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## POLICY UPDATES

NOVEMBER 30, 2018



## REMINDERS

### 2018 Required Special Needs Plan (SNP) Model of Care (MOC) Training

Medicare providers in the VIP Prime Network must complete the EmblemHealth SNP MOC provider training by December 31, 2018. To receive credit for the training, either complete online or review off line and fax the attestation to **855-685-6250**, or mail it to EmblemHealth, Return Mail Center, 101 Poor Farm Road, Unit B, Princeton, NJ 08540. Providers in the Medicare Choice PPO Network must complete training offered by GuildNet and ArchCare. [Find all required training modules and the EmblemHealth attestation on our website.](#)

### Cultural Competency Resources

Cultural competency continuing education and resources are available for health care providers on [our website](#) to improve awareness and skills in addressing the health care needs of our diverse membership.

### EmblemHealth Webinar for Practitioners and Office Staff

EmblemHealth webinars are held the second Wednesday of each month; 10 to 11 am and 2 to 3 pm. Join us **December 12** to learn about anticipated changes for 2019. Hear an overview of our programs and learn how to maximize your administrative efficiencies using our web-based tools and resources — perfect for new staff or as a refresher. Space is limited, [Register](#) today.

## Community Resources – EmblemHealth Neighborhood Care

Visit our [EHNC](#) page for a list of [community events](#) and information on all that EmblemHealth Neighborhood Care has to offer you and your patients. You can also learn more by visiting one of our [eight](#) conveniently located EmblemHealth Neighborhood Care Locations near you.

## Tips for Improving the Patient Experience

Using these quick tips can go a long way in increasing patient satisfaction.

- Review patients' medical record before entering the exam room.
- Greet your patient by name.
- Engage your patient in conversation.
- Review test results and ask questions, like:
  - Have you been able to make changes we talked about at your last appointment?
  - Do you feel these changes are working for you?
  - What other changes do you feel you can make to help manage your condition over the long term?

Continue these best practices so your patients feel well cared for and commit to follow-up care.

## Include Correct NPIs for All Providers on Claim

Federal law mandates that health care practitioners use their unique, 10-digit National Provider Identifier (NPI) when submitting standard electronic health care transactions, such as claims. NPIs for attending physicians listing on a claim need their NPIs populated too. Check your Provider Profile on [emblemhealth.com](http://emblemhealth.com) to make sure you have the right NPI on file. Use of an incorrect NPI can result in incorrect claims payment or denied claims.

## Vaccines for Children (VFC) Program

EmblemHealth will only reimburse providers who bill with CPT 90460 for the cost of administering vaccines to VFC-eligible members. [More](#).

## Keep Your Directory Information Current

Keep your directory information up to date so patients can find you. This [video](#) shows you how to review and make changes to your profile. Also check your information on [NYS Provider & Health Plan Look-Up](#). Use the Contact Us button on the website to report corrections.

## Watch Video:



### [Know Your Network Participation](#)

Learn how to keep member care in network and how to know which networks your members can access.

### [Follow Access and Availability Standards](#)

An appointment availability standard for the specialty of oncology was recently added. The new standard requires the initial oncology visit for medical care be given within **3 business days** of the members request, when the member has received a positive test result. Review the [Appointment Availability Standards During Office Hours & After Office Hours Access Standards](#) and share this information with appointment schedulers.

### [Medicaid Registration Required](#)

Federal law requires Medicaid Managed Care and Children's Health Insurance Program network providers in specific service categories to be enrolled with state Medicaid programs. Go to [eMedNY](#), navigate to your provider type, and print/review the Instructions and Enrollment form. The Provider Enrollment tab includes additional resources and necessary forms related to enrollment.

### [Use Network Labs](#)

To keep costs down for our members, please use an in-network laboratory. While EmblemHealth does contract with hospital labs and specialty labs, we suggest using our network provider, Quest Diagnostics, for most of your routine lab work. Quest Diagnostics has hundreds of community-based Patient Service Centers in our area. Members may go online to schedule appointments at their local Quest Diagnostics Patient Service Center. To help members find the Patient Service Center nearest them, please direct them to call **1 800 377 7220** or to visit their website at [questdiagnostics.com](http://questdiagnostics.com).



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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