Scripps Health Plan Services Newsletter

MARCH 2023 – FIRST QUARTER EDITION

TABLE OF CONTENTS (HYPERLINKED)

PROVIDER OPERATIONS MANUAL

Our Provider Operations Manual serves as a comprehensive resource where providers can find helpful information on:

- Claims and Reimbursement
- Compliance and Privacy
- Key contacts
- Medical Management Program
- Providers' Roles and Responsibilities

Please note that there are separate Manuals specific to SHP HMO and SHPS Managed Care**:**

SHP HMO Manual: SHP Manual **SHPS Managed Care Manual:** SHPS Manual

SPECIAL NEEDS MODEL OF CARE TRAINING

The Centers for Medicare and Medicaid Services (CMS) requires Medicare Advantage organizations (MAOs) to provide initial and annual Model of Care Training for Special Needs plans (SNP) and those participating in Medicare Medicaid Plans (MMP or Cal MediConnect). In accordance with the regulations, Scripps Health Plan Services, in partnership with SCAN and Health Net has included their links to the Model of Care training (MOC).

The following document care be accessed through the SCAN Health Plan website and include:

- 2023 SNP MOC FAQs
- 2022 SNP MOC Training PowerPoint presentation
- 2022 SNP MOC Training – Webinar Recording

D-SNP Provider Trainings And Webinars | Health Net

Model of Care Training links are also available on our website, under our provider page. SHPS Website

MEDICAL BILLING TIPS/CPT MODIFIERS

SHPS has received a few questions about **Multiple Procedures Modifiers 51 and 59; and Bilateral Procedures Modifier 50.**

It is important to remember some key points when you are coding submissions.

CMS may not require **modifiers 51, 59, or 50** since their hard-coded logic allows the claims payment reductions on multiple and/or bilateral procedures to adjust payment automatically, per guidelines.

The processing of **modifiers 51, 59, and 50** by any other carrier besides CMS is determined by the carrier. SHPS requires these modifiers to be present on the claim for it to be processed accurately which results in faster reimbursement.

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COVID-19

For COVID-19 related information, including FAQs, testing, and vaccine information, visit Scripps Health's dedicated COVID-19 webpage.

REMINDER: Claims for Covid services are submitted directly to the Health Plans unless the claim is for a senior member. Then those claims are submitted to SHPS.

SENATE BILL 137

Senate Bill 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.

Update your information by completing a Provider Demographic Update Form under Directory Updates on our website SHPS Website.

Reminder – Please let us know when someone has joined or left your practice

AMERICAN MEDICAL RESPONSE

Although the City of San Diego has made contractual changes for ambulance transport, American Medical Response will continue to be Scripps Health Plan Service's transportation provider.

All services can be accessed through the Scripps Medical Transportation service line, 858-492-3656.

PROVIDERS/GROUPS TERMINATING THEIR CONTRACTS

Any provider seeking to terminate their contract with Scripps Health Plan Service (SHPS) and in an effort to coordinate and ensure the member (patients) receive the sixty (60) day notice, SHPS requests a minimum of ninety (90) days written notice. Also, to ensure continuity of care for our members (patients) we request the terminating provider indicate the desired provider for whom all open referrals should be reissued to.

SPOTLIGHT ON SHPS UTILIZATION MANAGEMENT – REFERRAL REQUESTS

Important reminders:

- **Referral requests should be made electronically through Epic or Scripps Care Link**. Please do not fax referral requests unless absolutely necessary (e.g., system issues, waiting for Scripps Care Link access).
- **The Authorization Change Request form is no longer in use**.
- **There are regulated timeframes for making referral decisions**. They are below:

