Welcome To Ambetter from Peach State Health Plan

Your Partner In Better Healthcare

AGENDA

OVERVIEW

~ Partnership
~ Our Networks

WHAT YOU NEED TO KNOW

~ Key Contact Information
~ Provider Manual
~ Provider Engagement
~ Public Website and Secure Portal
~ Verification of Eligibility, Benefits and Cost Shares
~ Referrals
~ Prior Authorization
~ Claims, Billing and Payments
~ Complaints, Grievances and Appeals
~ Specialty Companies and Vendors

QUESTIONS & ANSWERS

2024 Provider Orientation

OVERVIEW

PARTNERSHIP

- The **Ambetter plan design philosophy** is to provide affordable care to individuals or families that need to purchase healthcare coverage on their own.

- **Our products** focus on various cost shares — many with low or no copay amounts — to meet the budget and utilization needs of these consumers. This gives our members the peace of mind that they have full comprehensive medical coverage.

- Additionally, the **emphasis on reducing barriers and improving access to care** mitigates the risk of individuals showing up without insurance (uncompensated care). Ambetter's generous cost-sharing initiatives lower patient financial responsibility while also reducing the amount that providers need to collect at time of service.

- Most importantly, Ambetter plans encourage members to establish relationships with their primary care providers to **achieve favorable health outcomes**.

We are proud to be your partner.

2024 Provider Orientation

OUR NETWORKS

OUR NETWORKS

Bronze | Silver | Gold*: The Ambetter core network is our broadest network of healthcare providers and hospitals offering affordable care to individuals or families that need to purchase healthcare coverage on their own. Referrals are not required.

SELECT*: This tailored network is built around exclusive agreements with health systems and their providers and supports Ambetter's lower-premium products. Referrals aren't required. Prior authorizations are required for services not performed by a Select provider.

- Ambetter Plus Select (Piedmont)
- Ambetter Wellstar Select
- Ambetter St. Joe's Candler Select

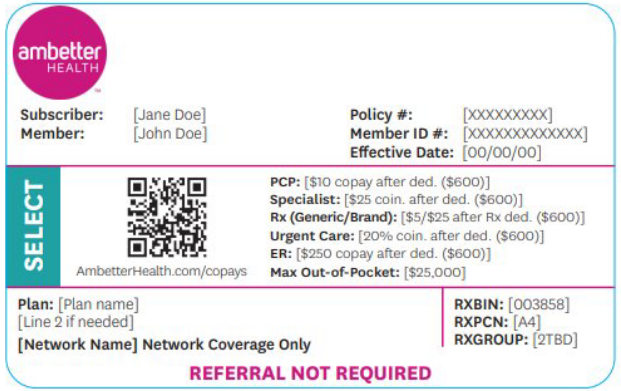
Our Innovative Networks

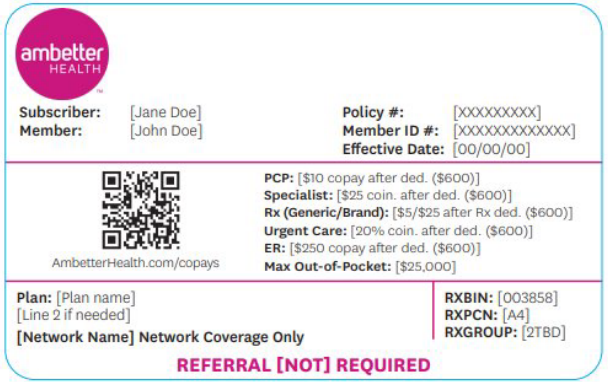
HOW TO IDENTIFY A MEMBER'S NETWORK

All members receive an Ambetter member identification card. The ID card contains new information including:

- The **Ambetter Plan** the member has selected
- The **Provider Network** the member belongs to
- **Referral requirements** based on the member's plan selection.

Note: *Presentation of a member ID card is not a guarantee of eligibility. Providers must verify eligibility on the same day services are rendered.*





Ambetter Core ID Card

OUR NETWORKS

- The Ambetter Wellstar Select network is built around Wellstar Hospital System that serves Cobb, Cherokee, Douglas, Paulding and partial zip codes in Fulton county.
- Wellstar Hospital System provides the majority of in-network providers. To ensure adequate access to services for our members, additional Ambetter providers are invited to join the network.
- For members, this network design offers easy care navigation and a streamlined continuum of care, as well as budget-friendly premiums.
- For providers, Select provides exclusive access to new patient populations in their region.

