

# Dell Children's Health Plan transition to Amerigroup

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Provider Engagement  
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# Introduction

- Effective December 1, 2016 Seton Health Plan will be Dell Children's Health Plan.
  - The new name reflects a trusted brand in pediatric care and our continued commitment to the health and well-being of children in Central Texas.
- Effective December 1, 2016, Dell Children's Health Plan will enter into an agreement with Amerigroup to provide both physical and behavioral health (BH) services to STAR and CHIP members in the Travis service delivery area (SDA).
- At this time, Dell Children's Health Plan will no longer partner with third-party administrators Mediview or Beacon Health to provide these services.

# Introduction (cont.)

- This transition will allow Dell Children's Health Plan the ability to offer your practices access to many new and exciting programs and tools that will make managing the care for your STAR and CHIP patients easier.

# What is staying the same?

- Credentialing
- Provider data updates
- Network participation
- Contracts
- Provider engagement representative
- Ethical and religious directives
- Pharmacy benefits manager — Navitus

# New provider tools

- Provider site — available December 1, 2016
  - Access at: [dellchildrenshealthplan.com/providers](http://dellchildrenshealthplan.com/providers)
- Provider website
  - One-stop shop:
    - Claims: claims submission, check claims status, check eligibility and file appeals
    - Provider panels
    - Authorizations: review requirements, submit authorizations and review updates
    - Electronic claims submission/electronic remittance advice (ERA)/electronic funds transfer (EFT) signup
    - Educational and training materials

# New provider tools (cont.)

- Provider website
  - Provides a link to the Availity Web Portal at [availity.com](http://availity.com)
    - Move seamlessly between the Dell Children's Health Plan provider website and Availity
    - Perform administrative tasks for all assigned patients, regardless of payer
- The new website and secure provider portal will be live and functioning December 1, 2016.

# New provider tools (cont.)

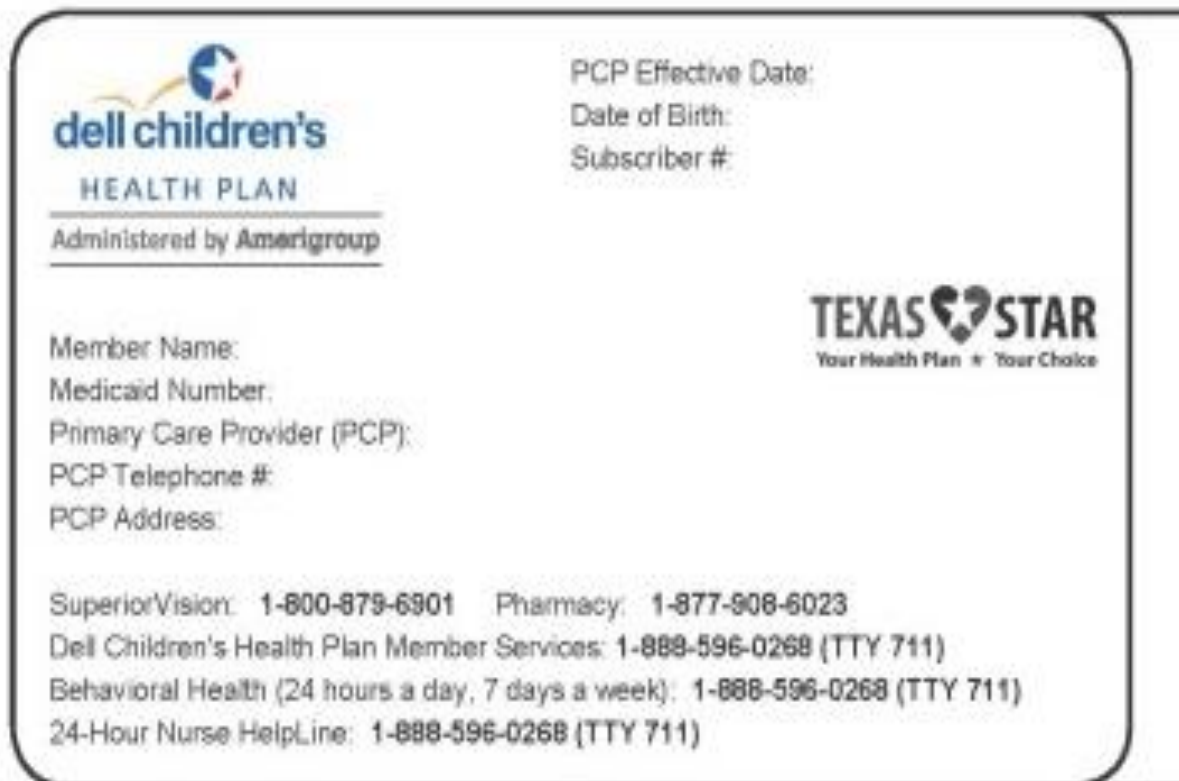
- Provider manual
  - Everything you need to know regarding Dell Children's Health Plan, our programs, and how we will work with you moving forward
- Provider quick reference card (QRC)
  - Quick tips, prior authorization requirements and useful phone numbers
- The provider manual and QRC will be available in electronic or hard copy after December 1, 2016, by contacting your Provider Engagement team at [shpproviderservices@seton.org](mailto:shpproviderservices@seton.org) or at [dellchildrenshealthplan.com/providers](http://dellchildrenshealthplan.com/providers).