CATEGORY	COMMERCIAL TIMEFRAMES	MEDICARE TIMEFRAMES
Routine	Within five (5) business days of receipt	Within fourteen (14) calendar days of receipt
Urgent	Within seventy-two (72) hours of receipt	Within seventy-two (72) hours of receipt
Routine Pharmacy	Within seventy-two (72) hours from the receipt of request	Within seventy-two (72) hours from the receipt of request
Urgent Pharmacy	Within twenty-four (24) hours from the receipt of request	Within twenty-four (24) hours from the receipt of request

- **Approved referrals cannot be modified** due to regulatory requirements. If you need to add a CPT code, please submit a new referral request.
- **Request a peer-to-peer meeting with a physician reviewer**. The physician reviewer name and direct telephone number is printed on all referral denial letters.
- **Physician reviewers are not financially incentivized**, motivated, or otherwise rewarded for issuing denials of requested health services and are not offered any financial incentives that would encourage underutilization of services.
- **Need help to coordinate language interpreter services?** Call our SHPS Customer Service department to assist at 888-680-2273 (MSO members) or 844-337-3700 (Scripps Health Plan members).
- **If you are unable to obtain a timely referral** to an appropriate provider for a member, you may contact the member's health plan for assistance (see the "Managed Care Grievance Process" section of this newsletter for plan contact information) or file a complaint with the Department of Managed Health Care. The department has a toll-free telephone number (888-466-2219) and a TDD line (877-688-9891) for the hearing and speech impaired, as well as an internet website www.dmhc.ca.gov.

RETRO-AUTHORIZATION UPDATE

To align with Medicare regulations, all Medicare Advantage post-service request are to be submitted to the SHPS claims department. The utilization management department will no longer provide retro-authorization for Medicare Advantage members. SHPS UM department continues to review Commercial member post-service request for authorization.

POST-STABILIZATION CARE

Notification is required within 24 hours of admission for all Scripps Health Plan Services Managed Care Members

For Emergent Medical Admissions or Transfers	**Call Scripps Centralized Transfer Center at (858) 678-6205**

If you do not obtain authorization to provide post-stabilization care to a member, neither Scripps Health Plan Services nor the member will be held financially responsible for any unauthorized care provided by the hospital.

Your facility cannot balance bill our members.

Managed Care/HMO Plans and Medical Groups Contracted with Scripps Health Plan Services:

	Commercial	Medicare		Scripps Medical Foundation	Affiliated Medical Groups
Alignment Health Plan		X		Scripps Clinic Medical Group Scripps Coastal Medical Center	Mercy Physicians Medical Group Optum Care Network – San Diego Scripps Physicians Medical Group
Anthem Blue Cross	X	X			
Blue Shield of California	X	X			
Cigna	X				
Health Net	X	X			
SCAN Health Plan		X			
Scripps Health Plan	X				
United Healthcare	X	X			

ACCESS TO CARE STANDARDS

Access Standards: As a contracted provider of SHPS, you are required to comply with HCSP and regulatory standards regarding access to care and services for SHPS members. The following standards are monitored on an ongoing basis:

NON-EMERGENT APPOINTMENT ACCESS STANDARDS-MEDICAL

Appointment Type	Time-Elapsed Standard
Non-urgent appointments for Primary Care Physician (PCP)	Must offer the appointment within ten (10) business days of the request
Non-urgent appointments with Specialist physicians (SPC)	Must offer the appointment within fifteen (15) business days of the request
Urgent Care appointments that do not require prior authorization (PCP)	Must offer the appointment within forty-eight (48) hours of request
Urgent Care appointments that require prior authorization	Must offer the appointment within ninety-six (96) hours of request
Follow-up appointment with a non-physician mental health or substance use disorder (MHSUD) provider for those undergoing a course of treatment	Must offer the appointment within ten (10) business days following prior appointment
Non-urgent appointments for ancillary services (for diagnosis or treatment of injury, illness, or other health condition)	Must offer the appointment within fifteen (15) business days of the request

The timeframes for obtaining out-of- network specialty services if needed are consistent with the timeframes for obtaining in- network specialty services as outlined in the table above.