- *Ambetter Wellstar Select*

Ambetter Select

OUR NETWORKS

- The Ambetter Plus Select network is built around Piedmont Hospital System that serves Henry, Fayette, Newton, Coweta, Walton and partial zip codes in Fulton county.
- Piedmont Hospital System provides the majority of in-network providers. To ensure adequate access to services for our members, additional Ambetter providers are invited to join the network.
- For members, this network design offers easy care navigation and a streamlined continuum of care, as well as budget-friendly premiums.
- For providers, Select provides exclusive access to new patient populations in their region.

- *Ambetter Plus Select (Piedmont)*

Ambetter Select

OUR NETWORKS

- The Ambetter St. Joe's Candler Select network is built around St. Joseph's Candler Hospital System that serves Chatham county.
- St. Joseph's Candler Hospital System provides the majority of in-network providers. To ensure adequate access to services for our members, additional Ambetter providers are invited to join the network.
- For members, this network design offers easy care navigation and a streamlined continuum of care, as well as budget-friendly premiums.
- For providers, Select provides exclusive access to new patient populations in their region.

- *Ambetter St. Joe's Candler Select*

Ambetter Select

WHAT YOU NEED TO KNOW

KEY CONTACT INFORMATION

Ambetter from Peach State Health Plan

PHONE
1-877-687-1180

TTY/TDD
1-877-941-9231

WEB
ambetter.pshpgeorgia.com

PORTAL
AMBETTER.PROVIDER.PSHPGEORGIA.COM/SSO/LOGIN

AMBETTER PROVIDER MANUAL

THE PROVIDER MANUAL IS YOUR COMPREHENSIVE GUIDE TO DOING BUSINESS WITH AMBETTER from Peach State Health Plan.

The manual includes a wide-range of important information relevant to providers doing business with Ambetter. Key information includes:

- Network information
- Billing guidelines
- Claims information
- Regulatory information
- Key contact list
- Quality initiatives

The Provider Manual can be found in the Provider section of the Ambetter from Peach State Health Plan website at **ambetter.pshpgeorgia.com.**

PROVIDER ENGAGEMENT

The **Ambetter from Peach State Health Plan** Provider Engagement team includes trained staff available to respond quickly and efficiently to all provider inquiries, or requests, including:

- Credentialing/Network status
- Claims
- Request for adding/deleting physicians to an existing group

By calling **Ambetter from Peach State Health Plan** Provider Services at **1-877-687-1180**, providers are able to access real time assistance for all their service needs.

PROVIDER ENGAGEMENT

- As an **Ambetter from Peach State Health Plan** provider, you will have a dedicated Network Performance Advisor available to assist you
- Our Network Performance Advisors serve as the primary liaisons between our health plan and the provider network
- Your Network Performance Advisor is here to help you operate your practice and address needs, such as:

- ✓ **Inquiries related to administrative policies, procedures, and operational issues**
- ✓ **Performance pattern monitoring**
- ✓ **Contract clarification**
- ✓ **Membership/provider roster questions**
- ✓ **Secure Portal registration and PaySpan**
- ✓ **Provider education**
- ✓ **HEDIS/care gap reviews**
- ✓ **Financial analysis**
- ✓ **EHR Utilization**
- ✓ **Demographic information updates**
- ✓ **Initiate credentialing of a new practitioner**

PROVIDER NETWORK OPERATIONS

- Providers should submit updates to demographic data within 30 days of the data change becoming effective.
- Forms to add new practitioners can be found on our website and should be submitted along with all credentialing documentation.
- Enrollments are effective 30 days from the date all clean documents are received by Ambetter.

Please send the following items to your designated Provider Engagement Administrator:

