the claims. If submitting a CMS1500 form the YD should be placed in field 10D. If submitting electronically the YD code is placed in 2300NET01.

All EPSDT documentation is required as a permanent part of the member's medical record.

Benefits for Pregnant Women (Medicaid Only)

Certain limitations on the number of services or applicability of copayments do not affect pregnant women. Women who are confirmed to be pregnant are eligible for comprehensive medical, dental, vision and pharmacy coverage with no copayments or visit limits during the term of their pregnancy, and until 60 days postpartum. These services include expanded nutritional counseling and smoking cessation services. However, services which are not covered under a pregnant woman's HealthChoices Benefit Package (HCBP) are also NOT covered, even while pregnant. For a fuller description of the benefits for pregnant women, please see [HP Benefits During and After Pregnancy](#) on page 4.7.

To ensure that a claim be processed without a service limitation, providers must bill with a pregnancy indicator on the claim.

Notes on Copayments

Copayments for services are summarized in the benefits chapters. Services may not be denied to any Medical Assistance recipient on the basis of an inability to collect a copay at the time of service.

Copayments that are due but not paid should be indicated on the claims as follows:

Copayments that are due (but not paid)	
CMS-1500	Box 24H code 11
UB92/UB04	Condition code/indicator, Y3
837-I	2300 Loop, HI, 01, qualifier BG , data element Y3 . The condition code/indicator is Y3 .
837-P	2300 Loop, NTE 01= ADD and NTE 02 = VC11 to indicate copay not collected.
NCPDP	N/A

Physician Administered Drugs and Biologicals

In accordance with the Department of Human Services Operations Memorandum (#10/2013-012), if a claim type is an 837P or 837I Outpatient, and the payment is based upon a HCPCS code such as a J-code or Q-code, the drug must be submitted with the NDC code along with the units dispensed.

For all Health Partners Plans products, Hospitals must follow CMS requirements for billing 340B modifiers under the hospital outpatient prospective payment system. All claims for drugs and biologicals purchased through the federal 340B Discount Drug Program must be billed on a separate claim line with the appropriate 340B modifier (i.e. “JG” or “TB”). Hospitals that participate in the 340B Program must maintain documentation in accordance with CMS requirements and comply with applicable reporting requirements.

Depending on the provider’s contract with Health Partners Plans, the reporting of 340B modifiers may impact fee schedule allowances or be collected for informational purposes only.

Coordination of Benefits

Coordination of Benefits (COB) procedures are used by insurers to avoid duplication of benefits when a person is covered under more than one insurance plan. A coordination of benefits clause in either plan prevents double payments by making one plan the primary payer of benefits.

Health Partners Plans’ Medical Assistance plan is **payer of last resort**, thus is secondary payer to all other forms of health insurance, Medicare, or other types of coverage.

Copayment, Coinsurance and Deductibles

Providers are advised NOT to collect any copayments, coinsurance, or deductibles at the time of service for a Health Partners (Medicaid) member who has other coverage (making Health Partners Plans the secondary payer). Providers must consider payment from all sources in accordance with their payer contracts before determining if there is ever any member liability. If Health Partners Plans is the secondary payer, the member, as a Medicaid recipient, never has payment liability unless the service is a non-covered service, and the member has been notified in writing and in advance of the service of their liability for payment.

Note: Services may not be denied to any Medical Assistance based on inability to collect a copay at the time of service.

After the primary payer has made a claim determination, a secondary claim and the primary carrier's Explanation of Payment should be submitted to Health Partners Plans for consideration. Please use the post office box established for claims with attachments. HIPAA required Transaction Code Standards apply to electronic secondary claims.

Once the Health Partners Plans allowed amount is reached by payment from either/or both payers, the provider is considered "**paid in full**" under the Health Partners Plans contract or negotiated fee arrangements. No additional money (copayment, coinsurance, or deductible) can be collected from the member. Any money collected from the member that exceeds Health Partners Plans' allowable amount must be immediately returned to the member. To collect money from a member exceeding what is owed under a Medicaid contract or fee arrangement violates Medicaid regulations and Pennsylvania statutes.

Members enrolled in KidzPartners may not be enrolled in any other health insurance program. If a KidzPartners member presents with other active insurance a Provider should verify eligibility with the other payer, collect applicable copays and submit the claim to the other insurer. The Provider should notify Health Partners Plans of the insurance by calling the Provider Services Helpline at **215-991-4350** or **1-888-991-9023** or sending in the Explanation of Payment (EOP) from the other insurer. Health Partners Plans' Enrollment department will determine the effective dates of the other insurance and contact the member if there is termination in coverage. Providers are prohibited from billing our dual eligible (Medicare-Medicaid) members for any Medicare cost-sharing for Part A & B services. Providers should bill any Medicare cost-sharing to the member's assigned Community HealthChoices (CHC) plan.

Preventive Pediatric Care Exception

With the exception of preventive pediatric care, if other coverage is available, the primary plan must be billed before [Health](#) Partners Plans will consider any charges. Preventive pediatric care is paid regardless of other insurance.

Primary Insurance Explanation of Payment (EOP)

After all other primary and/or secondary coverage has been exhausted; providers should forward a secondary claim and a copy of the Explanation of Payment (EOP) from the other payer to Health Partners Plans. Secondary claims may also be filed electronically following the HIPAA compliant transaction guidelines.

- A timely submission for a claim with other insurance reported is 60 days from the EOP paid date. Provider appeals must also be submitted within 180 days of the HPP denial date.
- When a claim is submitted without an Explanation of Payment (EOP), Denial Letter, Exhaustion of Benefits, Payout sheet, or other valid primary insurance documentation, the claim will be denied for lack of an EOP. Documentation submitted by the provider with incomplete or incorrect primary information such as member, provider, paid date, date(s) of service, services rendered, billed charges, payment, denial code(s) and denial reason(s) will be denied for incomplete EOP.
- When other insurance information is obtained from a provider, it should include the other insurance member identification number for outreach to the primary insurance to flag the member's record with the appropriate coverage information.

Health Partners Plans Coordination of Benefits Method

Health Partners Plans (HPP) will coordinate benefits to pay up to Health Partners Plans' Medicaid fee schedule allowable or otherwise contracted rate (for example, primary insurance coinsurance, deductible and/or co-payment) not to exceed HPP's allowance. The total payment (HPP and other carrier) must not exceed HPP's allowance.

HPP will coordinate benefits as follows:

- If the primary insurer has paid up to or more than the Health Partners Plans allowed amount, no additional payment will be made.
- The primary pays less than Health Partners Plans would have paid as primary, HPP pays as secondary the amount applicable to the primary member's coinsurance, deductible and/or co-payment not to exceed the difference between the HPP allowable and primary paid.
- The primary pays less than Health Partners Plans and there is no member coinsurance/copayment and/or deductible, HPP pays as secondary up to our allowable (the difference between the HPP allowable and primary paid).
- The primary denies the service for reasons other than failure to adhere to the carrier's timely filing or utilization management requirements, then HPP will consider the service as primary. Providers must comply with all applicable Health Partners Plans authorization requirements when Health Partners Plans assumes primary responsibility.

Provider Failed to Adhere to Guidelines

Claims that could have been paid by a primary carrier but were denied because the provider failed to adhere to that carrier's claim filing or utilization management requirements, will not

be considered by Health Partners Plans. Unless an allowed amount from the primary carrier is present on the Explanation of Benefits and payment was not issued because of reasons other than the provider's error, Health Partners Plans will not assume the primary insurer responsibility.

If a primary payer denies payment due to the provider's failure to follow that Plan's utilization management processes or claim filing procedures, Health Partners Plans will also deny that claim unless payment is required by regulation, statute, or contract. If Health Partners Plans is required to issue payment even though the primary payer denies the claim, the most Health Partners Plans is obligated to pay is the amount that would have been paid as secondary payer. If the claim is denied by both the primary payer and Health Partners Plans, the member has no liability to pay copayment, coinsurance, or deductible

Authorization Requirements for COB

Providers must comply with all applicable Health Partners Plans authorization requirements when Health Partners Plans assumes primary responsibility.

Third Party Liability (TPL)

Third Party Liability refers to another entity that is responsible for the payment of medical expenses. That entity is usually another health insurer but could be auto or casualty insurer responsible for coverage related to an accident.

Third Party Liability relates to automobile insurance and personal injury insurance coverage (homeowners, business liability insurance, etc.). Should a provider render services for injuries resulting from an accident, the automobile or other liability carrier(s) should be billed as primary. If Health Partners Plans is billed and pays inappropriately as primary, the rights of recovery fall to DHS. The provider is required by regulation to return these incorrect payments to DHS.

Third Party Liability also relates to personal injury legal actions brought by a member against a liable party to recover losses. Providers should bill medical insurers for all services even if the member intends to bring a lawsuit. Providers should not hold bills expecting to file against any legal settlement or with insurers after judgment. If Health Partners Plans is billed and pays as primary, and the member succeeds in their legal action, the right of subrogation to recover for medical losses falls to DHS. DHS may place a lien against any judgment handed down compensating the member, thus shifting the cost of the member's medical losses to the liable party.

Note: Members enrolled in KidzPartners may not be enrolled in any other health insurance

program.

Third Party Liability Resource Information

DHS provides Health Partners Plans with Third Party Liability Resource information files on all Medical Assistance recipients. Health Partners Plans uses DHS's resource information as a base for other insurance coverage. If, however, evidence of other insurance is discovered and validated by Health Partners Plans, this information will be added to the Health Partners Plans system and relayed to DHS. All information on the Health Partners Plans file is available to the providers by calling Health Partner Plans' Provider Services Helpline. If, while providing medical services, the provider learns about third-party resources that do not appear on the member's information file or that resources on the file are no longer effective, he/she is required to report the information to Health Partners Plans.

Providers who receive payment from both Health Partners Plans and a carrier who was primary to Health Partners, and find they are in an overpayment situation, should return Health Partners Plans' payment per Medicaid regulatory requirement. If Health Partners Plans discovers overpayment to a provider, the provider must comply with HealthPartners Plans' recovery efforts.

Overpayments

Providers who participate with Health Partners must participate in the Medical Assistance (MA) Program. Providers who participate in Medical Assistance enter into a written provider agreement with the State of Pennsylvania and must adhere to the MA Regulations. Under MA Regulation, (55 Pa. Code § 1101.69), a provider who is overpaid on a claim is obligated to reimburse the excess payment. This Regulation applies to money paid by the State or by Health Partners Plans, as one of the state contracted MCO. Providers who participate in Health Partners Plans' CHIP program must adhere to federal regulations relating to overpayments. Under Federal Regulations (42CFR489.21, 42CFR489.40 and 42CFR489.41), a provider who is overpaid is obligated to reimburse the excess payment.

There is no time limitation for requesting reimbursement of overpayments from providers receiving State or Federal Funds. Health Partners Plans (Medicaid and CHIP programs), however, follow the same recovery time period guidelines for non-fraud related claims as are adopted by the Department of Human Services: two years from the date of payment notice.

Provider **known** overpayments should be returned to:

Health Partners Plans
Attn: Finance-Cash Receipts
901 Market Street, Suite 500

Philadelphia, PA 19107

If Health Partners Plans discovers an overpayment, recovery will be initiated and will be reflected on the provider's current Explanation of Payment. If the amount owed Health Partners Plans by a provider exceeds the amount of money to be paid within a payment cycle(s), an Explanation of Payment(s) will not generate until the credit balance is cleared. Once the amount owed is offset by current payments, the retractions and the offsetting payments will generate on the most current Explanation of Payment.

Retroactive Disenrollments and Recovery

Health Partners (Medicaid) and KidzPartners (CHIP) members are occasionally retroactively disenrolled. When this occurs, any premiums paid to Health Partners Plans are retracted by DHS or the Pennsylvania Insurance Department. Therefore, since Health Partners Plans received no

revenue to offset the member's medical expenses, Health Partners Plans is under no obligation to pay for such services. When this happens, claim payments to providers will be retracted for services occurring within the retro-disenrollment period.

Correct Coding Intervention

Health Partners Plans applies correct coding standards that integrate nationally accepted guidelines including Current Procedural Terminology (CPT) logic as documented by the American Medical Association, and Correct Coding Initiatives (CCI) and post-operative guidelines as outlined by the Centers for Medicare & Medicaid Services to review claim submissions.

Codes determined to be included in or incidental to another procedure will be replaced with the more comprehensive code. Invalid codes that have been superseded with a current code may be replaced. If, however, there is any doubt about how to correct the coding, the claim will be denied for invalid coding, allowing the provider to take corrective action and re-file the claim. Pertinent modifiers must be used to communicate bilateral and repeated procedures performed on the same day.

Both the originally submitted code and the more accurate code will appear on the processed claim. The originally submitted code will have no payment. The new code will have payment, if appropriate. An explanation of the coding modifications will be clearly documented on the Explanation of Payment.

Interest Payment

Under Pennsylvania law (Act 68), Health Partners Plans is required to pay 10% per annum interest on clean claims; uncontested portions of a contested claim that are not paid within forty-five (45) days of receipt; and after ninety days (90) days from date of receipt for a clean or not clean claim. A clean claim is defined as a healthcare service claim for payment that has no defect or impropriety. A defect or impropriety includes, but is not limited to, the lack of required substantiating information or a particular circumstance requiring special treatment which prevents timely payment from being made on the claim. Claims from a healthcare provider who is under investigation for fraud or abuse regarding those claims are outside the definition of clean claims.

Forty-five (45) days is measured on an initial submission from the date of receipt by the health plan to the date of the check issuing payment or the date of electronic fund transfer. If a paid claim is re-adjudicated, a new 45-day period begins on the date additional information

prompting the re-adjudication is received by HealthPartners Plans. Only additional monies paid are subject to interest calculation. If a claim or portion of a claim is contested (not paid) by Health Partners Plans, then overturned and paid, interest will be calculated on the amount subsequently paid, beginning from the date additional information prompting the re-adjudication was received by Health Partners Plans.

Under Act 68, interest may be calculated and paid as a separate check issued outside the claim payment and remit process or may be included as part of the claim payment. Interest owed of less than \$2.00 on a single claim does not have to be paid. If more than \$2.00 interest payment is owed, but not received via the claim payment and remit or via a separate check within 30 days after claim payment, providers should contact the Provider Services Helpline. For more information, refer to the [Contact Information](#) section starting on page 1.13.

False Claims Act and Self-Auditing

Identifying and reporting fraud, waste and abuse is everyone's responsibility. Health Partners Plans takes this very seriously and holds all employees, members, and providers accountable for reporting all concerns of fraud, waste and abuse.

Providers in our network are responsible for auditing themselves and reporting any findings that would have resulted in an overpayment or underpayment to them. You can find self-auditing protocols on the U.S. Department of Health and Human Services (HHS) website at oig.hhs.gov/compliance/self-disclosure-info/protocol.asp, or on the Pennsylvania Department of Human Services (DHS) website at <https://www.dhs.pa.gov/about/Fraud-And-Abuse/Pages/MA-Provider-Self-Audit-Protocol.aspx>.