If you are unable to obtain a timely referral to an appropriate provider for a member, you may contact the member's health plan for assistance (see the "Managed Care Grievance Process" section of this newsletter for the plan contact information) or file a complaint with the Department of Managed Health Care. The department has a toll-free telephone number (888-466-2219) and TDD line (877-688-9891) for the hearing and speech impaired, as well as an internal website www.dmhc.ca.gov.

POTENTIAL QUALITY ISSUES (PQI)

A PQI is any suspected provider quality of care or service issue that has the potential to impact the level of care being provided to the enrollee/patient. Providers may include independent physicians, medical groups, hospitals, nurses, ancillary providers, and their staff as well as health plan staff.

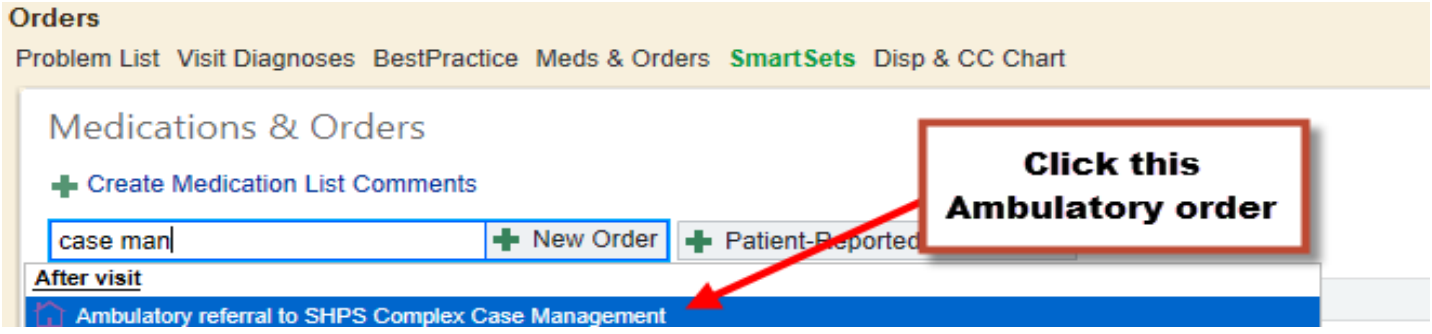
Please see PQI guide and reporting form on our SHPS Web Site.

SHPS Website

SHPS COMPLEX CARE MANAGEMENT

Complex Care Management (CCM) is a team of highly trained registered nurses and social workers who are available to assist you and your patients to reach their health care goals. At no cost to your patient, we are here to provide that extra level of support to overcome health and social challenges. CCM partners with you and your patients to develop a customized care management plan of care, connection to available community resources, education on complex health conditions and help navigating through the health care system. CCM offers the extra level of support needed by developing a one-to-one relationship with your patient through telephonic and video outreach. In addition to complex cases with co-morbid conditions and high utilization, the CCM team offers specialty focus areas including high risk OB, pediatrics, transplant, and transgender populations.

Referring patients to CCM is at your fingertips in Epic!
Ambulatory Order #210 (Ambulatory referral to SHPS Complex Care Management)



Email: shcmreferrals@scrippshealth.org
Voicemail: 888-399-5678

SCRIPPS CARE LINK

Scripps Care Link is our online web portal where you can check Scripps Health Plan member eligibility, enter referral requests, check the status of your referral requests, and view claims. You can send in-basket messages to SHPS departments and retrieve remittance advices.

It is very user friendly, and more efficient than faxing in your referral/authorization requests.

Go to our Website for a Scripps Care Link Application SHPS Website

If your office uses a billing company, please have them email provider relations to inquire about access.

REMINDER: For password resets and unlocking your account please call the IS Service Desk, 858-678-7800.

ELECTRONIC FUNDS TRANSFER (EFT)

80% of our providers have signed up for EFT.