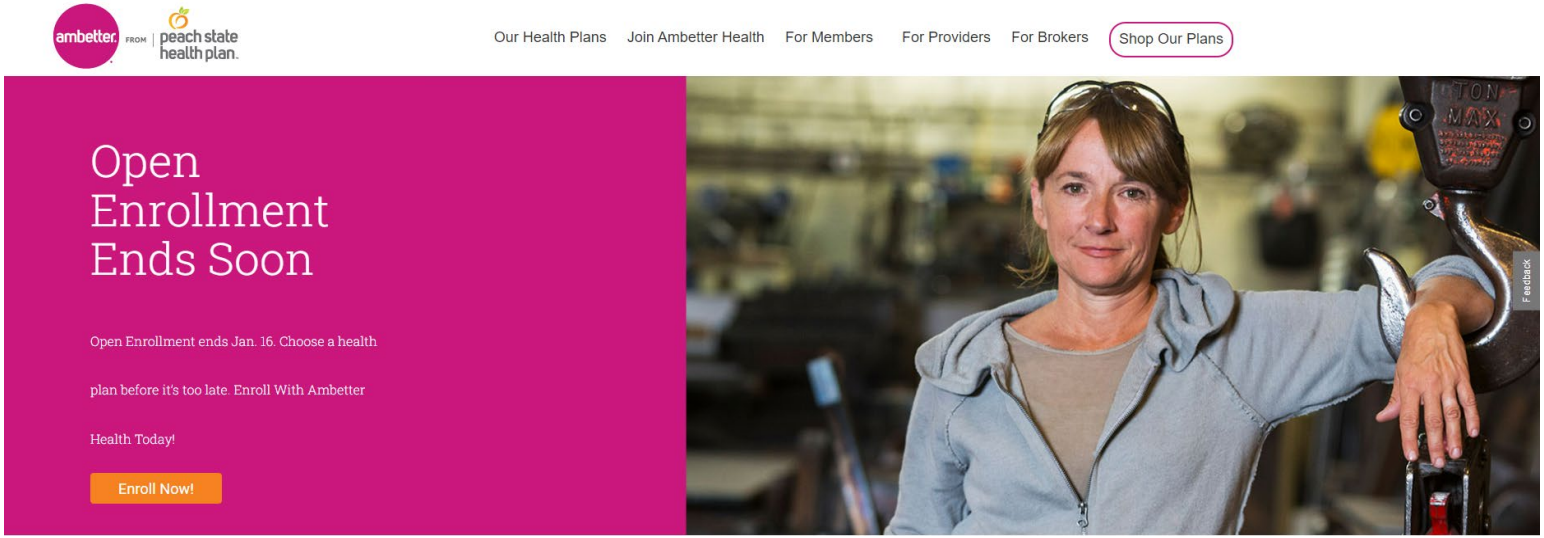
- **Contract Clarification**
- **Demographic information updates**
- **Initiate credentialing of a new practitioner**
- **Inquiries related to the status of a new practitioner or Join Our Network request**

2024 Provider Orientation

PUBLIC WEBSITE AND SECURE PORTAL

AMBETTER PUBLIC WEBSITE

ambetter.pshpgeorgia.com



Ambetter Public Website

AMBETTER PUBLIC WEBSITE

WHAT'S ON THE PUBLIC WEBSITE?

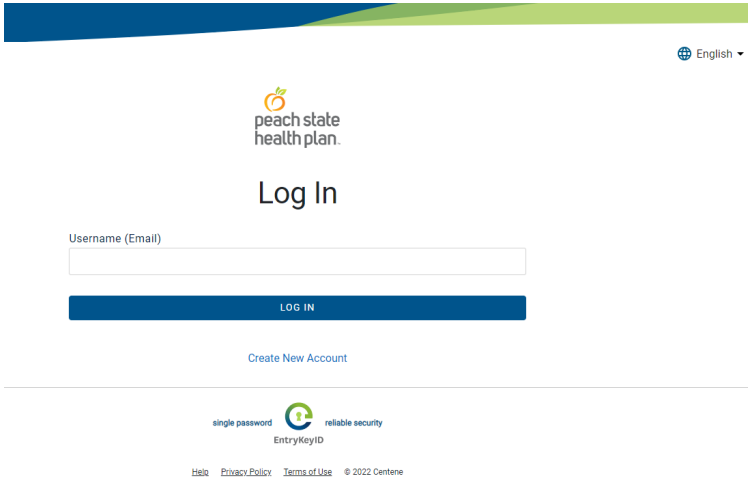
- Provider Manual
- Quick Reference Guides
- Important Forms (Notification of Pregnancy, Prior Authorization Fax forms, etc.)
- The Pre-Auth Needed Tool
- The Pharmacy Preferred Drug Listing

Ambetter Public Website

SECURE PROVIDER PORTAL

REGISTRATION IS FREE AND EASY!

Contact your Provider Engagement Administrator to get started!



Secure Provider Portal

SECURE PROVIDER PORTAL

WHAT'S ON THE SECURE PROVIDER PORTAL?