The Pennsylvania Medical Assistance (MA) Provider Self-Audit Protocol allows for providers to report non-fraudulent overpayments and to return that money without DHS seeking damages.

The Office of Inspector General (OIG) Provider Self-Disclosure Protocol allows providers to self-disclose fraud, and that the OIG has implemented some benefits for providers to do so: Potentially receiving a lower multiplier on single damages which would normally be required in resolving a Government-initiated investigation.

The False Claims Act is the single most important tool U.S. taxpayers have to recover the billions of dollars stolen through fraud by U.S. government contractors, including Medicare and Medicaid providers, every year. Under the False Claims Act, those who knowingly submit or cause another person or entity to submit false claims for payment of government funds are liable

for three times the government's damages plus civil penalties of \$5,500 to \$11,000 per false claim.

If you wish to report Medicare or Medicaid fraud or suspicious activity, please call the Health Partner Plans SIU Hotline at 1-866-477-4848, the CMS Medicare Hotline Number at 1-800-MEDICARE(1-800-633-4227), or the Department of Human Services Medicaid Hotline at 1-844-DHS-TIPS (1-866-379-8477).

Claim Inquiries and Reconsiderations

The procedures for inquiring about the status of claims or to request reconsideration of a payment decision are provided in the section below.

Claim Inquiries

All telephonic claim inquiries are directed through Health Partners Plans at **1-888-991-9023**. Providers may verify the following over the telephone:

- claim status
- payment amount
- check date and number
- denial and denial reason

Providers can also check claim status via Health Partners Plans provider portal at HealthPartnersPlans.com/ProviderPortal.

Claim Reconsiderations

A provider can request a reconsideration determination for a claim that a provider believes was paid incorrectly or denied inappropriately, whether the result of a provider billing error or a Health Partners Plans processing error. Providers have three options to request a reconsideration of a claim.

- Telephone
- Written Correspondence
- Provider Portal

Whichever method is used, a claim reconsideration request must be received within 180 calendar days from the date of the Explanation of Payment (EOP) advising of the adjudication decision.

Claim reconsideration requests should include a copy of the Health Partners Plans EOP and documentation supporting the assertion that the claim was paid incorrectly or why the denial should be overturned. Other important points to remember:

- If the claim involves other insurance, information regarding the member's primary insurance coverage, including a copy of the primary EOP/EOB must be provided.
- If the claim was denied for lack of an authorization or services not matching the authorization, the provider must contact the appropriate utilization management area to address the authorization problem and, only when resolved, submit a claim reconsideration request.
- If the claim was denied because the provider is non-participating and lacked authorization, and the provider believes he or she is participating, there may be a problem with credentialing. Health Partners Plans must be contacted and this issue resolved before the claim can be reconsidered. Please contact Health Partners Plans for assistance at **215-991-4350** or **1-888-991-9023** to verify provider identification numbers. Claims denied because the requested authorization or level of care was not approved constitute a medical necessity disagreement.

Appeals for denials of Inpatient authorizations should be mailed to:

Health Partners Plans

Attn: Inpatient Provider Appeals

901 Market Street, Ste 500

Philadelphia, PA 19107

All other written requests for reconsideration are directed through the Claim Services department. For prompt handling, reconsiderations should be sent to:

Health Partners Plans

Attn: Claim Reconsideration

901 Market Street, Ste 500

Philadelphia, PA 19107

The provider will be advised of the claim reconsideration outcome, generally within 30-45 calendar days of the date the written request was received by Claim Services. Claims that are overturned and have payment issued will appear on the provider's EOP and no other notice will be provided. If the original denial is upheld, the provider will be sent a form letter advising of the right to dispute and appeal the outcome.

Providers may also submit requests through the HP Connect provider portal. To request assistance with access to HP Connect, providers may call Health Partners Plans at **1-888-991-9023** or **215-991-4350**.

**Figure 11A: Sample CMS-1500 Form
(Version 8-05 New Form)**

HEALTH INSURANCE CLAIM FORM
APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12

1. MEDICARE MEDICAID TRICARE CHAMPVA GROUP HEALTH PLAN FECA BENEFIT OTHER 1a. INSURED'S ID NUMBER (For Program in Item 1)

2. PATIENT'S NAME (Last Name, First Name, Middle Initial) 3. PATIENT'S BIRTH DATE MM DD YY SEX M F 4. INSURED'S NAME (Last Name, First Name, Middle Initial)

5. PATIENT'S ADDRESS (No., Street) 6. PATIENT RELATIONSHIP TO INSURED Self Spouse Child Other 7. INSURED'S ADDRESS (No., Street)

CITY STATE 8. RESERVED FOR NUCC USE CITY STATE

ZIP CODE TELEPHONE (Include Area Code) ZIP CODE TELEPHONE (Include Area Code)

9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial) 10. IS PATIENT'S CONDITION RELATED TO: 11. INSURED'S POLICY GROUP OR FECA NUMBER

a. OTHER INSURED'S POLICY OR GROUP NUMBER a. EMPLOYMENT? (Current or Previous) YES NO b. INSURED'S DATE OF BIRTH MM DD YY SEX M F

b. RESERVED FOR NUCC USE b. AUTO ACCIDENT? YES NO PLACE (State) c. OTHER CLAIM ID (Designated by NUCC)

c. RESERVED FOR NUCC USE c. OTHER ACCIDENT? YES NO d. INSURANCE PLAN NAME OR PROGRAM NAME

d. INSURANCE PLAN NAME OR PROGRAM NAME 10a. CLAIM CODES (Designated by NUCC) e. IS THERE ANOTHER HEALTH BENEFIT PLAN? YES NO If yes, complete items 9, 9a, and 9d.

12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE (I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either to myself or to the party who accepts assignment below.) 13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE (I authorize payment of medical benefits to the undersigned physician or supplier for services described below.)

SIGNED DATE SIGNED

14. DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY (LMP) MM DD YY QUAL. 15. OTHER DATE MM DD YY 16. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION FROM MM DD YY TO MM DD YY

17. NAME OF REFERRING PROVIDER OR OTHER SOURCE 17a. NPI 17b. NPI 18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES FROM MM DD YY TO MM DD YY

19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC) 20. OUTSIDE LAB? YES NO \$ CHARGES

21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY (Relate ICD-9-CM to service line below (24E)) ICD-9-CM A. B. C. D. 22. RESUBMISSION CODE ORIGINAL REF. NO.

E. F. G. H. I. J. 23. PRIOR AUTHORIZATION NUMBER

24. A. DATE(S) OF SERVICE From MM DD YY To MM DD YY B. PLACE OF SERVICE C. EMB D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) E. DIAGNOSIS POINTER F. \$ CHARGES G. DAYS OR UNITS H. ICD-9-CM I. QUAL. J. RENDERING PROVIDER ID, #

1 2 3 4 5 6

25. FEDERAL TAX ID NUMBER SSN/EIN 26. PATIENT'S ACCOUNT NO. 27. ACCEPT ASSIGNMENT? YES NO 28. TOTAL CHARGE \$ 29. AMOUNT PAID \$ 30. Avail for NUCC Use

31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.) 32. SERVICE FACILITY LOCATION INFORMATION 33. BILLING PROVIDER INFO & PH # ()

SIGNED DATE a. NPI b. NPI

NUCC Instruction Manual available at: www.nucc.org PLEASE PRINT OR TYPE APPROVED OMB-0938-1197 FORM 1500 (02-12)

**Figure 11B: Billing Requirements for CMS-1500 Form
(Version 8-05 New Form)**

Field	Field Description	R (Required) C (Conditional) O (Optional)
1a	Health Partners Plans ID number	R
2	Patient name (last name, first name, middle initial)	R
3	Patient's birth date and sex	R
4	N/A (Same as field #2)	R
5	Patient complete address and telephone number	R
6	Patient's relationship to insured	R
7	N/A (Same as field #5)	C
8	Patient's status	C
9	Other insured information	C
10	Is patient condition related to: a. Employment? b. Auto accident? c. Other accident?	R R R
11	Insured's policy group or FECA number	C
11a	Insured's date of birth	C
11b	Employer's name or school name	C
11c	Insurance plan or program name	C
11d	Is there another health benefit plan?	R
12	Patient's or authorized person's signature	R
13	Insured's or authorized person's signature	C
14	Date of current illness, injury, pregnancy	C
15	Date of same or similar illness	C

**Figure 11B: Billing Requirements for CMS-1500 Form
(Version 8-05 New Form)**

Field	Field Description	R (Required) C (Conditional) O (Optional)
16	Dates patient unable to work in current occupation	C
17	Name of referring physician	C
17a	Other referring ID number (must be reported with one of the NUCC qualifiers)	C
17b	NPI (the referring HIPAA NPI number)	C
18	Hospitalization dates related to current services	C
19	Medical License Number	R
20	Outside lab?	C
21	Diagnosis code(s) relate items to 24c by procedure line	R
22	Medicaid resubmission code (original DCN adjustments)	C
23	Prior authorization number	C
24a	Date(s) of service	R
24b	Place of service	R
24c	EMG	C
24d	Procedures, services, or supplies/modifiers	R
24e	Diagnosis pointer	R
24f	Charges	R
24g	Days or units	R
24h	EPSDT (family plan)	C
24i	Rendering provider other ID number (must be reported with one of the NUCC qualifiers)	C
24j	Rendering provider NPI ID number	C

**Figure 11B: Billing Requirements for CMS-1500 Form
(Version 8-05 New Form)**

Field	Field Description	R (Required) C (Conditional) O (Optional)
25	Federal tax ID number	R
26	Provider's patient account number	C
27	Accept assignment (assumed yes by Health Partners Plans contract)	C
28	Total charge	R
29	Amount paid	C
30	Balance due	C
31	Signature of physician or supplier	R
32	Service facility location information	C
32a	NPI number of the service facility location	C
32b	Other ID number (must be reported with one of the NUCC qualifiers)	C
33	Billing provider name, address, zip code, and phone number	R
33a	Billing/Group NPI	R
33b	Non-NPI—Other ID number (must be reported with one of the NUCC qualifiers)	O

Figure 11D: Billing Requirements for UB-04 Claim Form
 (“R” is Required / “C” is Conditional / “O” is Optional)

Field	Field Description	Inpatient	Outpatient
1	Provider name, address and telephone, county code	R	R
2	Pay-to name, address, pay-to ID	O	O
3a	Patient control number	R	R
3b	Medical record number	R	R
4	Type of bill	R	R
5	Federal tax number	R	R
6	Statement coverage period	R	R
7	Unlabeled	O	O
8a	Patient ID	O	O
8b	Patient name	R	R
9	Patient address and county code	R	R
10	Patient date of birth	R	R
11	Patient sex	R	R
12	Admission date of service	R	R
13	Admission hour	R	C
14	Type of admission/visit	R	C
15	Source of admission	R	R
16	Discharge hour	R	C
17	Patient discharge status	R	R
18-28	Condition codes	R	R
29	Accident state	C	C
30	Unlabeled	O	O
31-34	Occurrence code/date	C	C
35-36	Occurrence span code and dates	C	C

Figure 11D: Billing Requirements for UB-04 Claim Form
 (“R” is Required / “C” is Conditional / “O” is Optional)

Field	Field Description	Inpatient	Outpatient
37	Unlabeled	O	O
38	Responsible party name/address	R	R
39-41	Value codes and amounts	C	C
42	Revenue code	R	R
43	Revenue description	R	R
44	CPT/HCPC Code, Modifier (if applicable) and Charge Amount	C	R
45	Service date	N/A	R
46	Units of service	R	R
47	Total charges by revenue code category	R	R
48	Non-covered charges	O	O
49	Unlabeled	O	O
50a	Payer name – primary	R	R
50b	Payer name – secondary	C	C
50c	Payer name – tertiary	C	C
51	Health Plan ID (Health Partners Provider ID)	O	O
52	Release of information certification number	R	R
53a	Assignment of benefits - primary	R	R
53b	Assignment of benefits - secondary	R	R
53c	Assignment of benefits - tertiary	R	R
54	Prior payment - payer and patient (a-c)	C	C
55	Estimated amount due	R	R
56	NPI billing provider (HIPAA provider number)	R	R
57	Non-NPI - Other ID number billing provider (must be reported with one of the NUCC qualifiers)	O	O

Figure 11D: Billing Requirements for UB-04 Claim Form
 (“R” is Required / “C” is Conditional / “O” is Optional)

Field	Field Description	Inpatient	Outpatient
58	Insured's name	R	R
59	Patient's relationship	R	R
60	Insured's unique ID (Health Partners ID number)	R	R
61	Insured's group name, if applicable	C	C
62	Insured's group number	C	C
63	Treatment authorization code	R	R
64	Document control number	C	C
65	Employer name	C	C
66	DX version qualifier (ICDv)	C	C
67	Principal diagnosis code	R	R
67a-q	Other diagnosis	C	C
68	Unlabeled	O	O
69	Admitting diagnosis code	R	N/A
70	Patient's reason for visit code	C	C
71	PPS code - DRG code	R	C
72	External cause of injury code	C	C
73	Unlabeled	O	O
74a-e	Other procedure code/dates	C	C
75	Unlabeled	O	O
76	Attending NPI qualifier/ID number (first field NPI, second field qual + ID)	R	R
77	Operating physician NPI qualifier/ID number (first field NPI, second field qual + ID)	C	C
78	Other - qualifier/NPI qualifier/ID	C	C
79	Other - qualifier/NPI qualifier/ID	C	C

Figure 11D: Billing Requirements for UB-04 Claim Form (“R” is Required / “C” is Conditional / “O” is Optional)			
Field	Field Description	Inpatient	Outpatient
80	Remarks	O	O
81	Code-code-qualifier/code/value	C	C

R=Required C=Conditional

Explanation of Payment (EOP)

This statement reports fee-for-service payments to providers, including PCPs, specialists, ancillaries and hospitals. (It does not report payments for capitated services.) The EOP reports claim charges that are paid or denied, and the reason for the payment or denial. The EOP also shows any coordination of benefits payments, any adjustments or interest payments, as well as the provider NPI and Health Partners Plans legacy identification numbers. Additionally, the EOP indicates claims that have been modified to reflect correct coding as determined by Correct Coding Initiative and/or American Medical Association guidelines. Please visit www.changehealthcare.com for additional information regarding your EOP.

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Chapter 12

Complaints, Grievances and Appeals

Purpose: This chapter provides guidelines for understanding the complaint, grievance and appeal procedures used at Health Partners Plans.

Topics: Important topics from this chapter include:

- Provider Disputes/Appeals
- Provider Initiated Member Grievances and Appeals
- Medicaid Member Complaint & Grievance Process
- CHIP Member Complaint & Grievance Process
- Medicare Member Grievance & Appeal Process

Overview

Health Partners Plans provides several types of appeals to providers who are dissatisfied with our decisions. Depending on the nature of the issue, providers may be able to choose between more than one available appeal avenue. This chapter of the Provider Manual describes appeal options. Appeal options include:

- Appeals of Inpatient Utilization Review
- Provider Quality of Care Sanctions and Appeals (see [Provider Quality of Care Sanctions and Appeals](#) on page 8.9)
- Health Partners Plans Provider Dispute and Appeal Process. This process may not be used to appeal decisions that regard medical necessity, or provider sanctions.
- Provider-Initiated Member Grievances (Act 68)
- With the member's consent, a provider may appeal (grieve) a Health Partners Plans decision on behalf of the member. A provider who pursues this appeal process may not additionally use the informal dispute resolution process described in Section V to appeal the same matter.