The EFT Enrollment Form can be found on our website: SHPS Website

1. A prerequisite is being able to retrieve your ERAs (835 files) via one of our Clearinghouses, Office Ally, or Change.
2. Download and complete an EFT Enrollment form and return your signed form to SHPS by fax (858)260-5851 or email to ProviderRelations@scrippshealth.org.
3. One your Vendor EFT is activated, paper Remittance Advices (RAs) will no longer be provided by SHPS.
4. RAs should be available electronically via your clearinghouse or through Scripps Care Link. If you haven't applied for access to Scripps Care link yet, you can find this application on the website as well.
5. Confirm your EFT is active and contact Providers Relations to report any issues.

ELIGIBILITY AND CLAIMS STATUS AUTOMATED PHONE SYSTEM FOR PROVIDERS

Our **automated phone system** allows for a quick check of claims status and Scripps Health Plan HMO eligibility status for one or more patients 24 hours a day, 7 days a week. Using this system saves you valuable time on the phone and offers a convenient self-serve option at any time of day. If you are in need to speak to a live agent, we are available Monday-Friday 8 a.m. – 5 p.m. SHP (844)-337-3700, SHPS (888)-680-2273.

To check **Scripps Health Plan HMO member eligibility**, please have the following information ready:

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- Your Tax ID number
- Member ID number (example: SH012345601 – you will input numbers only 012345601)
- Member date of birth

The system will provide the following **eligibility information**:

- Medical Group and PCP
- Coverage Information
- Effective and Term dates
- List of copays
- Maximum out of pocket limit (met/not met)

To check **claims status** for any of our managed care members, please have the following information ready:

- NPI associated with the claim (vendor or rendering provider NPI)
- Member Date of Birth
- Date of Service associated with the claim
- Billed Amount associated with the claim
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The system will provide the following **claims information**:

- Claim Status
- If claim paid: claim number, paid amount, patient responsibility, check number, and check date
- If claim denied: claim number, received date, and denied date
- If claim is pending: claim number and received date

SHPS COMPLIANCE PLAN

Providers can view the SHPS Compliance Plan on the SHP and SHPS websites under provider resources.

HOW TO REPORT COMPLIANCE CONCERNS

There are multiple ways to report compliance concerns, including potential fraud, waste, and abuse:

- Notify your supervisor or manager
- Notify SHPS Compliance Department: SHPSCompliance@scrippshealth.org
- Notify SHPS Chief Compliance Officer: Pantovic.Linda@scrippshealth.org or **(858) 927-5360**
- Anonymously through the Scripps Health Compliance and Patient Safety Alertline (online or by phone **1-888-424-2387**)

MEDICAL RECORD DOCUMENTATION STANDARDS

Consistent, current, and complete documentation in the medical record is an essential component of quality patient care. There are specific elements that reflect a set of commonly accepted standards for medical record documentation. Providers will be required to meet minimum documentation standards to continue participation in the SHPS network. This includes electronic medical record (EMR) documentation. SHPS conducts periodic audits and ongoing oversight of documentation to ensure compliance with such standards. Medical record documentation audit activities are often directed to the PCP; however, audits of other practitioners and ancillary providers will be conducted as directed by the SHPS Compliance Department as a result of claims trends, suspected fraud, waste, or abuse, documentation issues, and/or as directed by any of our Scripps Health Plan Services Committees. Please refer to the "Medical Record Documentation Standards - Tip Sheet" available via the SHP and SHPS websites under SHP Forms, Credentialing & Dispute Resolution or SHPS Provider Resources.

OIG/GSA/STATE EXCLUSION CHECKS

SHPS is prohibited from hiring, contracting, or making payments to any person or business that is excluded or debarred from federal health care programs. All applicable individuals and entities, including providers, are checked against the Office of Inspector General ("OIG") and General Services Administration ("GSA") federal exclusion lists and the consolidated State of California Medi-Cal Suspension Lists prior to hire or contracting, and monthly thereafter.

