

Scripps Health Plan Services Managed Care Link

Electronic Funds Transfer (EFT)

That’s right—SHPS is now able to send EFT. Signing up is easy as 1, 2, 3. Get paid faster, funds clear instantly, and you have immediate access to hard-earned cash making this transition a little easier for those who like to receive direct deposits. Go to our new website:

<https://www.scrippshealthplanservices.com>

1. Download, complete the EFT form and return to us by fax (858) 260-5851 or email ProviderRelations@scrippshealth.org.
2. Your Remittance Advice (RAs) will be available electronically through your clearinghouse or through Scripps Care Link.
3. That’s it! Your direct deposit will be set up.



Scripps Care (Plan) Link *Become a User*

Say hello to Scripps Care (Plan) Link, an online web portal where you can check the status of your claims, submit and check the status of your referral requests and check Scripps Health Plan Member eligibility online 24 hours a day, seven days a week.

Easily create a free online account.

Go to <https://www.scrippshealthplanservices.com>

1. Click on Provider Resources
2. Scroll down to Request Access to Scripps Care Link and follow the instructions.

Clearinghouse Information

Office Ally— (360) 975-7000
Payor ID: SHPS1

Change Healthcare — (866) 369-2205
Payor ID: 33099

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Contact Us

For questions or issues related to prior authorization, claims, contracts and all other operations issues:

- Email: ProviderRelations@scrippshealth.org
Epic Inbasket: Within your Scripps Care Link account
Phone: Managed Care (all plans): 888-680-2273
Scripps Health Plan only: 844-337-3700

Customer Service

We are here to assist you!

All of our Customer Service representatives will answer each call in a friendly and knowledgeable manner to assist both members and providers.

Did you know that Scripps Health Plan Services (SHPS), Scripps Health Plan and the Scripps Employee EPO Plan all have different Customer Service phone numbers?

- ◆ **SHPS – for managed care members**
 - ◆ Phone: 1-888-680-2273
 - ◆ Hours: Monday - Friday from 8am to 5pm
- ◆ **Scripps Health Plan – for Scripps Health Plan only**
 - ◆ Phone: 1-844-337-3700
 - ◆ Hours: Monday - Friday from 8am to 5pm
- ◆ **Scripps Employee EPO Plan (SEPO)**
 - ◆ HealthComp Administrators
 - ◆ Phone: 1-877-552-7247
 - ◆ Hours: Monday - Friday from 6am to 4pm

Provider Manuals

Keep informed!

Provider Manuals, Policies and Procedures are different for all the following:

- ◆ SHPS Managed Care
- ◆ Scripps Health Plan HMO
- ◆ Scripps EPO Plan

The latest versions of the Manuals can be found online.

SHPS Managed Care: www.scrippshealthplanservices.com

Scripps Health Plan HMO: www.ScrippsHealthPlan.com

Scripps EPO Plan: www.myscrippshealthplan.com

managed care operations

Claims and PDRs

Do you need to appeal a claim? Provider Dispute Resolution (PDR) forms are available at www.ScrippsHealthPlanServices.com/I'm a Provider. Scroll down to Claims, select Provider dispute resolution and you will see the link to the PDR form. Additional information to support an appeal should be faxed to 858-260-5878.

Scripps HealthExpress Locations

Walk-In Clinics in San Diego for same-day care. Minor illnesses and injuries can happen any time. That's why we offer convenient Scripps HealthExpress same-day, walk-in clinics at Scripps Clinic and Scripps Coastal Medical Center locations throughout San Diego County.

To find the nearest location, go to <https://www.scripps.org/services/scripps-healthexpress-walk-in-clinic>

Keep Your Information Current

Senate Bill (SB) 137 defines strict requirements for the accuracy of both online search tools and the provider directory for payors and practitioners in California. The law requires that medical groups and/or plans validate the provider information below once or twice a year based on your contracted status:


- ◆ Name
- ◆ Address, city, state, ZIP
- ◆ Practitioner type
- ◆ Board certification
- ◆ License's expiration date
- ◆ Provider languages spoken
- ◆ Networks Tier
- ◆ Accepting patients status
- ◆ Practice name
- ◆ Practice TIN
- ◆ Public email address (not required)
- ◆ Phone and fax
- ◆ Specialty
- ◆ CA license number
- ◆ NPI individual
- ◆ Office hours
- ◆ Contracted Plans
- ◆ Group/IPA affiliations
- ◆ Practice NPI
- ◆ Network hospital admitting privileges

Update your information by completing a **Provider Demographic Update Form** located at <https://www.scrippshealthplanservices.com/providers> under Directory updates.

Utilization Management

Referrals

◆ **Entering Referrals in Epic—**

When entering referrals in Epic for managed care members, know that if you get a hard-stop symbol  in the Refer To/Provider field, you are referring to an out-of-network provider. To search for network providers use the Scripps Health Plan Services “Find a Provider” feature at www.scrippshealthplanservices.com scroll down to Provider Directories and Updates and you will find three directories available. If you can't find a contracted provider for a particular service, contact your **Scripps Health Plan Services Provider Relations Representative** or email **ProviderRelations@ScrippsHealth.org**.

◆ **Genetic Testing—**

All genetic testing requires a physician order and a referral entered into EPIC for the Prior Authorization process.

Providers can call **Scripps Health Lab Client Services at (858) 554-9552** for questions regarding contracted vendors. Hours are Monday—Friday 6:00 am to 5:30 pm and Saturdays 6:30 am to 3:00 pm.

◆ **Home Health Alert—Non-Routine Supplies**

Routine supplies such as Bandages, KY Jelly, creams and salves, cotton balls, alcohol wipes, gauze pads, gloves, ABD's, tape, betadine wipes, peroxide, syringes are included in the visit rate and are to be supplied by the Home Health Agency at no additional charge.

Should non-routine specialized supplies be required, the agency will need to contact the patient's Primary Care Physician (PCP) to request they enter an order/referral for the necessary supplies. PCPs make these referrals to a SHPS contracted provider.

UM Decisions

Scripps Health Plan (SHP), Scripps Health Plan Services (SHPS) and Utilization Management (UM) decision making is based on appropriateness of care, service and existence of coverage.

SHPS does not:

- ◆ Compensate practitioners or individuals for denials
- ◆ Offer incentives to encourage denials
- ◆ Encourage decisions that result in under utilization.

SHPS ensures independence and impartiality in making referral decisions that will not influence hiring, compensation, termination, promotion and any other similar matters.

for your information

- ◆ **CMS Finalizes SNF Payment Method**
 - ◆ SNFs billing SHPS under PDPM who have SHPS members under skilled care on the last day of September, 2019 will need to reassess the member under PDPM and split bill – RUGs for September and PDPM for October.
- ◆ **Transportation Reminder**
 - ◆ Ambulance transportation of Scripps patients should be coordinated by calling **Scripps Medical Transportation at (858) 492-3656.**
- ◆ **Reminder for Specialist**
 - ◆ Reminder to providers to fax clinical reports and visit notes back to PCP.

2019 Holiday Closures

- ◆ November 28 - Thanksgiving Day
- ◆ November 29- Day After Thanksgiving
- ◆ December 25 -Christmas Day
- ◆ 2020 January 1 - New Year's Day