Provider Dispute & Appeal Process (Medicaid Only)

This Provider Dispute & Appeal Process is available only for the Health Partners (Medicaid) plan, and may not be used for any issues concerning medical necessity decisions, nor for provider sanctions (see [Provider Quality of Care Sanctions and Appeals](#) on page 8.9). This process allows for informal and formal processes for settlement of Provider Disputes and ensures equitability for all providers. Provider Appeal decisions are reported to the appropriate internal business areas. Provider terminations are reported to the Department of Human Services.

A Provider Dispute is a written communication to Health Partners Plans from a Medicaid provider expressing dissatisfaction with a decision (other than a medical necessity decision or a provider sanction) that directly impacts the provider. The three matters that providers may bring through Health Partners Plans' Provider Dispute & Appeal process are as follows:

- Provider credentialing denial by the plan;
- Provider termination action by the plan; and
- Provider claim denials (for reasons other than medical necessity).

Providers are encouraged to follow the Claim Reconsideration process for quick resolution to billing and payment errors (see the [Claim Reconsiderations](#) on page 11.26). Providers may, however, access the Dispute & Appeal Process for initial claim denials. If a provider chooses to use the Dispute & Appeal Process for initial claim denials, the Dispute & Appeal Process filing deadlines apply, and the Claim Reconsideration process is no longer available as a resolution process. Further, any initial claim denials presented through the Claim Reconsideration process that result in continued provider dissatisfaction may be presented through the Dispute & Appeal Process. The Dispute & Appeal Process filing deadlines apply. The Provider Dispute & Appeal Process provides for the settlement of applicable issues as follows:

Disputes

Providers have the right to file a dispute regarding provider credentialing denial, provider termination, and claim denials (including denied payment for services already rendered). Providers have thirty (30) calendar days from the date of the written notice (credentialing denial, termination or claim denial) from Health Partners Plans to file a dispute. All disputes must be in writing and mailed to:

Health Partners Plans
Attn: Complaints, Grievances & Appeals Unit
901 Market Street, Suite 500
Philadelphia, PA 19107

A provider representative (e.g., co-worker, friend, the provider's attorney, etc.) can assist the provider in filing a dispute. If a provider representative files a dispute on behalf of a provider, the provider must provide Health Partners Plans with written authorization stating that said provider representative may act on the provider's behalf. The provider is given ten (10) calendar days to provide the proper authorization for said provider representation. The dispute process begins the date upon which the written authorization from the provider is received by Health Partners Plans' Complaints, Grievances & Appeals (CG&A) Unit.

1st Level Dispute Process (Informal)

The initial dispute is a 1st Level Dispute. After Health Partners Plans' Complaints, Grievances & Appeals Unit receives the request for the dispute process by the provider or the provider representative, Health Partners Plans will initiate the 1st Level Dispute panel. The panel will consist of at least one person who has the authority, training and expertise to address and resolve provider dispute issues. The 1st Level Dispute panel has thirty (30) calendar days from the date

of receipt of the 1st Level Dispute request to investigate and render a decision. The Complaints, Grievances & Appeals Unit has five (5) business days from the date of the 1st Level Dispute panel's resolution to forward the decision notification letter to the provider.

If the provider is dissatisfied with the decision, the provider may appeal the dispute to Health Partners Plans' 2nd Level Dispute (Internal Appeal) process.

2nd Level Dispute Process (Internal Appeal/Formal)

Following resolution of his/her 1st Level Dispute, a provider has the right to file a 2nd Level Dispute (Appeal). The 2nd Level Dispute (Appeal) by the provider is due within thirty (30) calendar days of the date of the 1st Level Dispute decision notification letter. All 2nd Level Disputes (Appeals) must be in writing and mailed to:

Health Partners Plans
Attn: Complaints, Grievances & Appeals Unit
901 Market Street, Suite 500
Philadelphia, PA 19107

The Complaints, Grievances & Appeals Unit will appoint a 2nd Level Dispute review committee that shall:

- include healthcare providers/peers not employed by Health Partners Plans, comprising at least one-fourth (1/4) of the membership of the committee;
- include committee members who have the authority, training and expertise to address and resolve Provider Disputes (Appeals);
- have access to data necessary to assist committee members in making decisions;
and
- document meetings and decisions of the committee.

Prior to the 2nd Level Dispute (Appeal) hearing, Health Partners Plans will send a letter to the provider informing him/her of his/her right to appear before the 2nd Level Dispute (Appeal) panel. The provider's authorized representative (if applicable) also has the right to be present at the 2nd Level Dispute (Appeal) hearing. The provider must give the name of the provider representative to Health Partners Plans at least two (2) business days prior to the 2nd Level Dispute (Appeal) hearing. Additionally, the same rules apply for appointing a provider representative as described above in this "Disputes" section.

The 2nd Level Dispute (Appeal) panel has thirty (30) calendar days from the date of receipt of the 2nd Level Dispute (Appeal) request to hold a hearing and render a decision. The CG&A Unit has five (5) business days from the date of the 2nd Level Dispute (Appeal) panel's resolution to forward the decision notification letter to the provider. The decision of the 2nd Level Dispute (Appeal) Committee is final and binding.

Provider Dispute & Appeal Process for Suspensions/ Terminations/Non-Renewal of Physician Contract (Medicaid & Medicare)

In-network providers that participate with the Health Partners Plans for both Medicaid and Medicare lines of business or MEDICARE ONLY and are suspended, terminated or denied re-credentialing have the following appeal rights:

First Level Provider Appeal

- An appeal must be filed in writing by the provider or the provider's representative (with written permission of the provider) in order for the Complaints, Grievances and Appeals Unit to process the request as a written appeal.
- The provider may submit any material related to the appeal to Health Partners Plans within ten (10) calendar days of Health Partners Plans receipt of the appeal. Health Partners Plans will send the provider an acknowledgment letter within five (5) business days of receiving the Appeal.
- Health Partners Plans has thirty (30) calendar days from the date the Appeal was received, to investigate, hold a Provider Appeal hearing and render a decision in the case.
- The majority of the Provider Appeal hearing panel members will consist of peers of the affected physician.
- Health Partners Plans has five (5) business days after the Provider Appeal hearing panel makes the decision to forward a decision notification letter to the provider.
- If the decision is upheld, the provider has no further Medicare appeal rights and the decision is final and binding.
- The provider can file and 2nd level appeal for the Medicaid line of business only. Please refer to the Medicaid [2nd Level Dispute Process \(Internal Appeal/Formal\)](#) on page 12.4 for further details.

Provider-Initiated Member Grievances & Appeals

This information pertains to Health Partners (Medicaid) and KidzPartners (CHIP) members. With the written permission of the member, providers have the right to appeal on behalf of the member. While a provider may request the member's written consent prior to treatment, he or she may not (as a condition of treatment) require that the member sign a document authorizing the provider to file a grievance.

Applicable regulations provide specific requirements and time frames that must be adhered to. When the member gives the provider permission to file a grievance or appeal, the provider must assure timely compliance with the requirements, since he or she has assumed the member's grievance and appeal rights. The member, however, may rescind consent at any time.

When the provider initiates a member grievance or appeal, he or she may not bill the member for the services that are the subject of the grievance until an external grievance review has been completed, or unless the member has rescinded the consent. Health Partners (Medicaid) members may never be billed or balance billed for covered services.

In situations where the provider is prohibited from billing the member, or if the provider chooses to never bill the member for the services being grieved, he or she may drop the grievance. The provider must notify the member or the member's legal representative in order to do so.

A member may ask another person to serve as his/her representative in the appeal process. This person is then termed the "member's representative." If the representative is a healthcare provider, the provider must have the member's written consent to file/pursue a grievance or appeal. This consent must be obtained prior to the onset of the grievance process, and documentation of member consent must be submitted with the request. Either the member or the member's legal representative may provide this consent.

The written consent giving a provider authority to file/pursue a grievance or appeal as the member's representative must contain each of the following:

- The member's name, address, date of birth, and plan identification number
- When the member is a minor or legally incompetent: the name, address and relationship to the member of the person signing the consent on behalf of the member
- The name, address and identification number of the healthcare provider who is obtaining consent from the member
- The name and address of the plan that will receive the grievance or appeal

- A description of the specific service(s) (whether coverage was provided or denied) that the consent will apply to
- The signature and date of signature of the member, or (if a minor or legally incompetent) the member's legal representative; and the signature and date of signature of a witness

The written consent must also include the following statements:

- The member or member's legal representative may not file a grievance or appeal about the service(s) listed in the consent form unless the member or member's legal representative rescinds the consent in writing. The member or member's legal representative has the right to rescind this consent at any time during the grievance or appeal process.
- If the provider fails to file the grievance or appeal, or does not continue to pursue the grievance or appeal through the second-level review process, the consent of the member or member's legal representative will be rescinded automatically.

The member (or the member's legal representative, if the member is a minor or legally incompetent) has read (or has been read) this consent document, and has had it explained to his/her satisfaction. The member or member's legal representative understands the information in the member's consent form.

A member may rescind his/her consent at any time throughout the grievance and appeal process. If the member rescinds consent, he/she may continue the grievance from the point at which consent was rescinded. A member may not file a separate grievance or appeal on the same matter. If a member files a grievance or appeal, he/she may, at any time during the grievance or appeal process, choose to give consent to a healthcare provider to continue the grievance or appeal on behalf of the member. A member's legal representative may similarly exercise these member rights.

Please note that, if a provider uses the following process, he or she may not also use the informal dispute resolution process described under Appeals of Inpatient Utilization Review Decisions to appeal the same matter.

Under Pennsylvania Code Title 28, chapter 9- 9.706 (c) (g), (c), once a healthcare provider assumes responsibility for filing a grievance, the healthcare provider may not bill the enrollee or the enrollee's legal representative for services provided that are the subject of the grievance until the external grievance review has been completed or the enrollee or the enrollee's legal representative rescinds consent for the healthcare provider to pursue the grievance. If the healthcare provider chooses never to bill the enrollee or the enrollee's legal representative for the services provided that are the subject of the grievance, the healthcare provider may drop the grievance with notice to the enrollee and the enrollee's legal representative in accordance with subsection (g).

Subsection (g) reads as follows:

(g) The provider, having obtained consent from the enrollee or the enrollee's legal representative to file a grievance, shall have 10 days from receipt of the standard written UR denial and any decision letter from a first, second or external review upholding the plan's decision to notify the enrollee or the enrollee's legal representative of its intention not to pursue a grievance.

Grievances (Act 68) (Medicaid and CHIP only)

When Health Partners Plans denies, decreases, or approves a service or item different than the service or item requested because it is not medically necessary, a written grievance may be filed by the member, member's legal representative, or healthcare provider or other member's representative (with the appropriate written consent of the member) to request that Health Partners Plans reconsider its decision. Specifically, a decision may be grieved that:

- Denies or provides limited authorization for a requested service, including its type or level.
- Reduces, suspends or terminates a service that was previously authorized.
- Denies the requested service and approves an alternative.
- Denies payment, fully or in part, for a service, based on lack of medical necessity.

Provider-Initiated Member Grievances

The member, or member's representative, or provider (with member's written consent) must file the grievance within 60 days from the date of receipt of notification about the decision. In order to initiate a grievance on behalf of a member, the provider must submit the member's written consent with the request for a grievance. This member consent must be obtained prior to the onset of the grievance process.

A provider appealing with consent of the member should send the written grievance to:

Health Partners Plans

Attn: Complaints, Grievances & Appeals Unit
901 Market Street, Suite 500
Philadelphia, PA 19107

When a grievance is received, Health Partners Plans issues a written confirmation to the member, the member's representative (if designated), and the provider (if the provider has filed

the grievance with member consent). The letter will provide additional information about the grievance review process, including:

- Classification of the matter as a grievance versus a complaint. The member, member's representative, or provider may question this classification by contacting the Pennsylvania Department of Health.
- The right of the member to appoint a representative to act on his/her behalf at any time during the internal grievance process.
- The ability of the member, member's representative, or provider that filed the grievance (with member consent) to review information related to the grievance upon request. They may also submit additional information to Health Partners Plans for consideration.
- The right of the member or member's representative to request that a Health Partner Plans staff member (who has not participated in the utilization management decision) help prepare the first-level grievance, at no charge.
- Notice that the member, member's representative, and provider will be given 10 days written, advance notice of the scheduled review, and that they have the right to attend and participate.

Health Partners Plans will consider the member's access to transportation, as well as any disabilities or language barriers, and will make reasonable accommodation to permit the member, member's representative, and the provider to participate, in person, by conference call, or by videoconference. When the member, member's representative, or the provider cannot attend the review in person, Health Partners Plans will provide the opportunity to communicate with the committee by other appropriate means, such as telephone and videoconference.

A committee made up of three (3) or more individuals whose members have not been involved in any prior decision and are not the subordinates of an individual involved in any prior decision regarding the grievance will provide the grievance review. A licensed physician or an approved licensed psychologist (practicing in the same or similar specialty that would typically consult on the healthcare services in question) will be a committee member. Other appropriate providers may participate in the review but the licensed physician must decide the grievance. At least one third of the grievance review committee may not be employees of Health Partners Plans or a related subsidiary or affiliate.

Health Partners Plans will provide the member, member's representative, or provider that filed a grievance with member consent access to all information about the matter being decided. Health Partners Plans will allow for written information or other additional material to be introduced in

support of the grievance. The member, member's representative, or provider may directly voice the remedy or corrective action which they are asking of Health Partners Plans.

Grievance review attendance is limited to these people:

- Review committee members who are not employees of Health Partners Plans
- Appropriate plan representatives
- The member or the member's representative(s), including legal representation and/or any attendant necessary for the member's participation in and understanding of the proceedings
- The provider who grieved the matter with the member's consent
- Any pertinent witnesses

All persons attending this meeting will need to identify themselves and their role in the grievance process for the member and any representatives for the member that are present. The committee will base the review decision on the materials and testimony presented during the review meeting only. Committee members may not discuss the case prior to the review meeting. Committee members must attend the review meeting in person, or participate actively by telephone or videoconference (and have an opportunity to review any information introduced at the review meeting prior to voting), or they may not vote. An attorney may represent the committee's interests at the review meeting, but may not argue the plan's position or represent its staff. A summary of the meeting's proceedings will be produced from an electronic recording. This summary will become part of the grievance record, and will be included in the information the plan sends if there is a request for an external grievance review.