LANGUAGE ASSISTANCE PROGRAM (LAP)

State and federal law requires that health plans establish a **Language Assistance Program for limited English proficient members**. Providers are required to assist members in accessing language services made available by each health plan. Providers can access a qualified medical language interpreter for office appointments or other member encounters by contacting the member's health plan.

To request interpreter or translation services for SHP members, contact SHP's Customer Service line by calling **(844) 337-3700**, or TTY **(888) 515-4065**. Face-to-face interpreter service requests must be submitted at least five (5) days prior to an appointment. Should an interpreter not be available for face-to-face services, health plans can also arrange for telephone interpreting services. Scripps Clinic and Coastal providers also have access to interpreters through in-office **Blue Phones** or may contact their Operations Supervisor for assistance.

For SHPS Managed Care members, you can contact SHPS Managed Care Customer Service at **(888) 680-2273** for assistance.

NON-DISCRIMINTATION IN HEALTH CARE

SHPS requires providers to deliver services to members without regard to race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability. Provider offices, facilities, equipment, personnel, and administrative services must be at a level and quality necessary to perform duties and responsibilities to meet all applicable legal requirements, including the accessibility requirements of the Americans with Disabilities Act (ADA). The Health Industry Collaborative Effort (HICE) has prepared Better Communication, Better Care: Provider Tools to Care for Diverse Populations. Provider guidance on civil rights is also available on the U.S. Department of Health and Human Services (HHS) website.

Providers are expected to disclose complaints of discrimination to SHPS. If you or a member believe that SHPS has failed to provide language services or has discriminated against an individual in another way, a grievance may be submitted to the SHPS Appeals & Grievances Department in person or by mail, phone, fax, email, or online:

Scripps Health Plan Services
Attn: Appeals & Grievances Department
10790 Rancho Bernardo Rd., 4S-300
San Diego, CA 92127
Phone: (844) 337-3700 TTY: (888) 515-4065
Fax: (858) 260-5879
Email: SHPSAppealsAndGrievancesDG@scrippshealth.org
Online: www.scrippshealthplan.com

The U.S. Department of HHS, Office for Civil Rights (OCR) also accepts complaints of discrimination electronically through the OCR Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by phone at (800) 368-1019 TDD: (800) 537-7697, or by mail at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

MANANGED CARE GRIEVANCE PROCESS

Scripps Health Plan Services is not delegated for grievances by any of the major health plans except for Scripps Health Plan (HMO) when we are the Plan. **Refer the patient to contact their health plan directly.**

Patient may file a complaint by call customer service, submit via mail, or use online grievance form. They can find the Health Plan contact information on the insurance identification card. (See below).

Health Plan Name	Phone Number	Link to Appeals and Grievances Form
Alignment Health Plan	1-866-634-2247	Grievances and Appeals | Alignment Health Plan
Anthem Blue Cross	1-800-331-1476	https://www.anthem.com/ca/forms/
Blue Shield	1-800-393-6130	https://www.blueshieldca.com/bsca/bsc/public/member/mp/login
Cigna	1-800-997-1654	https://www.cigna.com/individuals-families/member-resources/appeals-grievances
Health Net	1-800-675-6110	https://www.healthnet.com/content/healthnet/en_us/members.html
United Healthcare	1-866-414-1959	https://www.uhc.com/member-resources/forms
SCAN	1-800-559-3500	How to Complete a Grievance (scanhealthplan.com)
Scripps Health Plan (HMO)	1-844-337-3700	www.scrippshealthplan.com Grievance and Appeal Process - Scripps Health Plan

STAY CONNECTED

- Email: ProviderRelations@scrippshealth.org
- Epic In-Basket: Within your Scripps Care Link account
- Phone: Managed Care (all plans) (888) 680-2273
- Phone: Scripps Health Plan HMO (844) 337-3700
- Scripps Health Plan Services website SHPS
  Scripps Health Plan website SHP