

# Provider News

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## Commercial and Medicare plans expand to new regions for 2017

Security Health Plan has expanded into six counties in the Fox River Valley region of northeastern Wisconsin to support strategic growth in 2017 and beyond. As part of this expansion, the Plan has contracted with two major provider organizations in the region, Bellin Health and ThedaCare.

### Overview of networks offered in 2017

The service area and provider networks **vary** for **each** Security Health Plan insurance product. It's easy to verify for which plans you are in the network at [www.securityhealth.org/find-a-doctor](http://www.securityhealth.org/find-a-doctor)

- 1 - Select the **Find a Doctor** or the **Find a Care Facility** tab
- 2 - Under **Choose your Plan** click the appropriate health plan option
- 3 - Narrow your search by adding your ZIP code

Providers and practices that are part of the designated plan network will be listed. You can also view the service area maps for the various networks at this link: [www.securityhealth.org/about-us/service-area](http://www.securityhealth.org/about-us/service-area).

At right is a list of the Security Health Plan products effective January 1, 2017. Please note that members' insurance plan name is listed on the front of their Security Health Plan ID card.

### Commercial Plans

#### Individual and Family Plans (IFP)

- Classic (HMO)
- Select (EPO)

#### Small Group

- Central Independence (POS)
- Valley Independence (POS)
- Central Tradition (HMO)
- Valley Tradition (HMO)
- Freedom (Indemnity)
- Reliance (EPO)

#### Large Group

- Central (POS)
- Central (HMO)
- Valley (POS)
- Valley (HMO)
- Open Access (POS)
- Indemnity

### Medicare Plans

#### Medicare Advantage

- Ally Rx (HMO SNP)
- Assurance Rx (HMO-POS)
- Essence (HMO-POS)
- Essence Rx (HMO-POS)
- Promise Rx (HMO-POS)
- Spirit (HMO-POS)
- Spirit Rx (HMO-POS)
- Surety Rx (HMO-POS)

#### Senior Security Medicare Select

#### Medicare Medical Savings Account\*

- Secure Saver (MSA)

#### Medicare Supplement with Riders\*

\* There is no network for the Secure Saver MSA or Medicare Supplement plans. Members can use any U.S. provider that participates in Medicare.

## Postal Prescription Services becomes new mail-order pharmacy

Postal Prescription Services (PPS) is the new mail-order pharmacy for Security Health Plan members. As of January 1, 2017, MedVantx Home Delivery will no longer be an affiliated pharmacy for Security Health Plan.

Using the PPS mail-order pharmacy service for covered medications and supplies can be convenient, but is not required. Security Health Plan members may continue to obtain their medications from any affiliated pharmacy.

To get started with PPS pharmacy services, members may use one of the following options:

- Members may call Security Health Plan Pharmacy Services at **1-877-873-5611** to request a PPS order form. The completed order form, along with any prescriptions that need to be filled, should be mailed to PPS. The order form provides important health, allergy and identification information for

members. It must be completed before orders can be processed.

- Note: if members have used MedVantx mail-order pharmacy services in the past six months, an order form will automatically be mailed to them.
- Members may call PPS toll free at **1-800-552-6694** to transfer any remaining prescriptions. If necessary, PPS may contact members' providers for a new prescription.
- Members may login to **www.ppsrx.com** to register and create an online account. From their online accounts, members may request that PPS fax their providers to have a new prescription filled or put on file.

**Important:** Existing refills with MedVantx **will not** automatically be transferred to Postal Prescription Services. Please contact PPS at **1-800-552-6694** with any questions about the mail-order process.

## Correct payer ID number needed for claims

Claims are rejected from Security Health Plan with a message that states "group number required" if your claims are submitted with the incorrect payer ID through your clearinghouse. Here is the correct payer information to use.

The **Security Administrative Services (SAS)** business line payer ID for electronic claims submission is **35202**. SAS is Security Health Plan's Third Party Administrative (TPA) product line. SAS members have subscriber numbers that begin with "10."

Security Health Plan's **commercial, Medicaid** (BadgerCare Plus) and **Medicare Advantage** claims business lines use the payer ID **39045**. Our commercial members have subscriber numbers that begin with "05"; Medicaid members have subscriber numbers that begin with "11"; and Medicare Advantage members have subscriber numbers that begin with "12."

Please check and correct the payer ID number before submitting claims.

## Hospitals must complete NOTICE Act attestation

### ***Important Information for affiliated Hospitals regarding The Notice of Observation Treatment and Implication for Care Eligibility Act (NOTICE Act)***

Security Health Plan requires its affiliated hospitals to complete an attestation regarding their compliance of the NOTICE Act. The OMB-approved standardized Medicare Outpatient Observation Notice (MOON) form has been released. The attestation will be sent to each hospital via email.

Under the NOTICE Act, hospitals and Critical Access Hospitals (CAHs) must deliver the Medicare Outpatient Observation Notice (MOON) to any Medicare beneficiary (including any Medicare Advantage enrollee) who receives observation services as an outpatient for more than 24 hours. The notice and accompanying instructions are available at: <https://www.cms.gov/Medicare/Medicare-General-Information/BNI/index.html>

The MOON requires both a written and oral notification to individuals receiving observation

services as outpatients for more than 24 hours. The written notice:

- Must be delivered no later than 36 hours after observation services are initiated,
- Must include the reason the individual is receiving observation services, and
- Must explain the implications of receiving outpatient observation services, such as cost sharing, and post-hospitalization eligibility for Medicare coverage of skilled nursing facility (SNF) services.
- The hospital or CAH must obtain the signature of the patient or an individual acting on behalf of the patient.