Health Partners Plans will reach a decision and notify the member, member's representative, and provider within 30 days from receiving a grievance. A 14-day extension may be requested by the member, member's representative, or the provider who filed the grievance with written consent of the member. This notice will include the basis for the decision, and will explain how to request a Fair Hearing from the Department of Human Services (DHS), an external review of the decision by the Department of Health (DOH), or both a request for a Fair Hearing and a request for an external review of the decision. The notice will specifically include:

- A statement of the matter reviewed by the committee.
- The specific reasons for the committee's decision.
- Corresponding provisions that were the basis for the decision, and how to obtain copies of any documents used.

- The scientific or clinical judgment behind the decision.
- Information on how to file a Fair Hearing from the Department of Human Services (DHS), an external review of the decision by the Department of Health (DOH), or both a request for a Fair Hearing and a request for an external review of the decision.

The member may ask for an external review of the decision by the Department of Health (DOH) within fifteen (15) days from receipt of the decision. The member may file a request for a DHS Fair Hearing within one hundred twenty (120) days from the mail date on the written notice of decision.

Expedited Grievances

If the member's life, health or ability to regain maximum function would be jeopardized by delay caused by the standard review process, an Expedited Grievance may be filed. The member, member's representative, or provider (with written consent of the member) may file this request by calling Health Partners Plans.

To obtain an expedited review, Health Partners Plans must be provided with written certification from the member's physician that the member's life, health, or ability to regain maximum function would be jeopardized by delay. This certification must include the physician's clinical rationale and facts that support his/her opinion. The certification must include the provider's signature. If the provider certification is not included with the request for an expedited review, Health Partners Plans must inform the member that the provider must submit a certification as to reasons why the expedited review is needed and why the grievance cannot be processed within the standard thirty (30) day time frame.

The expedited grievance will be put into writing. A committee of three or more people, including a licensed doctor and a Health Partners Plans member, will review the grievance. The licensed doctor will decide the expedited grievance with help from the other representation on the committee. No one on the committee will have prior involvement with the grievance. The expedited grievance process will follow the process described above under Provider-Initiated Member Grievances (Act 68 Process), with these exceptions:

- A 48-hour time frame of receiving the provider certification or seventy-two (72) hour timeframe of receiving the Member's request for an expedited review applies, whichever is shorter.

- If the member cannot attend the hearing in person due to the short time frame, the hearing may be held by telephone or videoconference. In this case, all information presented will be read into the record.
- If the member cannot be provided with a copy of the report of the same or similar specialist prior to the expedited hearing, Health Partners Plans may read the report into the record at the hearing, and provide a copy of the report to the member at that time.
- To allow Health Partners Plans to conform to the time requirements of this section, it is the responsibility of the member, member's representative, or provider to provide information to the plan in an expedited manner.

Health Partners Plans will conduct an expedited internal review and issue a decision within either forty-eight (48) hours of receiving the Provider certification or seventy-two (72) hours of receiving the Member's request for an expedited review, whichever is shorter, unless the time frame for deciding the expedited Grievance has been extended by up to fourteen (14) days at the request of the Member. The decision notice to the member, member's representative or provider will state the basis for the decision and include any clinical rationale. It will also give the procedure for requesting an expedited external review and, if applicable, a DHS Fair Hearing. (Fair Hearings are not available in the CHIP program.) The member, member's representative or provider (with written consent of the member) has two business days from receipt of the expedited grievance decision to request an expedited external review. The member may file a request for a DHS Fair Hearing within one hundred twenty (120) days from the mail date on the written notice of Health Partners Plans' expedited Grievance decision.

If an expedited external review is requested, Health Partners Plans will submit a request to the Pennsylvania Department of Health by fax and telephone within 24 hours of receiving a request from the member, member's representative or provider with member's written consent. The Department of Health will assign a certified review entity (CRE) to the case within one business day of receiving the expedited review request. The CRE will make a decision within two business days following its receipt of the case file.

When the expedited external grievance is requested by a provider, both Health Partners Plans and the provider must establish escrow accounts in the amount of half the expected cost of the review. If the CRE's decision is then against the provider in full, the provider shall pay all fees and costs associated with the external grievance. If the CRE's decision is against the plan, in full or in part, Health Partners Plans will pay the fees and costs associated with the external grievance review, regardless of who initiated it.

External Grievances

A member, member's representative or provider with written consent of the member may request an external review following denial of a second-level grievance. Act 68 provides for the following external grievance process standards:

Within fifteen (15) days of receiving the grievance review decision, the member, member's representative or provider who filed the grievance may file a request with Health Partners Plans for an external review. If this request is filed by a provider, he or she must provide the name of the member and a copy of the member's written consent for the provider to file the external grievance.

Within five (5) business days of receiving the request, Health Partners Plans will notify the Pennsylvania Department of Health (DOH), the member and the provider that an external grievance review request has been filed. Health Partners Plans' notification to DOH shall be by phone and fax, and include a request for DOH to assign a certified review entity (CRE). DOH is responsible for notifying the provider or member about the assigned CRE, including its name, address and phone number, within two (2) business days. When the external grievance is requested by a provider, both Health Partners Plans and the provider must establish escrow accounts in the amount of half the expected cost of the review.

Within fifteen (15) days of the request for external review, Health Partners Plans will submit the case file to the designated CRE. The plan will also send the provider or member a list of all the documents sent to the CRE. Within sixty (60) days of filing the request for an external grievance review, the CRE will review the case and issue a written decision. The CRE will send its decision to the member, member's representative, provider, plan, and DOH.

Following the CRE's decision, Health Partners Plans will authorize the healthcare service(s) and pay the claim(s) found by the CRE to be medically necessary and appropriate. Despite authorization(s)/payment(s), Health Partners Plans (or the member, member's representative or provider with written consent of the member) may still appeal the CRE's decision to a court of competent jurisdiction. If the CRE's decision is against the provider in full, the provider shall pay all fees and costs associated with the external grievance. If the CRE's decision is against the plan, in full or in part, Health Partners Plans will pay the fees and costs associated with the external grievance review, regardless of who initiated it.

Sanctions and Appeals

In certain situations, a provider may be subject to review and sanctions by Health Partners Plans' Quality Management Committee. The provider has certain appeal rights concerning these Quality Management Committee decisions. For more information, see the [Provider Quality of Care Sanctions and Appeals](#) section on page 8.9.

Provider Complaint Procedure

A credentialed provider may initiate a complaint against Health Partners Plans (for issues other than denial of credentialing, claims payment, or provider termination) by contacting the Provider Services Helpline at **1-888-991-9023** (see the [Contact Information](#) section starting on page 1.13). All provider complaints requiring follow-up action will be documented on a Provider Issue form. Each complaint must be addressed within seven (7) business days.

Binding Arbitration Hearing

The dispute will be referred to arbitration before a panel comprised of three (3) individuals. Both the provider and Health Partners Plans will select one panel representative each, within 10 working days of receipt of the request for arbitration. The two panel representatives will then select a third panel representative to create the three-person arbitration board. If the two representatives cannot agree on the third representative within 14 days of the request for selection, the third panelist shall be drawn by lot from two candidates (one selected by the provider and one selected by Health Partners Plans).

Upon selection of the third arbitrator, the arbitration board must issue its decision as expeditiously as possible in accordance with the procedures of the American Arbitration Association for handling such matters. Matters concerning level of care/placement decisions shall be reviewed and decided by the panel immediately. The arbitration proceeding will be conducted according to the prevailing rules of the American Arbitration Association. The decision of the arbitration board shall be binding and subject to review by DOH.

The entire cost of the arbitration proceeding shall be borne by the losing party.

Note: Health Partners Plans will not exclude a provider from its provider network because the provider advocated on behalf of a member in a utilization management appeal or another dispute with Health Partners Plans over appropriate medical care. Additionally, Health Partners Plans cannot terminate a contract or employment with a healthcare provider for filing a grievance on a member's behalf.

Medicaid Member Complaints, Grievances, and Fair Hearings Process

This information pertains to Health Partners Plans (Medicaid) members ONLY.

If a provider or Health Partners Plans does something that you are unhappy about or do not agree with, you can tell Health Partners Plans or the Department of Human Services what you are unhappy about or that you disagree with what the provider or Health Partners Plans has done. This section describes what you can do and what will happen.

Complaints

What is a Complaint?

A Complaint is when you tell Health Partners Plans you are unhappy with Health Partners Plans or your provider or do not agree with a decision by Health Partners Plans.

Some things you may complain about:

- You are unhappy with the care you are getting.
- You cannot get the service or item you want because it is not a covered service or item.
- You have not gotten services that Health Partners Plans has approved.
- You were denied a request to disagree with a decision that you have to pay your provider.

First Level Complaint

What Should I Do if I Have a Complaint?

To file a first level Complaint:

- Call Health Partners Plans' Member Relations at **1-800-553-0784 (TTY 1-877-454-8477)** and tell Health Partners Plans your Complaint, or
- Write down your Complaint and send it to Health Partners Plans by mail or fax, or
- If you received a notice from Health Partners Plans telling you Health Partners Plans' decision and the notice included a Complaint/Grievance Request Form, fill out the form and send it to Health Partners Plans by mail or fax.

Health Partners Plans
Complaints, Grievances & Appeals Unit
901 Market Street, Suite 500
Philadelphia, PA 19107
215-991-4105 (fax)

Your provider can file a Complaint for you if you give the provider your consent in writing to do so.

When Should I File a First Level Complaint?

Some Complaints have a time limit on filing. You must file a Complaint within **60 days of getting a notice** telling you that

- Health Partners Plans has decided that you cannot get a service or item you want because it is not a covered service or item.
- Health Partners Plans will not pay a provider for a service or item you got.
- Health Partners Plans did not tell you its decision about a Complaint or Grievance you told Health Partners Plans about within 30 days from when Health Partners Plans got your Complaint or Grievance.
- Health Partners Plans has denied your request to disagree with Health Partners Plans' decision that you have to pay your provider.

You must file a Complaint **within 60 days of the date you should have gotten a service or item** if you did not get a service or item. The time by which you should have received a service or item is listed below:

New member appointment for your first examination...

We will make an appointment for you...

members with HIV/AIDS

with PCP or specialist no later than 7 days after you become a member in Health Partners Plans unless you are already being treated by a PCP or specialist.

members who receive Supplemental Security Income (SSI)

with PCP or specialist no later than 45 days after you become a member in Health Partners Plans, unless you are already being treated by a PCP or specialist.

members under the age of 21

with PCP for an EPSDT screen no later than 45 days after you become a member in Health Partners Plans, unless you are already being treated by a PCP or specialist.

all other members

with PCP no later than 3 weeks after you become a member of Health Partners Plans.

Members who are pregnant:

pregnant women in their first trimester

pregnant women in their second trimester

pregnant women in their third trimester

pregnant women with high-risk pregnancies

We will make an appointment for you . . .

with OB/GYN provider within 10 business days of Health Partners Plans learning you are pregnant.

with OB/GYN provider within 5 business days of Health Partners Plans learning you are pregnant.

with OB/GYN provider within 4 business days of Health Partners Plans learning you are pregnant.

with OB/GYN provider within 24 hours of Health Partners Plans learning you are pregnant.

Appointment with...**PCP**

urgent medical condition

routine appointment

health assessment/general physical examination

Specialists (when referred by PCP)

urgent medical condition

routine appointment with one of the following specialists:

- Otolaryngology
- Dermatology
- Pediatric Endocrinology
- Pediatric General Surgery
- Pediatric Infectious Disease
- Pediatric Neurology

An appointment must be scheduled...

within 24 hours.

within 10 business days.

within 3 weeks.

within 24 hours of referral.

within 15 business days of referral

- Pediatric Pulmonology
- Pediatric Rheumatology
- Dentist
- Orthopedic Surgery
- Pediatric Allergy & Immunology
- Pediatric Gastroenterology
- Pediatric Hematology
- Pediatric Nephrology
- Pediatric Oncology
- Pediatric Rehab Medicine
- Pediatric Urology
- Pediatric Dentistry

routine appointment with all other
specialists

within 10 business days of referral

You may file **all other Complaints at any time.**

What happens after I file a First Level complaint?

After you file your Complaint, you will get a letter from Health Partners Plans telling you that Health Partners Plans has received your Complaint, and about the First Level Complaint review process.

You may ask Health Partners Plans to see any information Health Partners Plans has about the issue you filed your Complaint about at no cost to you. You may also send information that you have about your Complaint to Health Partners Plans.

You may attend the Complaint review if you want to attend it. Health Partners Plans will tell you the location, date, and time of the Complaint review at least 10 days before the day of the Complaint review. You may appear at the Complaint review in person, by phone, or by videoconference. If you decide that you do not want to attend the Complaint review, it will not affect the decision.

A committee of 1 or more Health Partners Plans staff who were not involved in and do not work for someone who was involved in the issue you filed your Complaint about will meet to make a decision about your Complaint. If the Complaint is about a clinical issue, a licensed doctor will be on the committee. Health Partners Plans will mail you a notice within 30 days from the date you filed your

First Level Complaint to tell you the decision on your First Level Complaint. The notice will also tell you what you can do if you do not like the decision.

If you need more information about help during the Complaint process, see page 12.28.

What to do to continue getting services:

If you have been getting the services or items that are being reduced, changed or denied and you file a Complaint verbally, or that is faxed, postmarked, or hand-delivered within **10 days of the date on the notice** telling you that the services or items you have been receiving are not covered services or items for you, the services or items will continue until a decision is made.

What if I Do Not Like Health Partners Plans' Decision?

You may ask for an external Complaint review, a Fair Hearing, or an external Complaint review and a Fair Hearing if the Complaint is about one of the following:

- Health Partners Plans' decision that you cannot get a service or item you want because it is not a covered service or item.
- Health Partners Plans' decision to not pay a provider for a service or item you got.
- Health Partners Plans' failure to decide a Complaint or Grievance you told Health Partners Plans about within 30 days from when Health Partners Plans got your Complaint or Grievance.
- You not getting a service or item within the time by which you should have received it
- Health Partners Plans' decision to deny your request to disagree with Health Partners Plans' decision that you have to pay your provider.

You must ask for an external Complaint review within 15 days of the date you got the First Level Complaint decision notice.

You must ask for a Fair Hearing within 120 days from the mail date on the notice telling you the Complaint decision.

For all other Complaints, you may file a Second Level Complaint within 45 days of the date you got the Complaint decision notice.

For information about Fair Hearings, see page 12.30.
For information about external Complaint review, see page 12.21.
If you need more information about help during the Complaint process, see page 12.15.

Second Level Complaint

What Should I Do if I Want to File a Second Level Complaint?

To file a Second Level Complaint:

- Call Health Partners Plans' Member Relations at **1-800-553-0784 (TTY 1-877-454-8477)** and tell Health Partners Plans your Second Level Complaint, or
- Write down your Second Level Complaint and send it to Health Partners Plans by mail or fax, or
- Fill out the Complaint Request Form included in your Complaint decision notice and send it to Health Partners Plans by mail or fax.

Health Partners Plans
Complaints, Grievances & Appeals Unit
901 Market Street, Suite 500
Philadelphia, PA 19107
215-991-4105 (fax)

What happens after I file a Second Level Complaint?