- Member eligibility and patient listings
- Health records and care gap information
- Authorizations
- Claims submissions and status
- Corrected claims and adjustments
- Payment history
- Monthly PCP cost reports
- Provider analytics reports
- PCP Referrals for Value and Virtual plans

SECURE PROVIDER PORTAL

INSIGHTFUL REPORTS

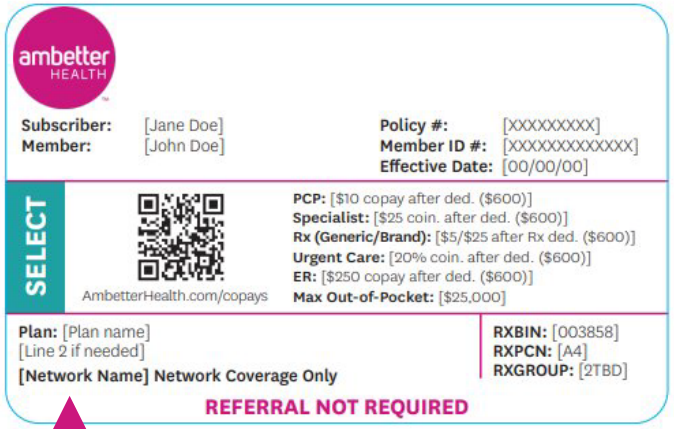
PCP reports available on **Ambetter from Peach State Health Plan** **AMBETTER.PROVIDER.PSHPGEORGIA.COM/SSO/LOGIN** Secure Provider Portal are generated monthly and can be exported into a PDF or Excel format.

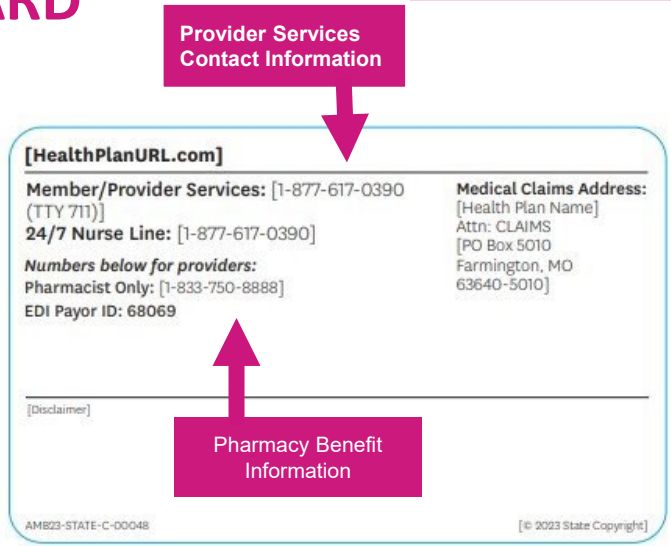
PCP REPORTS INCLUDE:

- Patient List with HEDIS Care Gaps
- Emergency Room Utilization
- Rx Claims Report
- High-Cost Claims

VERIFICATION OF ELIGIBILITY, BENEFITS AND COST SHARES

MEMBER ID CARD





Plans can include:
- Ambetter Gold / Silver / Bronze
- SELECT

Certain plans may have a referral requirement. Please note:
1. Referral from PCP is required to see a specialist. Auth may be required.
2. Referral from PCP is **not** required to see a specialist. Auth may be required.

Navigating the Member ID Card

ELIGIBILITY, BENEFITS AND COST SHARE

PROVIDER MUST VERIFY MEMBER ELIGIBILITY

- Every time a member schedules an appointment
- When the member arrives for the appointment

PANEL STATUS

- PCPs should confirm that a member is assigned to their patient panel. This can be done via our Secure Provider Portal.
- PCPs can still administer service if the member is not on their panel, and they wish to have the member assigned to them for future care

Verification of Eligibility, Benefits and Cost Share

ELIGIBILITY, BENEFITS AND COST SHARE

ELIGIBILITY, BENEFITS AND COST SHARES CAN BE VERIFIED IN THREE WAYS:

