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## POLICY UPDATES

JUNE 2018



## REMINDERS

### Keep Your Directory Information Current

Health care providers are obligated by both state and federal regulatory agencies to maintain accurate directory listings with the health plans in which they participate.

Remember to keep your directory information up to date so patients can find your office. Review and make changes to your profile by signing into your account. To find out how, use our [video tutorial](#).

EmblemHealth validates the accuracy of the data in our directories against the information in CAQH ProView™, the online data collection source that uses a standard electronic form to capture provider information. Only service locations listed on CAQH ProView™ are eligible for validation, enrollment at initial credentialing, or continued participation at recredentialing. To avoid issues, including a break in service, please ensure your CAQH ProView™ profile is up to date. [Read More](#).

### Policy for OB/GYN Specialty Designation

Our directories are reviewed for accuracy. If you are an obstetrician/gynecologist that hasn't sent a claim for obstetric services in two years, we will change your specialty designation to gynecology. This helps to make sure our members have the right information. It also helps to stop unnecessary calls to your office. If you haven't limited your practice to gynecology, use our Message Center to let us know. Sign in to our [secure website](#). Select "General Information" from the drop down menu on the "Ask a Question" page.

### Follow Access and Availability Standards

It's important for our members to get the right care at the right time. It's part of your

commitment to quality patient care. Our [Appointment Availability During Office Hours and After Office Hours Access Standards](#) brochure was created to help you. It includes the guidelines you need to make sure you are giving members appropriate access to your care. Refer to it often and share it with appointment schedulers.

## Use Network Labs

Quest Diagnostics and its affiliate, Ameripath, are our preferred labs. Data from out-of-network testing is not available to EmblemHealth for our disease management programs. This may result in inaccurate reporting and the possibility of practitioners and/or members being told a test is needed when it may have already been done.

To keep costs down for our members, please refer all of your EmblemHealth members to Quest Diagnostics, Ameripath, or another participating laboratory in accordance with your Agreement with us. If you do not have an account, call:

- Quest Diagnostics at **866-697-8378**, (select option 1, then option 8).
- Ameripath at **800-553-6621** for dermatopathology services
- Ameripath at **866-436-9631** for hematopathology, cytogenetics, gastroenterology and urology services.

## Do Not Bill Medicaid for Medicare Balance Due

Medicare and Medicaid payment, if any, must generally be accepted as payment in full. You cannot seek to recover any copay, deductible or coinsurance amounts from Medicaid, nor from Medicare/Medicaid Dually Eligible Individuals. [Learn more](#) about how to bill for our Medicare Advantage members.

## Informed Consent Required for Hysterectomy/Sterilization

Federal regulations require patient notification for hysterectomy and sterilization procedures. The patient or their representative must sign the required consent form for the service to be deemed a covered service under the Medicaid plan. This form must also accompany manual claim submissions as proof of consent. Remember to submit it to avoid having the claim returned. [Learn More](#).

## Sign Up For Free

Through [PNC Remittance Advantage](#) you can receive direct deposits to your bank account(s) (Electronic Funds Transfer) and view or download your remittances online (Electronic Remittance Advantage). Electronic transactions are fast, convenient and reduce the risk of lost or stolen payments. This solution is free and allows you to reduce payment processing costs and improve cash flow. Visit [PNC Remittance Advantage](#), click on the "Register Now" button, and follow the instructions to enroll. [Read More](#).

## Check Panel Reports - Schedule New Patient Visits

If you're a primary care physician, we urge you to regularly check your panel reports at [emblemhealth.com/providers](http://emblemhealth.com/providers). Review the reports to identify new patients and call them to schedule a new patient visit. Please encourage new Medicare and Dual Eligible Special Needs Plan (SNP) members to complete and submit their Health Risk Assessments, too.

### EmblemHealth

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EmblemHealth benefit plans are underwritten by the EmblemHealth companies Group Health Incorporated (GHI), HIP Health Plan of New York (HIP) and HIP Insurance Company of New York.

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