After you file your Second Level Complaint, you will get a letter from Health Partners Plans telling you that Health Partners Plans has received your Complaint, and about the Second Level Complaint review process.

You may ask Health Partners Plans to see any information Health Partners Plans has about the issue you filed your Complaint about at no cost to you. You may also send information that you have about your Complaint to Health Partners Plans.

You may attend the Complaint review if you want to attend it. Health Partners Plans will tell you the location, date, and time of the Complaint review at least **15 days before the Complaint review**. You may appear at the Complaint review in person, by phone, or by videoconference. If you decide that you do not want to attend the Complaint review, it will not affect the decision.

A committee of 3 or more people, including at least 1 person who does not work for Health Partners Plans, will meet to decide your Second Level Complaint. The Health Partners Plans staff on the committee will not have been involved in and will not have worked for someone who was involved in the issue you filed your Complaint about. If the Complaint is about a clinical issue, a licensed doctor will be on the committee. Health Partners Plans will mail you a notice within **45 days from the date your Second Level Complaint was received to tell you the decision on your Second Level Complaint**. The letter will also tell you what you can do if you do not like the decision.

If you need more information about help during the Complaint process, see page 12.28.

What if I Do Not Like Health Partners Plans' Decision on My Second Level Complaint?

You may ask for an external review by either the Department of Health or the Insurance Department.

You must ask for an external review **within 15 days of the date you got the Second Level Complaint decision notice**.

External Complaint Review

How Do I Ask for an External Complaint Review?

You must send your request for external review of your Complaint in writing to either:

**Pennsylvania Department of Health
Bureau of Managed Care**
Health and Welfare Building, Room 912
625 Forster Street
Harrisburg, PA 17120-0701
Telephone Number: **1-888-466-2787**

**Pennsylvania Insurance Department
Bureau of Consumer Services**
Room 1209, Strawberry Square
Harrisburg, Pennsylvania 17120
Telephone Number: **1-877-881-6388**

If you ask, the Department of Health will help you put your Complaint in writing.

The Department of Health handles Complaints that involve the way a provider gives care or services. The Insurance Department reviews Complaints that involve Health Partners Plans' policies and procedures. If you send your request for external review to the wrong Department, it will be sent to the correct Department.

What Happens After I Ask for an External Complaint Review?

The Department of Health or the Insurance Department will get your file from Health Partners Plans. You may also send them any other information that may help with the external review of your Complaint.

You may be represented by an attorney or another person such as your representative during the external review.

A decision letter will be sent to you after the decision is made. This letter will tell you all the reason(s) for the decision and what you can do if you do not like the decision.

What to do to continue getting services:

If you have been getting the services or items that are being reduced, changed or denied and your request for an external Complaint review is postmarked or hand-delivered within 10 days of the date on the notice telling you Health Partners Plans' First Level Complaint decision that you cannot get services or items you have been receiving because they are not covered services or items for you, the services or items will continue until a decision is made.

GRIEVANCES

What is a grievance?

When Health Partners Plans denies, decreases, or approves a service or item different than the service or item you requested because it is not medically necessary, you will get a notice telling you Health Partners Plans' decision.

A Grievance is when you tell Health Partners Plans you disagree with Health Partners Plans' decision.

What Should I Do if I Have a Grievance?

To file a Grievance:

- Call Health Partners Plans at **1-800-553-0784 (TTY 1-877-454-8477)** and tell Health Partners Plans your Grievance, or

- Write down your Grievance and send it to Health Partners Plans by mail or fax, or
- Fill out the Complaint/Grievance Request Form included in the denial notice you got from Health Partners Plans and send it to Health Partners Plans by mail or fax.

Health Partners Plans

Complaints, Grievances & Appeals Unit

901 Market Street, Suite 500

Philadelphia, PA 19107

215-991-4105 (fax)

Your provider can file a Grievance for you if you give the provider your consent in writing to do so. If your provider files a Grievance for you, you cannot file a separate Grievance on your own.

When Should I File a Grievance?

You must file a Grievance within **60 days from the date you get the notice** telling you about the denial, decrease, or approval of a different service or item for you.

What Happens After I File a Grievance?

After you file your Grievance, you will get a letter from Health Partners Plans telling you that Health Partners Plans has received your Grievance, and about the Grievance review process.

You may ask Health Partners Plans to see any information that Health Partners Plans used to make the decision you filed your Grievance about at no cost to you. You may also send information that you have about your Grievance to Health Partners Plans.

You may attend the Grievance review if you want to attend it. Health Partners Plans will tell you the location, date, and time of the Grievance review at least **10 days before the day of the Grievance review**. You may appear at the Grievance review in person, by phone, or by videoconference. If you decide that you do not want to attend the Grievance review, it will not affect the decision.

A committee of 3 or more people, including a licensed doctor, will meet to decide your Grievance. The Health Partners Plans staff on the committee will not have been involved in and will not have worked for someone who was involved in the issue you filed your Grievance about. Health Partners Plans will mail you a notice within **30 days from the date your Grievance was received to tell you the decision on your Grievance**. The notice will also tell you what you can do if you do not like the decision.

If you need more information about help during the Grievance process, see page 12.28.

What to do to continue getting services:

If you have been getting services or items that are being reduced, changed, or denied and you file a Grievance verbally, or that is faxed, postmarked, or hand-delivered within 10 days of the date on the notice telling you that the services or items you have been receiving are being reduced, changed, or denied, the services or items will continue until a decision is made.

What if I Do Not Like Health Partners Plans' Decision?

You may ask for an external Grievance review or a Fair Hearing or you may ask for both an external Grievance review and a Fair Hearing. An external Grievance review is a review by a doctor who does not work for Health Partners Plans.

You must ask for an external Grievance review within **15 days of the date you got the Grievance decision notice**.

- You must ask for a Fair Hearing from the Department of Human Services **within 120 days from the date on the notice** telling you the Grievance decision.

For information about Fair Hearings, see page 12.30.

For information about external Grievance review, see page 12.24.

If you need more information about help during the Grievance process, see page 12.28.

External Grievance Review

How Do I Ask for External Grievance Review?

To ask for an external Grievance review:

- Call Health Partners Plans' Member Relations at **1-800-553-0784 (TTY 1-877-454-8477)** and tell Health Partners Plans your Grievance, or
- Write down your Grievance and send it to Health Partners Plans by mail to:

Health Partners Plans
Complaints, Grievances & Appeals Unit
901 Market Street, Suite 500
Philadelphia, PA 19107

Health Partners Plans will send your request for external Grievance review to the Department of Health.

What Happens After I Ask for an External Grievance Review?

The Department of Health will notify you of the external Grievance reviewer's name, address and phone number. You will also be given information about the external Grievance review process.

Health Partners Plans will send your Grievance file to the reviewer. You may provide additional information that may help with the external review of your Grievance to the reviewer **within 15 days of filing the request for an external Grievance review**.

You will receive a decision letter within 60 days of the date you asked for an external Grievance review. This letter will tell you all the reason(s) for the decision and what you can do if you do not like the decision.

What to do to continue getting services:

If you have been getting the services or items that are being reduced, changed, or denied and you ask for an external Grievance review verbally or in a letter that is postmarked or hand-delivered within 10 days of the date on the notice telling you Health Partners Plans' Grievance decision, the services or items will continue until a decision is made.

Expedited Complaints and Grievances

What Can I Do if My Health Is at Immediate Risk?

If your doctor or dentist believes that waiting **30** days to get a decision about your First Level Complaint or Grievance, **or 45** days to get a decision about your Second Level Complaint, could harm your health, you or your doctor or dentist may ask that your Complaint or Grievance be decided more quickly. For your Complaint or Grievance to be decided more quickly:

- You must ask Health Partners Plans for an early decision by calling Health Partners Plans at **1-800-553-0784 (TTY 1-877-454-8477)**, faxing a letter or the Complaint/Grievance Request Form to **215-991-4105**, or sending an email to quickCGA@hpplans.com.

- Your doctor or dentist should fax a signed letter to **215-991-4105** within 72 hours of your request for an early decision that explains why Health Partners Plans taking 30 days to tell you a decision about your First Level Complaint or Grievance, or 45 days to tell you a decision about your Second Level Complaint, could harm your health.

If Health Partners Plans does not receive a letter from your doctor or dentist and the information provided does not show that taking the usual amount of time to decide your Complaint or Grievance could harm your health, Health Partners Plans will decide your Complaint or Grievance in the usual time frame of **30 days** from when Health Partners Plans first got your First Level Complaint or Grievance, or **45 days** from when Health Partners Plans got your Second Level Complaint.

Expedited Complaint and Expedited External Complaint

Your expedited Complaint will be reviewed by a committee that includes a licensed doctor. Members of the committee will not have been involved in and will not have worked for someone who was involved in the issue you filed your Complaint about.

You may attend the expedited Complaint review if you want to attend it. You can attend the Complaint review in person, but may have to appear by phone or by videoconference because Health Partners Plans has a short amount of time to decide an expedited Complaint. If you decide that you do not want to attend the Complaint review, it will not affect the decision.

Health Partners Plans will tell you the decision about your Complaint within **48 hours of when Health Partners Plans gets your doctor's or dentist's letter** explaining why the usual time frame for deciding your Complaint will harm your health or **within 72 hours from when Health Partners Plans gets your request for an early decision**, whichever is sooner, unless you ask Health Partners Plans to take more time to decide your Complaint. You can ask Health Partners Plans to take up to 14 more days to decide your Complaint. You will also get a notice telling you the reason(s) for the decision and how to ask for expedited external Complaint review, if you do not like the decision.

If you did not like the expedited Complaint decision, you may ask for an expedited external Complaint review from the Department of Health within **2 business days from the date you get the expedited Complaint decision notice**. To ask for expedited external review of a Complaint:

- Call Health Partners Plans at **1-800-553-0784** and tell Health Partners Plans your Complaint,

Health Partners Plans
Complaints, Grievances & Appeals Unit
901 Market Street, Suite 500
Philadelphia, PA 19107

Or

- Send an email to Health Partners Plans at quickCGA@hpplans.com or
- Write down your Complaint and send it to Health Partners Plans by mail or fax:

Health Partners Plans
Complaints, Grievances & Appeals Unit
901 Market Street, Suite 500
Philadelphia, PA 19107
215-991-4105 (fax)

Expedited Grievance and Expedited External Grievance

A committee of 3 or more people, including a licensed doctor, will meet to decide your Grievance. The Health Partners Plans staff on the committee will not have been involved in and will not have worked for someone who was involved in the issue you filed your Grievance about.

You may attend the expedited Grievance review if you want to attend it. You can attend the Grievance review in person, but may have to appear by phone or by videoconference because Health Partners Plans has a short amount of time to decide the expedited Grievance. If you decide that you do not want to attend the Grievance review, it will not affect our decision.

Health Partners Plans will tell you the decision about your Grievance within 48 hours of when Health Partners Plans gets your doctor's or dentist's letter explaining why the usual time frame for deciding your Grievance will harm your health or within 72 hours from when Health Partners Plans gets your request for an early decision, whichever is sooner, unless you ask Health Partners Plans to take more time to decide your Grievance. You can ask Health Partners Plans to take up to 14 more days to decide your Grievance. You will also get a notice telling you the reason(s) for the decision and what to do if you do not like the decision.

If you do not like the expedited Grievance decision, you may ask for an expedited external Grievance review or an expedited Fair Hearing by the Department of Human Services or both an expedited external Grievance review and an expedited Fair Hearing.

You must ask for expedited external Grievance review by the Department of Health within **2 business days from the date you get the expedited Grievance decision notice**. To ask for expedited external review of a Grievance:

- Call Health Partners Plans at **1-800-553-0784** and tell Health Partners Plans your Grievance, or
- Send an email to Health Partners Plans at quickCGA@hpplans.com, or
- Write down your Grievance and send it to Health Partners Plans by mail or fax:

Health Partners Plans
Complaints, Grievances & Appeals Unit
901 Market Street, Suite 500
Philadelphia, PA 19107
215-991-4105 (fax)

Health Partners Plans will send your request to the Department of Health within 24 hours after receiving it.

You must ask for a Fair Hearing within **120 days from the date on the notice** telling you the expedited Grievance decision.

What Kind of Help Can I Have with the Complaint and Grievance Processes?

If you need help filing your Complaint or Grievance, a staff member of Health Partners Plans will help you. This person can also represent you during the Complaint or Grievance process. You do not have to pay for the help of a staff member. This staff member will not have been involved in any decision about your Complaint or Grievance.

You may also have a family member, friend, lawyer or other person help you file your Complaint or Grievance. This person can also help you if you decide you want to appear at the Complaint or Grievance review.

At any time during the Complaint or Grievance process, you can have someone you know represent you or act for you. If you decide to have someone represent or act for you, tell Health Partners Plans, in writing, the name of that person and how Health Partners Plans can reach him or her.

You or the person you choose to represent you may ask Health Partners Plans to see any information Health Partners Plans has about the issue you filed your Complaint or Grievance about at no cost to you.

You may call Health Partners Plans' toll-free telephone number at **1-800-553-0784 (TTY 1-877-454-8477)** if you need help or have questions about Complaints and Grievances, you can contact your local legal aid office at **215-981-3700** (Philadelphia County); **1-877-429-5994** (Bucks, Chester, Delaware and Montgomery counties) or call the Pennsylvania Health Law Project at **1-800-274-3258**.

Persons Whose Primary Language Is Not English

If you ask for language services, Health Partners Plans will provide the services at no cost to you.

Persons with Disabilities

Health Partners Plans will provide persons with disabilities with the following help in presenting Complaints or Grievances at no cost, if needed. This help includes:

- Providing sign language interpreters;
- Providing information submitted by Health Partners Plans at the Complaint or Grievance review in an alternative format. The alternative format version will be given to you before the review; and
- Providing someone to help copy and present information.

DEPARTMENT OF HUMAN SERVICES FAIR HEARINGS

In some cases you can ask the Department of Human Services to hold a hearing because you are unhappy about or do not agree with something Health Partners Plans did or did not do. These hearings are called "Fair Hearings." You can ask for a Fair Hearing after Health Partners Plans decides your First Level Complaint or decides your Grievance.

What Can I Request a Fair Hearing About and By When Do I Have to Ask for a Fair Hearing?

Your request for a Fair Hearing must be postmarked within **120 days from the date on the notice** telling you Health Partners Plans' decision on your First Level Complaint or Grievance about the following:

- The denial of a service or item you want because it is not a covered service or item.

- The denial of payment to a provider for a service or item you got and the provider can bill you for the service or item.
- Health Partners Plans' failure to decide a First Level Complaint or Grievance you told Health Partners Plans about within **30 days from when Health Partners Plans got your Complaint or Grievance**.
- The denial of your request to disagree with Health Partners Plans' decision that you have to pay your provider.
- The denial of a service or item, decrease of a service or item, or approval of a service or item different from the service or item you requested because it was not medically necessary.
- You're not getting a service or item within the time by which you should have received a service or item.

You can also request a Fair Hearing within 120 days from the date on the notice telling you that Health Partners Plans failed to decide a First Level Complaint or Grievance you told Health Partners Plans about within **30 days from when Health Partners Plans got your Complaint or Grievance**.