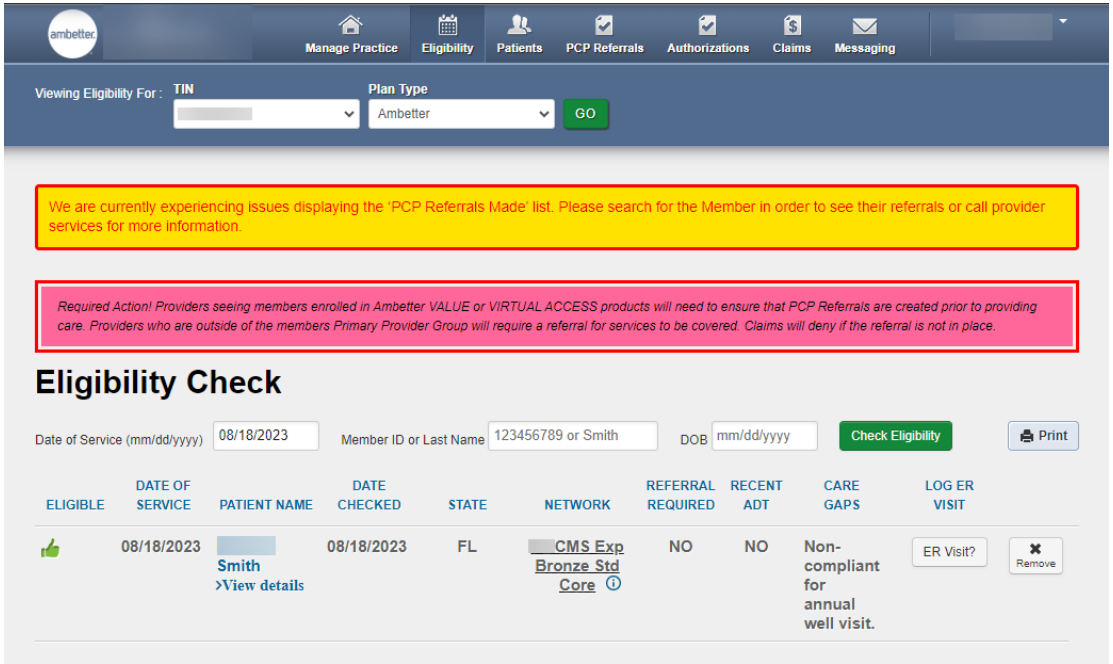
✓ **The Ambetter Secure Portal:** AMBETTER.PROVIDER.PSHPGEORGIA.COM/SSO/LOGIN
✓If you are already a registered user of the Ambetter from Peach State Health Plan secure portal, you do NOT need a separate registration!

✓ **24/7 Interactive Voice Response System**
Enter the Member ID Number and the month of service to check eligibility

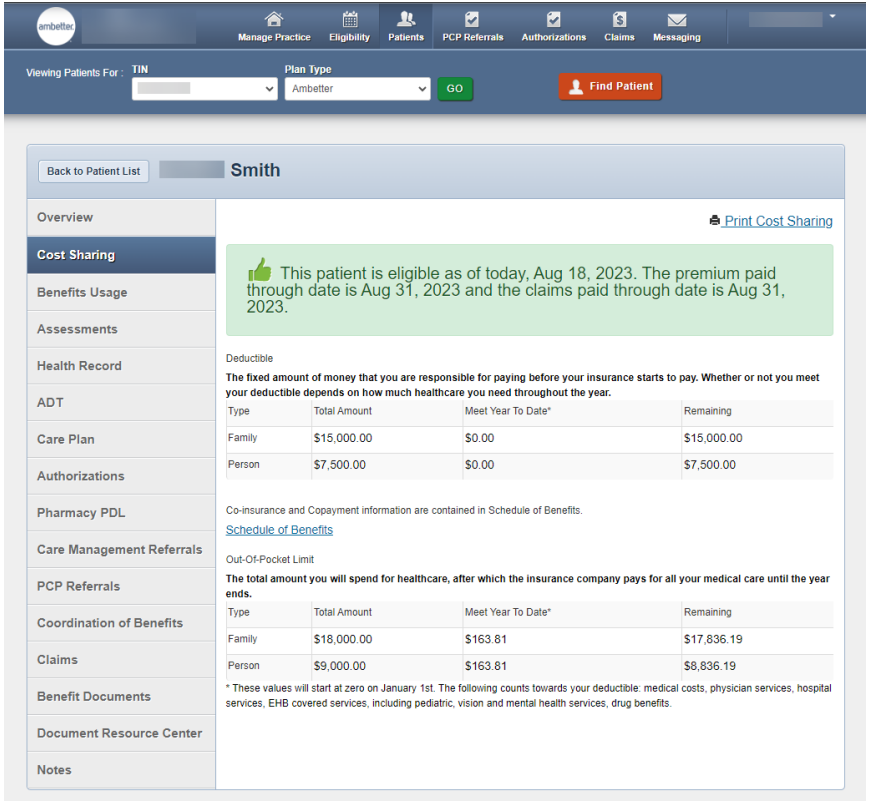
Contact Provider Services: 1-877-687-1180