# New provider tools (cont.)

- Provider lookup tool (PLUTO)
  - Online CPT/HCPCS tool that will easily tell you if a service requires prior authorization
  - PLUTO will be available on December 1, 2016
- New provider search tool
  - Search by:
    - Specialty
    - Name
    - Distance
  - The new provider search tool will be available on December 1, 2016



# New member ID card



  
**dell children's**  
HEALTH PLAN  
Administered by Amerigroup

PCP Effective Date:  
Date of Birth:  
Subscriber #:

**TEXAS STAR**  
Your Health Plan + Your Choice

Member Name:  
Medicaid Number:  
Primary Care Provider (PCP):  
PCP Telephone #:  
PCP Address:

SuperiorVision: 1-800-879-6901 Pharmacy: 1-877-908-6023  
Dell Children's Health Plan Member Services: 1-888-596-0268 (TTY 711)  
Behavioral Health (24 hours a day, 7 days a week): 1-888-596-0268 (TTY 711)  
24-Hour Nurse HelpLine: 1-888-596-0268 (TTY 711)

# Clinical criteria

- Beginning December 1, 2016, Dell Children's Health Plan will use Anthem Inc. and McKesson InterQual Level-of-Care criteria to determine medical necessity of services, except in cases where superseded by state Medicaid or CMS requirements.
- McKesson InterQual Level-of-Care criteria will be used only for reviews for medical inpatient concurrent review, inpatient site of service appropriateness, home health and outpatient rehabilitation.
  - This is currently the same clinical criteria utilized by CMS.

# Clinical criteria (cont.)

- Anthem, Inc. medical policies and clinical management guidelines will be used for all other medical and behavioral health services.
- These policies will be available at [dellchildrenshealthplan.com/providers](http://dellchildrenshealthplan.com/providers) or you can request a paper copy by calling Provider Services at 1-888-821-1108 after December 1, 2016.

# Prior authorizations

- Effective December 1, 2016, there will be additions and changes to some prior authorization requirements
- PLUTO
  - Online CPT/HCPCS tool that will easily tell you if a service requires prior authorization
- Prior authorizations can be submitted online or via fax
- Be safe — use the tools that have been provided to determine if the service you are performing requires prior authorization

# Prior authorization numbers

- Inpatient/outpatient surgeries: 1-800-964-3627
- BH inpatient fax: 1-877-434-7578
- BH outpatient fax: 1-800-505-1193
- Mental health rehabilitative and targeted case management services fax: 1-866-877-5229
- Radiology (high-tech) phone: 1-844-423-0882  
(AIM Specialty Health) [aimspecialtyhealth.com/goweb](http://aimspecialtyhealth.com/goweb)
- Home health nursing fax: 1-866-249-1271
- Urgent requests phone: 1-888-821-1108
- Other general requests fax: 1-800-964-3627

# Prior authorizations transitions

- Prior authorizations requested before December 1, 2016, should be directed to Mediview at 1-877-451-5628
- Prior authorizations requested on or after December 1, 2016, should be directed to Dell Children's Health Plan online or at one of the numbers listed previously
- Continuity of care
  - If you received a prior authorization approval for services from Mediview for dates of service on or after December 1, 2016, you do not need to resubmit your request. All open and approved authorizations from Mediview will be loaded into the Dell Children's Health Plan claim system
  - If you are trying to determine if any service to be performed on or after December 1, 2016, requires authorization please visit PLUTO or call 1-888-821-1108 to check

# Claim submission transitions

- For dates of service prior to December 1, 2016, providers will have 95 days from the date of service to submit all outstanding claims for Dell Children's Health Plan members to Mediview.
- All claims must be submitted to Mediview before **March 5, 2017**, for consideration.
- Providers must comply with all timely filing requirements as established under your agreement with Dell Children's Health Plan.
- Questions regarding claims for dates of service prior to December 1, 2016, should be directed to Mediview at 1-877-451-5628.
- All claims with dates of service on or after December 1, 2016, should be directed to Dell Children's Health Plan at 1-888-821-1108.