How Do I Ask for a Fair Hearing?

Your request for a Fair Hearing must be in writing. You can either fill out and sign the Fair Hearing Request Form included in the Complaint or the Grievance decision notice or write and sign a letter.

If you write a letter, it needs to include the following information:

- Your (the member's) name and date of birth;
- A telephone number where you can be reached during the day;
- Whether you want to have the Fair Hearing in person or by telephone;
- The reason(s) you are asking for a Fair Hearing; and
- A copy of any letter you received about the issue you are asking for a Fair Hearing about.

You must send your request for a Fair Hearing to the following address:

Department of Human Services
Office of Medical Assistance Programs – HealthChoices Program
Complaint, Grievance and Fair hearings
PO Box 2675
Harrisburg, PA 17105-2675

What Happens After I Ask for a Fair Hearing?

You will get a letter from the Department of Human Services' Bureau of Hearings and Appeals telling you where the hearing will be held and the date and time for the hearing. You will receive this letter at least 10 days before the date of the hearing.

You may come to where the Fair Hearing will be held or be included by phone. A family member, friend, lawyer or other person may help you during the Fair Hearing. You **MUST** participate in the Fair Hearing.

Health Partners Plans will also go to your Fair Hearing to explain why Health Partners Plans made the decision or explain what happened.

You may ask Health Partners Plans to give you any records, reports and other information about the issue you requested your Fair Hearing about at no cost to you.

When Will the Fair Hearing Be Decided?

The Fair Hearing will be decided within 90 days from when you filed your Complaint or Grievance with Health Partners Plans, not including the number of days between the date on the written notice of the Health Partners Plans' First Level Complaint decision or Grievance decision and the date you asked for a Fair Hearing.

If you requested a Fair Hearing because Health Partners Plans did not tell you its decision about a Complaint or Grievance you told Health Partners Plans about within **30 days from when Health Partners Plans got your Complaint or Grievance**, your Fair Hearing will be decided within 90 days from when you filed your Complaint or Grievance with Health Partners Plans, not including the number of days between the date on the notice telling you that Health Partners Plans failed to timely decide your Complaint or Grievance and the date you asked for a Fair Hearing.

The Department of Human Services will send you the decision in writing and tell you what to do if you do not like the decision.

If your Fair Hearing is not decided within 90 days from the date the Department of Human Services receives your request, you may be able to get your services until your Fair Hearing is decided. You can call the Department of Human Services at **1-800-798-2339** to ask for your services.

What to do to continue getting services:

If you have been getting the services or items that are being reduced, changed or denied and you ask for a Fair Hearing and your request is postmarked or hand-delivered within 10 days of the date on the notice telling you Health Partners Plans' First Level Complaint or Grievance decision, the services or items will continue until a decision is made.

Expedited Fair Hearing

What Can I Do if My Health Is at Immediate Risk?

If your doctor or dentist believes that waiting the usual time frame for deciding a Fair Hearing could harm your health, you may ask that the Fair Hearing take place more quickly. This is called an expedited Fair Hearing. You can ask for an early decision by calling the Department at **1-800-798-2339** or by faxing a letter or the Fair Hearing Request Form to **717-772-6328**. Your doctor or dentist must fax a signed letter to **717-772-6328** explaining why taking the usual amount of time to decide your Fair Hearing could harm your health. If your doctor or dentist does not send a letter, your doctor or dentist must testify at the Fair Hearing to explain why taking the usual amount of time to decide your Fair Hearing could harm your health.

The Bureau of Hearings and Appeals will schedule a telephone hearing and will tell you its decision within 3 business days after you asked for a Fair Hearing.

If your doctor does not send a written statement and does not testify at the Fair Hearing, the Fair Hearing decision will not be expedited. Another hearing will be scheduled and the Fair Hearing will be decided using the usual time frame for deciding a Fair Hearing.

You may call **Health Partners Plans'** toll-free telephone number at **1-800-553-0784 (TTY 1-877-454-8477)** if you need help or have questions about Fair Hearings, you can contact your local legal aid office at **215-981-3700** (Philadelphia County); **1-877-429-5994** (Bucks, Chester, Delaware and Montgomery counties) or call the Pennsylvania Health Law Project at **1-800-274-3258**.

Legal Aid Contact List

- **Community Legal Services
Philadelphia County**
3638 N. Broad Street
Philadelphia, PA 19140
Phone: **215-227-2400**
- **Legal Aid of Southeastern
Pennsylvania, Bucks County
Divisions**
1290 Veterans Highway
P.O. Box 809
Bristol, PA 19007
Phone: **215-781-1111**

or

100 Union Street
Doylestown, PA 18901
Phone: **215-340-1818**
- **Legal Aid of Southeastern
Pennsylvania, Delaware County
Division**
410 Welsh Street
Chester, PA 19013
Phone: **610-874-8421**
- **Philadelphia Legal Assistance**
42 S. 15th Street, Suite 500
Philadelphia, PA 19102
Phone: **215-981-3800**
- **Legal Aid of Southeastern
Pennsylvania, Montgomery County
Divisions**
625 Swede Street
Norristown, PA 19401
Phone: **610-275-5400**

or

248 King Street
Pottstown, PA 19464
Phone: **610-326-8280**
- **Legal Aid of Southeastern
Pennsylvania, Chester County Division**
14 East Biddle Street
West Chester, PA 19380
Phone: **610-436-4510**

Toll-free Advice & Referral Hotline for Bucks, Chester, Delaware & Montgomery Counties is **1-877-429-5994**.

KidzPartners Member Complaint & Grievance Process

This information pertains to KidzPartners members ONLY.

Complaints

What is a complaint?

A complaint is when you tell us you are unhappy with KidzPartners or your provider or do not agree with a decision by KidzPartners. Some things you may complain about include:

- You are unhappy with the care you are getting.
- You cannot get the service or item you want because it is not a covered service or item.
- You have not gotten services that KidzPartners has approved.

As a member, you also have the right to question the classification of an appeal as a complaint.

First Level Complaint

What should I do if I have a complaint?

To file a complaint, you can:

- Call KidzPartners at **1-888-888-1211** or **215-967-4540 (TTY 1-877-454-8477)** and tell us your complaint.
- Write down your complaint and send it to us at:
Health Partners Plans
Attn: Complaints, Grievances & Appeals Unit
901 Market Street, Suite 500
Philadelphia, PA 19107
- Have your provider or designated representative file a complaint for you if you give your provider or representative your consent in writing to do so.
- This is called a first level complaint.

When do I file a first level complaint?

You must file a complaint within 60 days of getting a letter telling you that:

- KidzPartners has decided that you cannot get a service or item you want because it is not a covered service or item.
- KidzPartners will not pay for a service or item you got.
- KidzPartners did not decide a complaint or grievance (that you told us about before) within 30 days.
- KidzPartners denied your request to dispute a financial liability, including cost sharing, copayments, premiums, deductibles, coinsurance, and other financial liabilities.

You must also file a complaint within 60 days of the date you should have gotten a service or item if you did not get a service or item. The time by which you should have received a service or item is listed on the chart on page 8 [of the member handbook]. You may file all other complaints at any time.

What happens after I file a first level complaint?

After you file your complaint, you will get a letter from KidzPartners telling you that we have received your complaint, and about the first level complaint review process.

You may contact the Department of Health or the Insurance Department if you disagree with KidzPartners' classification of your request for an internal review.

You may ask KidzPartners to see any information we have about your complaint. You may also send KidzPartners any information that may help with your complaint.

You may attend the complaint review if you want to. Health Partners Plans will tell you the location, date, and time of the Complaint review at least seven days before the complaint review. You may come to our offices at 901 Market Street, Suite 500 in Philadelphia or be included by phone or by videoconference. If you decide that you do not want to attend the complaint review, it will not affect the decision.

A committee of one or more Health Partners Plans staff who has not been involved in the issue you filed your complaint about will review your complaint and make a decision. Your complaint will be decided no later than 30 days after we receive your complaint. A letter will be mailed to you within 5 business days after the decision is made. This letter will tell you all the reasons for the decision and what you can do if you don't like the decision.

Second Level Complaint

What if I don't like KidzPartners' decision?

If you do not agree with our first level complaint decision, you may file a second level complaint with KidzPartners *unless* your complaint is about one of the following:

- KidzPartners has decided that you cannot get a service or item you want because it is not a covered service or item.
- KidzPartners failed to provide a service or item in a timely manner.
- KidzPartners will not pay for a service or item you got.
- KidzPartners did not decide a complaint or grievance (that you told us about before) within 30 days.
- KidzPartners denied your request to dispute a financial liability, including cost sharing (copayments, premiums, deductibles and coinsurance) and other financial liabilities.
- KidzPartners has decided that you cannot get a service you wanted because you are over your benefit limit but you believe you are not over the benefit limit.

If your complaint is about one of the above issues, and you do not agree with our first level complaint decision, you may file a request for an External Complaint Review (see below *External Complaint Review*).

When should I file a second level complaint?

You must file your second level complaint within 45 days of the date you receive the first level complaint decision letter. Use the same address or phone number you used to file your first level complaint.

What happens after I file a second level complaint?

You will receive a letter from KidzPartners telling you that we have received your complaint and telling you about the second level complaint review process. You may ask KidzPartners to see any information we have about your complaint. You may also send KidzPartners any information that may help with your complaint. You may attend the complaint review if you want to. Health Partners Plans will tell you the location, date, and time of the complaint review at least 15 days before the complaint review. You may come to our offices at 901

Market Street, Suite 500 in Philadelphia or be included by phone or by videoconference. If you decide that you do not want to attend the complaint review, it will not affect our decision.

A committee made up of three or more people who have not been involved in the issue you filed your complaint about, including at least one Health Partners Plans member, will review your complaint and make a decision. Your complaint will be decided no later than 45 days after we receive your complaint.

A letter will be mailed to you within 5 business days after the decision is made. This letter will tell you all the reasons for the decision and what you can do if you don't like the decision.

External Complaint Review

What can I do if I still don't like KidzPartners' decision?

If you do not agree with KidzPartners' second level complaint decision (or first level complaint decision if it pertains to one of the above issues that is not afforded a second level complaint review), you may ask for an external review by either the Department of Health or the Insurance Department. You must ask for an external review within 15 days of the date you received the second level complaint decision letter (or first level complaint decision letter if it pertains to one of the above issues that is not afforded a second level complaint review).

You must send your request for external review in writing to either:

Pennsylvania Department of Health

Bureau of Managed Care
Attention: Complaint Appeals
Health & Welfare Bldg., Rm. 912
625 Forster Street
Harrisburg, PA 17120
Telephone Number: **1-888-466-2787**

OR

Pennsylvania Insurance Department

Bureau of Consumer Services
1321 Strawberry Square
Harrisburg, PA 17120
Telephone Number: **1-877-881-6388**

If you send your request for external review to the wrong department, it will be sent to the correct department.

The Department of Health or the Insurance Department will get your file from KidzPartners. You may also send them any other information that may help with the external review of your complaint.

You may be represented by an attorney or another person during the external review.

A letter will be sent to you after the decision is made. This letter will tell you all the reasons for the decision and what you can do if you don't like the decision.

Grievances

What is a grievance?

When KidzPartners denies, reduces or stops a service or item or approves a service or item different than the service or item you requested because it is not medically necessary. A grievance is when you tell us you disagree with KidzPartners' decision. As a member, you also have the right to question the classification of an appeal as a grievance.

Grievance

What should I do if I have a grievance?

To file a grievance, you can:

Call KidzPartners at **1-888-888-1211** or **215-967-4540 (TTY 1-877-454-8477)** and tell us your grievance.

OR

Write down your grievance and send it to us at:

Health Partners Plans
Attn: Complaints, Grievances & Appeals Unit
901 Market Street, Suite 500
Philadelphia, PA 19107

OR

Have your provider or designated representative file a grievance for you, if you give your provider or representative your consent in writing to do so.

Note: *If your provider files a grievance for you, you cannot file a separate grievance concerning the same issue on your own.*

When should I file a grievance?

You have 60 days from the date you receive the letter (notice) that tells you that KidzPartners denied, reduced or stopped a service or item or approved a different service or item, to file your grievance.

What happens after I file a grievance?

After you file your grievance, you will get a letter from KidzPartners telling you that we have received your grievance and telling you about the first level grievance review process.

You may contact the Department of Health or the Insurance Department if you disagree with KidzPartners' classification of your request for an internal review.

You may ask KidzPartners to see any information we have about your grievance. You may also send KidzPartners any information that may help with your grievance. You may attend the grievance review if you want to. Health Partners Plans will tell you the location, date, and time of the grievance review at least 15 days before the grievance review. You may come to our offices at 901 Market Street, Suite 500 in Philadelphia or be included by phone or by videoconference. If you decide that you do not want to attend the grievance review, it will not affect our decision.

A committee made up of three or more individuals who have not been involved in the issue you filed your grievance about, including a licensed doctor and a community member, will review your grievance and make a decision. Your grievance will be decided no later than 30 days after we received your grievance. A letter will be mailed to you within 5 business days after the decision is made. This letter will tell you all the reasons for the decision and what you can do if you don't like the decision.

External Grievance Review

What can I do if I don't like KidzPartners' decision?

If you do not agree with KidzPartners' grievance decision, you may ask for an external grievance review. You must call or send a letter to KidzPartners asking for an external grievance review within 15 days of the date you receive the grievance decision letter. Use the same address and phone number you used to file your grievance. We will then send your request to the Department of Health.

The Department of Health will notify you of the external grievance reviewer's name, address and phone number. You will also be given information about the external review process. KidzPartners will send your grievance file to the reviewer. You may send the reviewer any additional information that may help with the external review of your grievance within 15 days of filing the request for an external grievance review. You will receive a letter within 60 days of the date you asked for an external grievance review. This letter will tell you all the reasons for the decision and what you can do if you don't like the decision.

Expedited Complaints and Grievances

What can I do if my health is at immediate risk?

If your doctor or dentist believes that the usual time frames for deciding your complaint or grievance will harm your health, you or your doctor or dentist can call KidzPartners at **1-888-888-1211** or **215-967-4540 (TTY 1-877-454-8477)** and ask that your complaint or grievance be decided more quickly. This is called an expedited complaint or an expedited grievance. You will need to have a letter from your doctor or dentist faxed to **215-991-4105** explaining how the usual time frame for deciding your complaint or grievance will harm your health.

If your doctor or dentist does not fax KidzPartners this letter within 48 hours of your request for expedited (faster) review, your complaint or grievance will be decided within the usual time frames.

Expedited Complaint

The expedited complaint will be decided by a licensed doctor or dentist, who has not been involved in the issue you filed your complaint about. KidzPartners will call you within two days of when we receive your request for an expedited (faster) complaint review to tell you our

decision. We will also send you a letter within two days telling you all the reasons for the decision and what to do if you don't like the decision.