Verification of Eligibility, Benefits and Cost Share

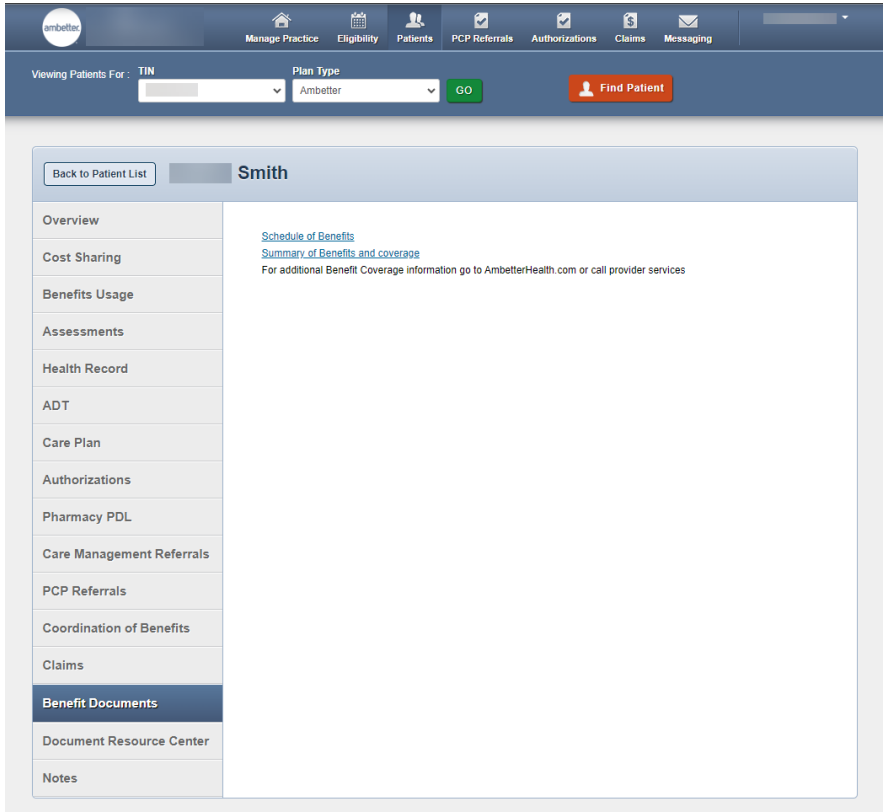
VERIFICATION OF ELIGIBILITY ON THE SECURE PORTAL



VERIFICATION OF COST SHARES ON THE SECURE PORTAL



VERIFICATION OF BENEFITS ON THE SECURE PORTAL



2024 Provider Orientation

REFERRALS

AMBETTER PCP REFERRAL REQUIREMENTS

- Some Ambetter plans have referral requirements.
- For services to be covered under these plans, they must be provided by or referred by a PCP.
- If a referral is not initiated, services performed outside of the member's assigned provider or primary care group will be denied.
- Prior authorization requirements will also apply, as necessary.
- Referral requirements are reiterated throughout the Ambetter Guide and member plan materials to ensure members understand the rules associated with their plan.
- Referring providers can use our Secure Provider Portal to initiate referrals on behalf of members.

EXCEPTIONS TO REFERRAL REQUIREMENTS

THE FOLLOWING SERVICES ARE EXEMPT FROM REFERRAL REQUIREMENTS:

- Emergency or urgent care services
- In-network mental, behavioral health and substance abuse disorder services
- Obstetrical or gynecological services
- Labs, X-Ray/Imaging, Anesthesiology

Prior authorization requirements will also apply, as necessary.

AMBETTER REFERRAL REQUIREMENTS

Ambetter Plan	Referral Requirement?
Gold / Silver / Bronze	No
SELECT	No

2024 Provider Orientation

PRIOR AUTHORIZATION

HOW TO SECURE A PRIOR AUTHORIZATION

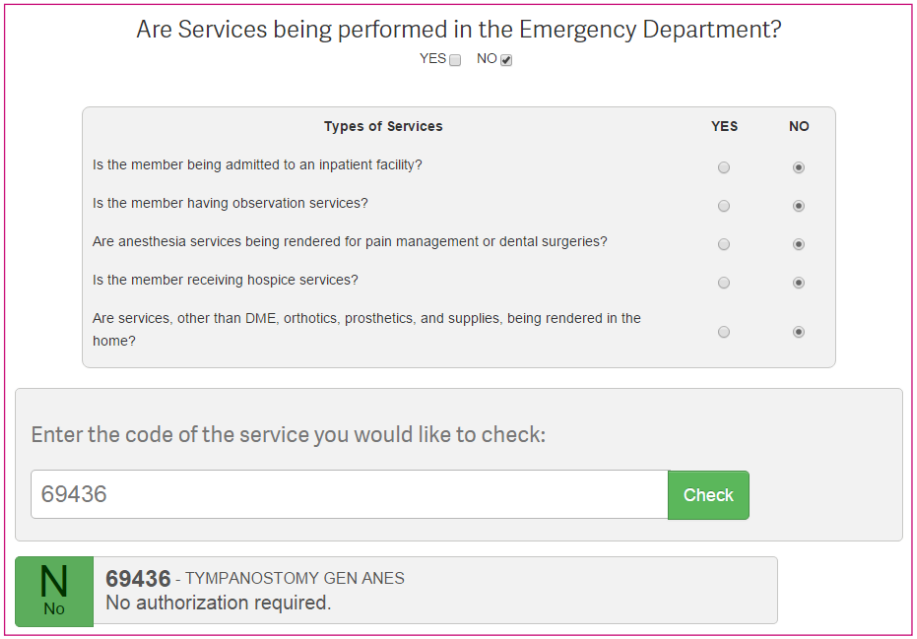
NEED PRIOR AUTHORIZATION?
It can be requested in the following ways:

- ✓ Secure Web Portal (This is the preferred and fastest method.)
  ambetter.provider.pshpgeorgia.com/sso/login
  This is the preferred and fastest method.
- ✓ Phone
  1-877-687-1180
- ✓ Fax
  1-855-685-6508

After normal business hours and on holidays, calls are directed to the plan's 24-hour nurse advice line. Notification of authorization will be returned via phone, fax, or web.

IS PRIOR AUTHORIZATION NEEDED?

- Use the **Pre-Auth Needed Tool** to quickly determine if a service or procedure requires prior authorization.
- Available on the provider section of the Ambetter from Peach State Health Plan website at **ambetter.pshpgeorgia.com**.



REQUIREMENTS

PROCEDURES / SERVICES THAT NEED PRIOR AUTHORIZATION INCLUDE*:

- Potentially cosmetic
- Experimental or investigational
- High-tech imaging (e.g. CT, MRI, PET)
- Infertility
- Pain Management

**This list is not all-inclusive. Use the Pre-Auth Needed Tool to check if a specific service or procedure requires prior authorization.*

Prior Authorization Requirements

REQUIREMENTS

INPATIENT AUTHORIZATION IS NEEDED FOR THE FOLLOWING*:

- All elective/scheduled admission notifications requested at least 5 business days prior to the scheduled date of admit including:

  ~ All services performed in out-of-network facilities

  ~ Behavioral health/substance use

  ~ Hospice care

  ~ Rehabilitation facilities

  ~ Transplants, including evaluation

- Observation stays more than 48 hours require Inpatient Authorization
- Urgent/Emergent Admissions
- Within 1 business day following the date of admission
- Newborn deliveries must include birth outcomes
- Partial Inpatient, PRTF and/or Intensive Outpatient Programs (IOP)

Prior Authorization Requirements

REQUIREMENTS

ANCILLARY SERVICES THAT NEED PRIOR AUTHORIZATION INCLUDE*:

- Air ambulance transport (non-emergent fixed-wing airplane)
- Durable medical equipment (DME)
- Home health care services, including:
  - ~ Home infusion
  - ~ Skilled nursing
  - ~ Therapy
  - ~ Private duty nursing
  - ~ Adult medical day care
  - ~ Hospice
  - ~ Furnished medical supplies and DME

**This list is not all-inclusive. Use the Pre-Auth Needed Tool to check if a specific service or procedure requires prior authorization.*

Prior Authorization Requirements

TIMEFRAMES

Service Type	Timeframe
Scheduled admissions	Prior Authorization required five (5) business days prior to the scheduled admission date
Elective outpatient services	Prior Authorization required five (5) business days prior to the elective outpatient admission date
Emergent inpatient admissions	Notification within one (1) business day
Observation – 48 hours or less	Notification within one (1) business day for non-participating providers
Observation – greater than 48 hours	Requires inpatient prior authorization within one (1) business day
Emergency room and post stabilization, urgent care and crisis intervention	Notification within one (1) business day
Maternity admissions	Notification within one (1) business day
Newborn admissions	Notification within one (1) business day
Neonatal Intensive Care Unit (NICU) admissions	Notification within one (1) business day
Outpatient Dialysis	Notification within one (1) business day

Prior Authorization Timeframes

TIMEFRAMES

Type	Timeframe
Prospective/Urgent	One (1) business day
Prospective/Non-Urgent	Two (2) business days
Emergency services	60 minutes (1 hour)
Concurrent/Urgent	Twenty-four (24) hours (1 calendar day)
Retrospective	Thirty (30) calendar days

Utilization Determination Timeframes

CORRECT CODING

PRIOR AUTHORIZATION WILL BE GRANTED AT THE CPT CODE LEVEL

- If a claim is submitted that contains CPT codes that were not authorized, the services will be denied.
- If additional procedures are performed during the procedure, the provider **must** contact the health plan to update the authorization in order to avoid a claim denial.
- It is recommended that this be done within 72 hours of the procedure. However, it **must** be done prior to claim submission or the claim will deny.
- Ambetter will update authorizations but will **not** retro-authorize services.
  ~ The claim will deny for lack of authorization.
  ~ If there are extenuating circumstances that led to the lack of authorization, the claim may be appealed.