# Inpatient claims

- Claims for members admitted to an inpatient acute care facility prior to December 1, 2016, and discharged after December 1, 2016, should be submitted to Mediview.
- Professional claims for services provided to inpatient members should be split billed. Any dates of service prior to December 1, 2016, should be submitted to Mediview. Any dates of service December 1, 2016, and later should be sent to Dell Children's Health Plan.



# Claim submission transition

Claim submissions for claims with dates of service prior to December 1, 2016, should be sent to Mediview.

Claims address (paper)	Availity payer ID (electronic)
Seton Health Plan — CHIP P.O. Box 15507 Austin, TX 78761-5507	SHPCH
Seton STAR P.O. Box 15403 Austin, TX 78761-5403	STAR1

# Claim submission transition (cont.)

Claim submissions for claims with dates of service on December 1, 2016, or later should be sent to Dell Children's Health Plan.

Claims address (paper)	Payer ID (electronic)
Dell Children's Health Plan P.O. Box 61010 Virginia Beach, VA 23466-1010	Change Healthcare (Emdeon) — 74272  Smart Data Solutions — 27182  Availity — DCHPMCAID

# Explanation codes

- Explanation codes (EX codes) appear on explanation of payments (EOPs) and explain payments or denials
  - Codes are unique to Dell Children's Health Plan
  - Cannot be removed; however, can be changed
  - Currently appears on Dell Children's Health Plan EOPs
- Unique EX Codes for denied claims that says you were paid. These appear on EOPs as a means to explain this is based on your contract terms and if the claim paid it would have paid at your contracted rate:
  - G22 — paid at contracted rate
  - GAB — paid at applicable federally qualified health center/rural health center rate
  - GXE — paid at out-of-network discount

# Claim appeals transition

- Claim appeals for claims with dates of service prior to December 1, 2016, should be directed to Mediview at 1-512-324-3125.
- Claim appeals for claims with dates of service on or after December 1, 2016, should be directed to Dell Children's Health Plan with a completed payment appeal form and supporting documentation to:

Payment Appeals Team  
Dell Children's Health Plan  
P.O. Box 61599  
Virginia Beach, VA 23466-1599

- The payment appeal form will be located at [dellchildrenshealthplan.com/providers](http://dellchildrenshealthplan.com/providers). Providers may also submit this information on the secure provider portal, and supporting documentation can be uploaded using the attachment feature on the web payment appeal form.

# Electronic data interchange (EDI)/EFT/ERA

- EDI
  - Immediate claim submission
- EFT
  - Transfer of claims payments directly to a specified account
- ERA
  - Electronic explanation of payment

# EDI/EFT/ERA (cont.)

- Get paid faster by signing up for EDI.
- Contact one of the clearinghouses listed below:

Clearinghouse	Payer ID	For more information
Change Healthcare (Emdeon)	74272	1-866-858-8938
Availity	DCHPMCAID	1-800-282-4548
Smart Data Solutions	27182	1-855-650-6590

- Need help with EDI? Call our new EDI hotline at 1-800-590-5745 to speak to an EDI helpdesk technician.

# EDI/EFT/ERA (cont.)

See below to sign up for EFT and/or ERA services:

Type of transaction	How to enroll	For more information:
EFT only	Use the Council for Affordable Quality Healthcare (CAQH) EFT EnrollHub™ tool available at: <a href="http://caqh.org/eft_enrollment.php">caqh.org/eft_enrollment.php</a>	CAQH provider help desk 1-888-599-1771
ERA only	Use the EDI information posted under Provider Resources/Claims Submission and Reimbursement on the Dell Children's Health Plan provider website	E-Solutions 1-800-470-9630
EFT and ERA	Use the CAQH EnrollHub tool available at <a href="http://caqh.org/eft_enrollment.php">caqh.org/eft_enrollment.php</a>	CAQH provider help desk 1-888-599-1771

# Disease Management Centralized Care Unit (DMCCU)

- DMCCU services include a holistic, member-centric care management approach that allows care managers to focus on multiple needs of members.
- Program features include:
  - Proactive identification.
  - Evidence-based clinical practice guidelines.
  - Collaborative practice models, including the physician and care team.
  - Continuous self-management education.
  - Ongoing process and outcomes measurement.
  - Ongoing communication with providers regarding patient status.



# DMCCU (cont.)

- Disease management programs include:
  - Asthma.
  - Bipolar disorder.
  - Chronic obstructive pulmonary disorder.
  - Congestive heart failure.
  - Coronary artery disease.
  - Diabetes.
  - HIV/AIDS.
  - Hypertension.
  - Major depressive disorder.
  - Schizophrenia.
  - Substance abuse disorder.
- We welcome provider referrals into our disease management programs.