Expedited Grievance and Expedited External Grievance

A committee of three or more people, including a licensed doctor and a community member, will review your grievance. The licensed doctor will decide your expedited grievance with help from the other people on the committee. No one on the committee will have been involved in the issue you filed your grievance about.

KidzPartners will call you within 48 hours of when we receive your request for an expedited (faster) grievance to tell you our decision. We will also send you a letter within two days telling you all of the reasons for the decision and what you can do if you don't like the decision.

If you want to ask for an expedited external grievance review by the Department of Health, you must call KidzPartners at **1-888-888-1211** or **215-967-4540 (TTY 1-877-454-8477)** within two business days from the date you get the expedited grievance decision letter. KidzPartners will send your request to the Department of Health within 24 hours after receiving it.

What kind of help can I have with the complaint and grievance processes?

You may call KidzPartners' toll-free telephone number at **1-888-888-1211** or **215-967-4540 (TTY 1-877-454-8477)** if you need help or have questions about complaints and grievances.

If you need help filing your complaint or grievance, a staff member of Health Partners Plans will help you. This person can also represent you during the complaint or grievance process. You do not have to pay for the help of a staff member. This staff member will not have been involved in any decision about your complaint or grievance.

At any time during the complaint or grievance process, you can have someone you know (which may include your provider) represent you or act on your behalf. If you decide to have someone represent or act for you, tell KidzPartners, in writing, the name of that person and how we can reach him or her.

This person can also help you if you decide you want to appear at the complaint or grievance review. For legal assistance you can contact your local legal aid office (see the Legal Aid Contact List section below for the office closest to you) or the Pennsylvania Health Law Project at **1-800-274-3258**.

Persons Who Speak a Language Other Than English

If you ask for language interpreter services, KidzPartners will provide the services at no cost to you. Please contact the Member Relations department at **1-888-888-1211** or **215-967-4540** (TTY **1-877-454-8477**) for more information.

Persons with Disabilities

If needed, KidzPartners will help persons with disabilities in presenting complaints or grievances at no cost. This help includes:

- Providing sign language interpreters;
- Giving you information that KidzPartners plans to submit at the complaint or grievance review in an alternative format, before the review; and
- Providing someone to help copy and present information.

Legal Aid Contact List

- **Community Legal Services
Philadelphia County**
3638 N. Broad Street
Philadelphia, PA 19140
Phone: **215-227-2400**
- **Legal Aid of Southeastern
Pennsylvania, Bucks County
Divisions**
1290 Veterans Highway
P.O. Box 809
Bristol, PA 19007
Phone: **215-781-1111**

or
100 Union Street
Doylestown, PA 18901
Phone: **215-340-1818**
- **Legal Aid of Southeastern
Pennsylvania, Delaware County
Division**
410 Welsh Street
Chester, PA 19013
Phone: **610-874-8421**
- **Philadelphia Legal Assistance**
42 S. 15th Street, Suite 500
Philadelphia, PA 19102
Phone: **215-981-3800**
- **Legal Aid of Southeastern
Pennsylvania, Montgomery County
Divisions**
625 Swede Street
Norristown, PA 19401
Phone: **610-275-5400**

or
248 King Street
Pottstown, PA 19464
Phone: **610-326-8280**
- **Legal Aid of Southeastern
Pennsylvania, Chester County Division**
14 East Biddle Street
West Chester, PA 19380
Phone: **610-436-4510**

Toll Free Advice & Referral Hotline for Bucks, Chester, Delaware & Montgomery Counties is **1-877-429-5994**. The hotline is available Monday through Thursday from 9:00 a.m. - 1:00 p.m.

Health Partners Medicare Member Grievance & Appeal Process

This information pertains to Health Partners Medicare members ONLY.

Grievances

A Grievance means any complaint or dispute other than the one involving an organization determination, expressing dissatisfaction with any aspect of Health Partners Medicare providers' operations, activities, or behavior, regardless of whether remedial action is requested.

Members have **(60) calendar days** from the date of the incident or the date the member receives written notice of a decision to file a grievance. Grievance requests must be filed orally or in writing with Health Partners Medicare. A grievance can be filed on behalf of a member by a provider or other representative. The member's written authorization must be included with the grievance request.

For quality of care issues, a member may file a grievance with Health Partners Medicare, or file a written complaint with CMS's contracted Quality Improvement Organization (QIO). If a quality of care complaint is filed with QIO, Health Partners Medicare will work with the QIO to resolve the complaint.

Standard Grievance

Health Partners Medicare will respond to a member's grievance within (30) calendar days. We may extend the 30-day review period by up to 14 days if requested by the member, or if we justify the need for additional information. If Health Partners Medicare extends the 30-day review period, the member and the representative involved will be notified in writing of the reason for delay. A grievance decision notice will be issued no later than the expiration of the extension.

Expedited Grievance

Health Partners Medicare must respond to a member's grievance within 24 hours in the following instances:

- The grievance involves Health Partners Medicare's decision to invoke an extension to the time frame required for an organization determination in response to a service request or reconsideration (appeal).

- The grievance involves Health Partners Medicare's refusal to grant the member's request for an expedited organization determination in response to a service request or expedited reconsideration (appeal).

Reconsideration (Appeal) Process

Providers must adhere to the Medicare appeals and expedited appeals procedures, including gathering/forwarding information on appeals as necessary and as described in the Code of Federal Regulations (42 CFR 422 Subpart M).

Reconsideration (Appeal) Request

A reconsideration consists of a review of an adverse Health Partners Medicare determination notice. If the request is not filed in 60 calendar days, the member (or the members' authorized representative) may request that the reconsideration time frame be extended. The request for the reconsideration and extension of the time frame must be written, and must state why the request was not filed in a timely manner.

In order for Health Partners Plans to process a standard reconsideration (appeal) request for **service** or **payment** from a contracted plan provider on behalf of a member, Health Partner Plans must obtain an Appointment of Representation from the member, authorizing the medical provider to represent the member during the appeal process.

Note: Non-contracted providers may appeal on behalf of a member by obtaining an Appointment of Representation form. When acting as a representative of the member, a non-contracted provider is prohibited from participating as an independent party (appellant) to the appeal.

Standard Reconsideration (Appeal) of Service Determination

Health Partners Medicare will issue a written determination for a service reconsideration request as expeditiously as the member's health condition requires, but no later than 30 calendar days from the date we received the request for a standard reconsideration.

We may extend the 30-day time frame by 14 days. If Health Partners Medicare extends the time frame, we will notify the member in writing of the reasons for delay and inform the member of his/her grievance rights if the member disagrees with our decision to extend the time frame.

When Health Partners Medicare makes a reconsideration determination that upholds the initial denial, in whole or in part, we will prepare a written explanation and send the case file to

MAXIMUS as expeditiously as the member's health condition requires but no later than 30 days from receipt of the reconsideration request, subject to an additional 14-day extension.

MAXIMUS Federal Services/Part C
Medicare Managed Care Reconsideration Project
3750 Monroe Ave. Ste. 702
Pittsford, New York 14534-1302
Phone: **1-585-348-3300**

Standard Reconsideration (Appeal) of Payment Determination

Health Partners Medicare will issue a written determination for payment reconsideration requests no later than 60 days from the date we received the request for a standard reconsideration.

When Health Partners Medicare makes a reconsideration determination that upholds the initial denial, in whole or in part, we will prepare a written explanation and send the case/file to MAXIMUS within 60 days of receipt of the reconsideration request.

Expediting Certain Reconsiderations

A member or a physician (contracted or not contracted) may request that Health Partners Medicare expedite a reconsideration of a determination that involves our refusal to provide or pay for services that the member believes should be furnished or arranged for if the member believes that the continuation of services is medically necessary.

The expedited reconsideration (appeal) time frames will be applied in the following circumstances:

- A member requests reconsideration (appeal) because he/she missed the deadline to request QIO review of a non-coverage of an inpatient hospital care decision following his/her receipt of Notice of Medicare Non-Coverage (NOMNC).
- A member requests reconsideration (appeal) because he/she missed the deadline to file a Fast Track appeal request with the QIO following his/her receipt of a 2-day advance termination notice from a Skilled Nursing Facility (SNF), Home Health Agency (HHA), or Comprehensive Outpatient Rehabilitation Facility (CORF) provider.

Contracted and non-contracted physicians may initiate an expedited reconsideration without appointment of representation or Waiver of Liability documents.

Plan's Refusal to Expedite a Reconsideration Request

If Health Partners Medicare denies a member's request for expedited reconsideration, we will give the member prompt oral notice and subsequently deliver, within 3 days, a notice to the member explaining that the request will automatically be transferred to the 30-day time frame for standard reconsiderations. The notice will also inform the member of the right to file a grievance if he/she disagrees with the decision not to expedite as well as the member's right to resubmit a request for an expedited reconsideration with any physician's support.

Plan's Decision to Expedite a Reconsideration Request

Those requests made or supported by a physician will be accepted as expedited if the physician indicates that applying the standard 30-day time frame for conducting reconsideration could seriously jeopardize the life or health of the member or the member's ability to regain maximum function.

Health Partners Medicare will complete the reconsideration and give the member (and physician involved, as appropriate), notice of the decision as expeditiously as the member's health condition requires, but no later than 72 hours after receiving the request. We may extend the 72-hour deadline by up to 14 days. If Health Partners Medicare extends the time frame, we will notify the member in writing of the reason for the delay and inform the member of his/her grievance rights if the member disagrees with our decision to extend the time frame.

If Health Partners Medicare first notifies the member (and physician involved as appropriate) orally of a completely favorable expedited reconsideration, we will issue a written confirmation within 3 days. If our expedited reconsideration determination upholds the initial determination (denial), in whole or in part, we will submit a written explanation and the case file will go to MAXIMUS as expeditiously as the member's health condition requires, but no later than 24 hours from our determination. Health Partners Medicare will concurrently notify the member (and the physician involved, as appropriate) that the case file has been submitted to MAXIMUS.

Medicare Part D Grievance and Redetermination (Appeal) Process

Appeal Process

Appeals must be requested within 60 calendar days after the date of determination. Health Partners Medicare can give the member more time if there is a good reason for missing the deadline. Members/providers have the right to ask Health Partners Medicare for an exception if they believe a drug that is not on the formulary should be covered or if the drug should be

covered at a lower cost sharing amount. They can also ask for an exception to utilization management tools, such as a dose restriction or step therapy requirement. The physician must provide a statement to support the exception request.

Requesting an Appeal

Members or their appointed representative may request an appeal. A relative, friend, advocate, attorney, doctor, or someone else can act for the member. Others may already be authorized under State law to act on behalf of the member.

Health Partners Medicare can be reached at **1-800-901-8000**, 24 hours a day, 7 days a week. If members have a hearing or speech impairment, please call us at **TTY 1-877-454-8477**.

Problem Resolution – Part D

The following is communicated to all Health Partners Medicare members.

There are two kinds of appeals you can request:

- **Expedited (72 Hours)** – You can request an expedited (fast) appeal if you or your doctor believe that your health could be seriously harmed by waiting up to 7 days for a decision. If your request to expedite is granted, we must give you a decision no later than 72 hours after we get your appeal.
 - **If the doctor who prescribes the drug(s)** asks for an expedited appeal for you, or supports you in asking for one, and the doctor indicates waiting for 7 days could seriously harm your health, **we will automatically expedite the appeal.**
 - If you ask for an appeal without support from a doctor, we will decide if your health requires an expedited appeal. If we do not give you an expedited appeal, we will decide your appeal within 7 days.
 - Your appeal will not be expedited if you've already received the drug you are appealing.
- **Standard 7 Days** – You can request a standard appeal. We must give you a decision no later than 7 days after we get your request.

What do I include with my appeal request?

You should include your name, address, Member ID number, the reason for your appeal, and any evidence you wish to attach. If your appeal relates to a decision by us to deny a drug that is not on our formulary, your prescribing physician must indicate that all the drugs on any tier

of our formulary would either harm your health or not be as effective to treat your condition as the requested off-formulary drug.

How do I request an appeal?

For an Expedited Appeal: You or your appointed representative should contact us by telephone or fax us at:

Phone: 1-866-901-8000 (TTY 1-877-454-8477)

Fax: 215-991-4105

For a Standard Appeal: You or your appointed representative should mail or deliver your written appeal request to:

Health Partners Medicare

Suite 500

901 Market Street

Philadelphia, PA 19107

What Happens Next?

If you appeal, we will review your case and give you a decision. If any of the prescription drugs you requested are still denied, you can request an independent review of your case by a reviewer outside of your Medicare Drug Plan. If you disagree with the decision, you will be notified of your appeal rights.

Contact Information:

If you need information or help, call us at: **1-866-901-8000 (TTY 1-877-454-8477)**. Other Resources to help you:

Medicare Rights Center
Toll Free: **1-888-HMO-9050**

Elder Care Locator
Toll Free: **1-800-677-1116**
1-800-MEDICARE (1-800-633-4227)
TTY: 1-877-486-2048

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Chapter 13

Medicare Compliance Requirements

Purpose: This chapter provides HPP Medicare Advantage network providers with the information and resources they will need to understand and fulfill General Compliance Program and FWA requirements related to the HPP Medicare Advantage program.

Topics: Important topics from this chapter include:

- First-Tier, Downstream and Related entities (FDRs)
- Compliance Program Requirements
 - HPP Code of Business Conduct
 - HPP Compliance Program
 - Code of Conduct and Compliance Policy Distribution Requirements
- General Compliance Program and FWA Training Resources

Overview

This chapter provides a summary of Medicare Compliance Program requirements as they relate to Health Partners Plans (HPP) Medicare Advantage network providers.

First-Tier, Downstream and Related entities (FDRs)

The Centers for Medicare & Medicaid Services (CMS) refers to our contracted partners as First-Tier, Downstream and Related entities (FDRs).

Examples of FDRs include:

- Field marketing organizations
- Agents
- Hospitals
- Providers
- Independent Practice Associations (IPA)
- Pharmacies
- Pharmacy benefit managers
- Claim administration vendors
- Fulfillment vendors
- Other vendors who help us deliver benefits

First Tier and Downstream Classification

Health care providers that are directly contracted with HPP to provide Medicare healthcare services to HPP Medicare Advantage enrollees are considered to be HPP first tier entities. For example, hospitals, health care facilities, provider groups, doctor's offices and clinical laboratories that are directly contracted with HPP for its Medicare Advantage plans are considered to be HPP First Tier Entities.

Parties that enter into written arrangements with the HPP First Tier Entity examples mentioned above to perform HPP Medicare Advantage related services are considered to be downstream entities.

Compliance Program Requirements

As a Medicare Advantage plan sponsor, HPP must ensure that FDRs performing delegated administrative or health care service functions related to its Medicare Advantage program are familiar and comply with General Medicare Compliance Program and Fraud, Waste and Abuse requirements described in the HPP Code of Business Conduct (COBC) and Medicare Compliance Program documents.