Additional information regarding the MOON and a sample Medicare Outpatient Observation Notice is available at [www.securityhealth.org/providers/notices-and-information](http://www.securityhealth.org/providers/notices-and-information).

Affiliated hospitals are required to be in compliance with the NOTICE Act no later than March 8, 2017.

## 2017 prior authorization updates

**Transgender Services** – Effective January 1, 2017, prior authorization is required for any Security Health Plan members who are requesting gender reassignment services. Please contact Security Health Plan to verify benefits and coverage criteria requirements.

**Experimental/Investigational Services** – As of January 1, 2017, these services will be

considered experimental/investigational:

- Percutaneous Disc Decompression
- Molecular Breast Imaging

Providers can find the list of prior authorizations and request forms at [www.securityhealth.org/authorization](http://www.securityhealth.org/authorization). You can also call our Provider Assistance Line at **1-800-548-1224**.

## Medicare Advantage plans no longer use 'Advocare' name

Effective immediately, Security Health Plan has eliminated all references to the product line name "Advocare" in reference to its Medicare Advantage HMO-POS plans.

This name change will require a naming convention change for the former Advocare plans from ADVCAR to MEDADV. The 835 remittances you receive will follow this new naming convention, replacing the ADVCAR naming convention with MEDADV.

### For example, here is the current naming convention:

X12 835 Remittance (DA... ADVCAR.1237821.100-201611...

X12 835 Remittance (DA... ADVCAR.1237822.105-201611...

### Here is the new naming convention:

X12 835 Remittance (DA... MEDADV.1237821.100-201611...

X12 835 Remittance (DA... MEDADV.1237822.105-201611...

Please feel free to contact Security Health Plan Provider Relations from 8 a.m. to 5 p.m. Monday through Friday if you have questions. Calls should be directed to **715-221-9295**.

## We follow evidence-based clinical practice guidelines

Security Health Plan has adopted evidence-based clinical practice guidelines that are used as the foundation of our disease management programs and clinical quality outcome measures. Clinical practice guidelines are available for the chronic conditions of diabetes, asthma, depression, ADHD, cardiovascular conditions, COPD and many other chronic conditions.

Health care guidelines are also available for preventive services for adults and for children and adolescents, as well as prenatal and postpartum

care. These guidelines are reviewed and updated at least annually or more frequently as clinical practice recommendations change.

We recently reviewed and updated the guidelines. All guidelines may be accessed from our website at **[www.securityhealth.org/guidelines](http://www.securityhealth.org/guidelines)**. From our home page, scroll to the bottom and click on **Provider Tools and Resources**, then click on **Clinical Practice Guidelines**. You can request a paper copy of any of these healthcare guidelines by calling **1-800-548-1224**.

## Check website for monthly formulary updates

Security Health Plan updates its interactive formulary to reflect both positive and negative changes prior to the 5th business day of each month. The Security Health Plan website also contains important information regarding covered medications, tier levels, prior

authorization, quantity limits, generic substitution and step therapy.

Providers are encouraged to review the Security Health Plan website on a regular basis for the most recent updates. To learn more visit **[www.securityhealth.org/prescriptiontools](http://www.securityhealth.org/prescriptiontools)**.

## Important information is a click away

You can find important information on services, standards and processes when you visit our Provider and Facility Manuals at [www.securityhealth.org/providermanual](http://www.securityhealth.org/providermanual).

- Clinic practice guidelines for chronic conditions (diabetes, asthma, depression, ADHD, cardiovascular conditions, COPD, nicotine dependence)
- Preventive service guidelines for patient care
- Descriptions of disease management and care management programs and how to refer patients
- Completing advance directives
- Obtaining information about our Quality Improvement program, including a copy of our QI Program Description and Evaluation
- Site visit/medical record keeping standards
- Appointment access standards and availability of providers
- Medical record documentation standards
- Utilization management:
  - Obtaining a copy of the criteria used in making decisions,
  - Availability and how to contact medical director/pharmacist,
  - How to contact the department,
  - Noncompensation statement,
  - Timeliness of decisions
  - Hours of operation
- New technology, evaluation process and coverage decisions
- Pharmacy management procedures, formulary, exception process, prior authorization
- Statement of member rights and responsibilities; member complaints and appeals procedures

## Discussing health issues with your patients

Security Health Plan members may be asked to complete surveys mandated by the Centers for Medicare and Medicaid Services regarding conversations they have had with their providers. The surveys ask our members if their providers have discussed specific healthcare concerns during their visits.

Responses to these questions have a dramatic impact on Security Health Plan's overall Medicare star rating. The star rating system

generates additional plan revenue that is used for quality improvement activities.

When visiting with your Security Health Plan Medicare patients, please be sure to discuss the following healthcare concerns at every visit:

- Falls
- Problems with balance or walking
- Improving physical activity and exercising regularly
- Urine leakage problems



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**Provider News**

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**Provider News:** Security Health Plan's Provider News is intended to keep providers in our network current with the latest developments in group and direct pay, Medicaid and other managed care programs. You can view an electronic version of the newsletter at [www.securityhealth.org/providernews](http://www.securityhealth.org/providernews). If there is a topic you would like addressed in Provider News, please contact Dave Mueller, editor, at 715-221-9817.