



# In the Know

MARCH 2019



## **Reminder: EmblemHealth EPO Value Plan - no referral required**

EmblemHealth wants to make it easier for our providers to connect members with the care they need. This is why many of our plans, including the EmblemHealth EPO Value plan, do not require a referral to see a specialist. [See a list of all plans](#) where no referral is required.

## **Check panel reports - schedule new patient visits**

Managing a busy practice is a challenge, and welcoming new members

is an important part of providing care. We encourage all of our primary care physicians to routinely check their panel reports and reach out to new patients to schedule an initial visit. Please [click here to log in](#) to our provider portal to find your reports and more. Please encourage new Medicare and Dual Eligible Special Needs Plan (SNP) members to complete and submit their Health Risk Assessments, too.

## Revised: Access and Availability standards

Our [Appointment Availability Standards During Office Hours & After Office Hours Access Standards brochure](#) now includes additional Medicaid requirements.

## New York State Medicaid Update

We are happy to share with you the newest issue of [Medicaid Update](#), a monthly publication from the Office of Health Insurance Programs of the New York State Department of Health. This edition includes updates on the Medicaid program, offers guidance on policy and billing changes, and pharmacy reminders.

## Know your network participation

Make sure your staff knows which of our networks you participate in for 2019. This reduces confusion when members schedule an appointment. It also helps speed up claims and billing so that you get paid sooner for your services. Watch this [video](#) if you need help finding your participation.

## Monthly webinar for practitioners and office staff

Do you want to learn how to get the most out of your relationship with EmblemHealth? We offer monthly webinars that give you and your staff an inside look. It is perfect for new staff or as a refresher. You can learn about our networks and benefit plans, special utilization management programs, and ways to maximize your administrative efficiencies using our web-based tools and resources. Webinars are held the second Wednesday of each month, 10 to 11 a.m. and 2 to 3 p.m. Our next event is **April 10, 2019**. Space is limited, [Register today](#).



### **Utilization Review: Empire Blue Cross Blue Shield Site of Service Program**

Effective January 1, 2019, Empire Blue Cross Blue Shield's (BCBS) added additional services to its precertification list for Site of Service review for groups utilizing the New York City Healthline to obtain a reference number. [More](#).

### **Improve your cash flow with free ERA's and EFT's through PNC Remittance Advantage**

Electronic transactions are fast, convenient, and reduce the risk of lost or stolen payments.



### **CLINICAL CORNER** **Medical Policy Updates**

This month's update includes acupuncture as a covered Medicare benefit, information on obstructive sleep apnea diagnosis and treatment, doula services for Medicaid, and more.

**EmblemHealth**

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