HPP complies with CMS Code of Conduct and Compliance Policy distribution requirements. FDR can access HPP's Code of Business Conduct (COBC) and Medicare Compliance Program documents through the following links and HPP webpages:

- Code of Business Conduct (COBC): <https://www.healthpartnersplans.com/media/100872140/cobc-april-2023.pdf>
- HPP Compliance Program: <https://www.healthpartnersplans.com/media/100872141/pc-195mc-4338-compliance-program-annual-update-final.pdf>
- Delegated Vendor Information Webpage: <https://www.healthpartnersplans.com/delegated-vendor-information>
- Provider Manual: <https://www.healthpartnersplans.com/manual>

In order to fulfill General Medicare Compliance Program requirements, HPP Healthcare Provider First Tier Entities must:

- Adopt and Comply with HPP's COBC and Compliance Policies or have their own materially similar versions.
- Ensure that HPP's Code of Business Conduct and Medicare Compliance Program documents or their own materially similar versions are distributed to all personnel involved with HPP's Medicare Advantage business (including downstream entity personnel, when applicable) within 90 days of contracting, upon revision and annually thereafter.
- Submit HPP's Provider Compliance Attestation annually.
- Provide evidence of Code of Conduct and Compliance Policy distribution to HPP upon request.

Note: Health Partners Plans maintains the ultimate responsibility for fulfilling the terms and conditions of its contract with CMS. CMS may hold Health Partners Plans accountable for the failure of its FDRs to comply with Medicare program requirements.

General Compliance Program and FWA Training Resources

HPP FDRs must ensure that all personnel assigned to perform HPP Medicare Advantage services know:

- How the compliance program operates and;
- How to identify and report issues of Medicare Advantage Program non-compliance and FWA.

While this may be accomplished through Code of Conduct and Compliance Policy distribution, FDRs may also conduct General Compliance Program and FWA training with their employees as needed or upon HPP assignment.

The following resources provide General Compliance and FWA information and content that may be incorporated into FDR training materials and curriculums:

CMS MLN website:

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

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Chapter 14

Member Rights and Responsibilities

Purpose: This chapter provides a description of the member’s rights and responsibilities for our Medicaid, Medicare, and CHIP lines of business.

Topics: Important topics from this chapter include:

- Member Rights & Responsibilities
 - Health Partners (Medicaid) and KidzPartners (CHIP)
 - Health Partners Medicare

Health Partners (Medicaid) and KidzPartners Member Rights and Responsibilities

Health Partners (Medicaid) and KidzPartners members have the right to know about their Rights and Responsibilities. Exercising these rights will not negatively affect the way they are treated by Health Partners Plans, its participating providers or other State agencies. Our members also have the right to make healthcare decisions without feeling as though Health Partners Plans is restraining, isolating, influencing, bullying, punishing or retaliating against them.

Health Partners Plans and its network of providers do not discriminate against members based on race, sex, religion, national origin, disability, age, sexual orientation, gender identity, or any other basis prohibited by law.

Below is a statement of the rights provided to our members. These rights must be honored by Health Partners Plans, our network providers and their staff.

Member Rights

Members have the right:

1. To be treated with respect, recognizing their dignity and need for privacy, by Health Partners Plans staff and network providers.
2. To get information in a way that they can easily understand and find help when they need it.
3. To get information that they can easily understand about Health Partners Plans, its services, and the doctors and other providers that treat them.
4. To pick the network health care providers that they want to treat them.
5. To get emergency services when they need them from any provider without Health Partners Plans' approval.
6. To get information that they can easily understand and talk to their providers about their treatment options, without any interference from Health Partners Plans.
7. To make all decisions about their health care, including the right to refuse treatment. If they cannot make treatment decisions by themselves, they have the right to have someone else help them make decisions or make decisions for them.
8. To talk with providers in confidence and to have their health care information and records kept confidential.

9. To see and get a copy of their medical records and to ask for changes or corrections to those records.
10. To ask for a second opinion.
11. To file a grievance if they disagree with Health Partners Plans' decision that a service is not medically necessary for them.
12. To file a complaint if they are unhappy about the care or treatment they have received.
13. To ask for a DHS Fair Hearing.
14. To be free from any form of restraint or seclusion used to force them to do something, to discipline them, to make it easier for the provider, or to punish them.
15. To get information about services that Health Partners Plans or a provider does not cover because of moral or religious objections and about how to get those services.
16. To exercise their rights without it negatively affecting the way DHS, Health Partners Plans, and network providers treat them.

Member Responsibilities

Members need to work with their health care service providers. Health Partners Plans needs the help of the member so that they can get the services and support they need.

These are the things the member should do:

1. Provide, to the extent they can, information needed by their providers.
2. Follow instructions and guidelines given by their providers.
3. Be involved in decisions about their health care and treatment.
4. Work with their providers to create and carry out their treatment plans.
5. Tell their providers what they want and need.
6. Learn about Health Partners Plans coverage, including all covered and non-covered benefits and limits.
7. Use only network providers unless Health Partners Plans approves an out-of-network provider.
8. Get a referral from their PCP to see a specialist.
9. Respect other patients, provider staff, and provider workers.

10. Make a good-faith effort to pay their co-payments.
11. Report fraud and abuse to the DHS Fraud and Abuse Reporting Hotline.

Health Partners Medicare Member Rights & Responsibilities

Member Rights

As a Health Partners Medicare member, you have certain rights, including:

- We must provide information in a way that works for you (such as in languages other than English, in Braille, in large print, or other alternate formats).
- We must treat you with fairness and respect at all times.
- We must ensure that you get timely access to your covered services and drugs.
- We must protect the privacy of your personal health information.
- We must give you information about the plan, its network of providers, and your covered services. This includes:
 - Information about your coverage and the rules you must follow when using your coverage.
 - Information about why something is not covered and what you can do about it.
- We must support your right to make decisions about your care. This includes:
 - Having the right to know your treatment options and participate in decisions about your health care.
 - Having the right to give instructions about what is to be done if you are not able to make medical decisions for yourself.
- You have the right to make complaints and to ask us to reconsider decisions we have made.

If you believe you are being treated unfairly or your rights are not being respected:

- If it is about discrimination, call the U.S. Department of Health and Human Services Office of Civil Rights at **1-800-368-1019** or **TTY 1-800-537-7697**, or call your local Office for Civil Rights.
- If you believe you have been treated unfairly or your rights have not been respected, and it's not about discrimination, you can get help dealing with the problem you are having:

- You can call Member Relations at **1-866-901-8000 (TTY 1-877-454-8477)**.
- You can call the State Health Insurance Assistance Program, Apprise, at **1-800-783-7067**.
- Or, you can call Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, seven days a week. TTY users should call **1-877-486-2048**.

Member Responsibilities

You also have some responsibilities as a member of the plan. You are responsible to:

- Become familiar with your covered services and the rules you must follow to get these covered services.
- Tell us if you have any other health insurance coverage or prescription drug coverage in addition to our plan.
- Tell your doctor and other health care providers that you are enrolled in our plan.
- Help your doctors and other providers help you by giving them information, asking questions, and following through on your care.
- Be considerate of your providers and respect the rights of other patients.
- Pay what you owe for your Medicare coverage and the services you receive.
- Tell us if you move.

Members can call us anytime at **1-866-901-8000 (TTY 1-877-454-8477)** for help if they have questions or concerns.

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Chapter 15

Appendix

Purpose: This chapter includes valuable information regarding a variety of topics and resources.

Topics: Important topics from this chapter include:

- DHS Domestic Violence Initiatives
- DHS Toll-Free MA Provider Compliance Hotline
- CMS-1450 Place of Service Indicators
- Preventive Care Guidelines
- Healthy Kids Program Periodicity Schedule & Coding Matrix

DHS Domestic Violence Initiatives

Health Partners Plans supports the Pennsylvania Department of Human Services (DHS) initiatives for victims of domestic violence. The following message from Estelle B. Richman, former Secretary of the Pennsylvania Department of Human Services, outlines these initiatives.

A Message from the Secretary

Every three days, a citizen of Pennsylvania loses his or her life to domestic violence. This fiscal year, DHS will spend more than \$19 million in state and federal funds on direct services for victims of domestic violence, as well as prevention activities. Healthcare providers are in a unique position to help victims by routinely screening for domestic violence and offering appropriate referrals and interventions.

To increase awareness and assist healthcare providers in identifying victims of domestic violence, the DHS collaborated with the Pennsylvania Medical Society and other organizations to create and distribute a domestic violence screening tool to over 18,400 primary care physicians (PCPs), physician assistants and nurse practitioners in the state. The tool, RADAR, was accompanied by information about available resources for victims of domestic violence.

The Massachusetts Medical Society has developed a system of action steps that should be taken whenever domestic violence is suspected. These steps are:

- R= Routinely Screen Female Patients
- A= Ask Direct Questions (so the patient can answer "yes" or "no")
- D= Document Your Findings
- A= Assess Patient Safety
- R= Review Options & Referrals

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For more information on RADAR and other screening tools, go to:

- Department of Human Services:
(www.dhs.pa.gov/citizens/domesticviolencecrisisandprevention)
- Pennsylvania Medical Society (www.pamedsoc.org or 1-800-228-7823)
- National Domestic Violence Hotline (www.thehotline.org or 1-800-799-7233)

DHS Toll-Free MA Provider Compliance Hotline

The Pennsylvania Department of Human Services (DHS) has established a toll-free hotline to report suspected fraud and abuse committed by any entity providing services to Medical Assistance recipients. The DHS hotline number is **1-866-379-8477** and operates between the hours of 8:30 AM and 3:30 PM, Monday through Friday. Voicemail is available at all other times. Callers to the DHS hotline may remain anonymous by leaving a message outside of business hours.

Health Partners Plans operates our own separate hotline through our Special Investigation Unit (SIU). The Health Partners Plans Fraud and Abuse Hotline is **1-866-477-4848**. The SIU toll-free fraud and abuse hotline is totally anonymous and has no call-back mechanism. You may call at any time and leave a detailed voicemail regarding a suspicion of fraud, abuse or waste within the healthcare delivery system. All calls are responded to by our SIU staff.

Some common examples of fraud and abuse for the DHS and/or SIU hotline include:

- Billing or charging Medical Assistance recipients for covered services
- Billing more than once for the same service
- Dispensing generic drugs and billing for brand name drugs
- Falsifying records
- Performing inappropriate or unnecessary services

If you wish to report Medicare or Medicaid fraud or suspicious activity, please call the Health Partners Plans SIU Hotline at 1-866-477-4848.

Suspected fraud and abuse may also be reported to DHS through its website at <https://www.dhs.pa.gov/about/Fraud-And-Abuse/Pages/default.aspx> or mail to:

Department of Human Services
Office of Administration
Bureau of Program Integrity
P.O. Box 2675
Harrisburg, PA 17105-2675

CMS-1500 Place of Service Codes

The following table provides an overview of the Place of Service codes used on the CMS-1500 and their corresponding description. This list is not all-inclusive.

Table 15A: Place of Service Indicators

Place of Service Code	Description
02	Telehealth Provided Other than in Patient's Home
10	Telehealth Provided in Patient's Home
11	Doctor's Office
12	Patient's Home
20	Urgent Care Center
21	Inpatient Hospital
22	Outpatient Hospital
23	Emergency Room
24	Ambulatory Surgical Center
25	Birthing Center
26	Military Treatment Facility
31	Skilled Nursing Facility
32	Nursing Facility
33	Custodial Care
34	Hospice
41	Ambulance – Land
42	Ambulance – Air or Water
49	Independent Clinic
50	Federally Qualified Health Center
51	Inpatient Psychiatric Facility
54	Intermediate Care Facility/ Mentally Retarded
61	Comprehensive Inpatient Rehabilitation Facility
62	Comprehensive Outpatient Rehabilitation Facility

65	End Stage Renal Disease Treatment Facility
71	State/Local Public Health Clinic
72	Rural Health Clinic
81	Independent Laboratory
99	Other Place of Service

Preventive Care Guidelines

All Health Partners Plans participating providers are expected to follow preventive health guidelines by taking an active role in the ongoing management of member care, including appropriate management of members with chronic conditions. Providers are also responsible for ensuring timely and age-appropriate preventive screenings as well as continuity and coordination of care across specialties and care settings. Visit us at www.healthpartnersplans.com/providers/clinical-info for a full list of preventive guidelines and samples of Care/Preventive flow charts.

Healthy Kids Program Periodicity Schedule & Coding Matrix

LEGEND

For the latest EPSDT Periodicity Schedule and Coding Matrix please refer to the most recent DHS bulletin, titled "*Revisions to the Early and Periodic Screening, Diagnosis and Treatment (EPSDT) Program Periodicity Schedule (99-15-07)*". We have included a link to this bulletin (which includes a copy of the most current EPSDT Periodicity Schedule and Coding Matrix) in the Clinical Info section of our website (www.healthpartnersplans.com) and a copy of the EPSDT Periodicity Schedule and Coding Matrix in this chapter.

Pennsylvania's EPSDT program calls for the following to be included in the assessment:

- comprehensive history and physical examination
- counseling/anticipatory guidance/risk factor reduction interventions
- age-appropriate nutritional counseling
- the calculation of Body Mass Index (BMI)
- newborn metabolic/hemoglobin screening and follow-up
- growth measurements and head circumference
- an oral dental exam
- blood lead (BL) screening
- blood pressure risk assessment
- developmental and autism screenings
- developmental surveillance
- psychosocial/behavioral assessments
- alcohol and drug use assessment
- ordering of appropriate laboratory/diagnostic procedures as recommended by the current AAP guidelines.

Newborn metabolic and hemoglobinopathy screenings should be done according to state law. According to AAP recommendations, newborn metabolic and hemoglobinopathy screenings should take place between newborn and 2 months of age.

Use CPT modifier -52 EPSDT Screening Services/Components Not Completed plus CPT code for standard testing method for objective vision/hearing testing, anemia, dyslipidemia, lead and tuberculin testing not completed. If a screening service/component is reported with modifier 52, the provider must complete the screening service/component during the next screening opportunity according to the Periodicity Schedule.

Use CPT modifier-90 Reference Outside Lab plus CPT code when laboratory procedures are performed by a party other than the treating or reporting physician.

Dental Periodicity Schedule: Per the American Academy of Pediatric Dentistry, the first examination is recommended at the time of the eruption of the first tooth and no later than 12 months of age. Repeat every 6 months or as indicated by the child's risk status/susceptibility to disease.

www.aapd.org/media/Policies_Guidelines/G_Periodicity.pdf. All children should be referred to a dental home for care; the YD referral code for Dental referrals is required for all complete EPSDT screens.

Initial measurement of hemoglobin or hematocrit is recommended between 9 and 12 months of age.

All sexually active patients should be screened for sexually transmitted infections (STI). All sexually active girls should have screening for cervical dysplasia as part of a pelvic examination beginning within 3 years of onset of sexual activity or age 21 (whichever comes first).

Procedure code 99460 and modifier EP are to be used for a newborn screen performed in the hospital, but not on the same day as hospital discharge.

Procedure code 99463 and modifier EP are to be used for a newborn screen performed in the hospital on the same day as hospital discharge.

Provide at times noted, unless done previously.

Developmental Surveillance is required for all periods, except when developmental screenings are required.

All referrals to a dental home must be reported using the YD referral code.