# Taking Care of Baby and Me<sup>®</sup> (TCOBAM)

When it comes to our pregnant members, we are committed to keeping both mom and baby healthy. That's why we encourage all our moms-to-be to take part in our TCOBAM program, a comprehensive case management and care coordination program that offers:

- Individualized, one-on-one case management support for women at the highest risk.
- Care coordination for moms who may need a little extra support.
- Educational materials and information on community resources.
- Incentives to keep up with prenatal and postpartum checkups.

# TCOBAM (cont.)

## How it works

Once we identify a member as pregnant (either through notification from your office, state enrollment files, claims data, or lab reports), we enroll her in the program and do a risk assessment to determine the level of case management support she'll need throughout her pregnancy.

Some moms benefit from tips on eating the right foods, exercising or referrals to local agencies. Others who have had prior preterm births or who have chronic health conditions, such as diabetes or high blood pressure, may need extra help.

# Behavioral health

- Dell Children's Health Plan believes in focusing on the whole person and recognizes a need to combine physical and mental health.
- Dell Children's Health Plan will begin partnering with Amerigroup to provide BH services effective December 1, 2016.

# BH claims transition

- All claims for dates of service prior to December 1, 2016, should be submitted to Beacon Health.
- All claims for dates of service on or after December 1, 2016, should be sent to Dell Children's Health Plan.
- Claims for members admitted to an inpatient BH facility prior to December 1, 2016, and discharged after December 1, 2016, should be submitted to Beacon Health.

# BH claims submission transition

- Questions regarding claims for dates of service prior to December 1, 2016, should be directed to the Beacon Health at 1-855-744-7190.
- All claims with dates of service on or after December 1, 2016, should be directed to Dell Children's Health Plan at 1-888-821-1108.

# BH claims transition

Claim submissions for BH claims with dates of service prior to December 1, 2016, should be sent to:

Beacon Behavioral Health Care  
Attn: Seton Health Plan Claims Dept.  
500 Unicorn Parkway, Suite 401,  
Woburn, MA 01801

# BH claims transition (cont.)

- Claim submissions for claims with dates of service on or after December 1, 2016, can be submitted online via Availity at [availity.com](http://availity.com).

Claims address (paper)	Payer ID (electronic)
Dell Children's Health Plan P.O. Box 61010 Virginia Beach, VA 23466-1010	Change Healthcare (Emdeon) — 74272  Smart Data Solutions — 27182  Availity — DCHPMCAID



# BH prior authorization transition

- Prior authorizations requested prior to December 1, 2016, should be directed to Beacon Health at 1-855-744-7190.
- Prior authorization requests on December 1, 2016, or after should be directed to Dell Children's Health Plan online or at one of the numbers listed previously.
- Continuity of care
  - If you received a prior authorization approval for services from Beacon Health for dates of service on or after December 1, 2016, you do not need to resubmit your request. All open and approved authorizations from Beacon Health will be loaded into the Dell Children's Health Plan claim system.

# Ancillary vendors

- Dental
  - Dell Children's Health Plan offers extra dental benefits for pregnant women.
  - To access these services, members should contact:  
DentaQuest: 1-855-418-1621
- Routine vision
  - Routine vision services will continue to be provided by Superior Vision of Texas.
  - To access these services, member should contact:  
Superior Vision: 1-800-879-6901

# Ancillary vendors (cont.)

- High-tech radiology
  - AIM provides prior authorizations for all high-tech radiology services.
  - Providers should contact AIM at 1-800-714-0040 or at [aimspecialtyhealth.com/goweb](http://aimspecialtyhealth.com/goweb).
- Nonemergent transportation (NEMT)
  - Access2Care will provide NEMT services when necessary.
  - To access these services, member should contact Dell Children's Health Plan at 1-888-596-0268.

# New ancillary providers

- Lab
  - LabCorp
  - Quest — expanded national relationship
- Medical supplies
  - UroMed — expanded relationship to include STAR
  - Apria
  - Rotech
- Durable medical equipment
  - National Seating and Mobility
  - NuMotion
- High-risk obstetrics home health
  - Alere

# Provider engagement

- Your Dell Children's Health Plan Provider Engagement team is not changing.
- Provider Relations representatives are a go-to source for questions about contracts, community events, quality and incentive programs, and training.
- Contact Dell Children's Health Plan Provider Engagement at:

512-324-3125

[shpproviderservices@seton.org](mailto:shpproviderservices@seton.org)

# Provider training

- We want to ensure that it is easy to do business with us.
- We are happy to provide WebEx or in-office training opportunities at any time.
- To schedule, email us at [shpproviderservices@seton.org](mailto:shpproviderservices@seton.org).

# Provider Services call center

- You can always contact Provider Services at 1-888-821-1108 with any questions or concerns.
- Our team can help with many issues, including:
  - Swift resolution of claims issues.
  - Assistance finding information on our website.
  - Stopping payments or reissuing checks.
  - Questions about precertification, member benefits and more.