CORRECT CODING FOR PRIOR AUTHORIZATION

2024 Provider Orientation

CLAIMS, BILLING AND PAYMENTS

CLAIMS

WHAT IS A CLEAN CLAIM?

- A clean claim is received for adjudication in a nationally accepted format in compliance with standard coding guidelines and does not have any defect, impropriety, lack of any required documentation, or particular circumstance requiring special treatment that prevents timely payment.

ARE THERE ANY EXCEPTIONS?

- A claim for which fraud is suspected
- A claim for which a third-party resource should be responsible

HOW TO SUBMIT A CLAIM

The timely filing deadline for initial claims is 180 days from the date of service, or date of primary payment, when Ambetter is secondary.

CLAIMS MAY BE SUBMITTED IN THREE WAYS:

1. **The Secure Provider Portal**
   ambetter.provider.pshpgeorgia.com/sso/login

2. **Electronic Clearinghouse**
   ~ Payor ID 68069
   ~ Clearinghouses currently utilized by Ambetter will continue to be utilized
   ~ For a listing of our clearinghouses, visit our website at ambetter.pshpgeorgia.com

3. **Mail**
   Ambetter
   P.O. Box 5010
   Farmington, MO 64640-5010

CLAIM RECONSIDERATIONS AND DISPUTES

CLAIM RECONSIDERATIONS

- For reconsideration requests, providers can use the **Reconsider Claim** button on the Claim Details screen within the Secure Provider Portal
- A written request from a provider about a disagreement regarding the manner in which a claim was processed. No specific form is required.
- Must be submitted within 180 days of the Explanation of Payment.
- Mail claim reconsiderations to:
  P.O. Box 5010
  Farmington, MO 63640-5010

CLAIM DISPUTES

- Must be submitted within 180 days of the Explanation of Payment
- A Claim Dispute form can be found on our website at **ambetter.pshpgeorgia.com**
- Mail completed Claim Dispute form to:
  P.O Box 5000
  Farmington, MO 63640-5000

CLAIM SUBMISSION SUSPENDED STATUS

WHAT IF A MEMBER IS IN SUSPENDED STATUS?

- After the first 30 days, the member is placed in a suspended status. The Explanation of Payment will indicate LZ Pend: Non-Payment of Premium
- A provision of the ACA allows members who are receiving Advanced Premium Tax Credits (APTCs) a three-month grace period for paying claims
- While the member is in a suspended status, claims will be pended
- When the premium is paid by the member, the claims will be released and adjudicated
- If the member does not pay the premium, the claims will be released, and the provider may bill the member directly for services

CLAIM SUBMISSION SUSPENDED STATUS

EXAMPLE TIMELINE OF A MEMBER IN SUSPENDED STATUS

- **January 1st**
  Member pays premium
- **February 1st**
  Premium due – member does not pay
- **March 1st**
  Member placed in suspended status
- **April 1st**
  Member remains in suspended status
- **May 1st**
  If premium remains unpaid, member is terminated.
  Provider may bill member directly for services rendered.

Claims for members in a suspended status are not considered "clean claims."

HELPFUL INFORMATION ABOUT CLAIMS

MAKE SURE TO INCLUDE THE RENDERING TAXONOMY CODE!

- Claims **must** be submitted with the rendering provider's taxonomy code
- The claim will deny if the taxonomy code is not present
- This is necessary in order to accurately adjudicate the claim

REMINDER: DO NOT FORGET THE CLIA NUMBER!

- If the claim contains CLIA-certified or CLIA-waived services, the CLIA number **must** be entered in **Box 23** of a paper claim form or in the appropriate loop for EDI claims
- Claims will be rejected if the CLIA number is not on the claim

BILLING THE MEMBER

COPAYS, CO-INSURANCE AND DEDUCTIBLES

- Copays, co-insurance and any unpaid portion of the deductible may be collected at the time of service
- Deductible information, including the amount that has been paid toward the deductible so far, can be accessed via the Secure Provider Portal at ambetter.provider.pshpgeorgia.com/sso/login
- If the amount collected from the member is higher than the actual amount owed upon claim adjudication, the provider must reimburse the member within 45 days

CLAIMS PAYMENTS

PAYSPAN®: A FASTER, EASIER WAY TO GET PAID

- Ambetter offers PaySpan Health, a free solution that helps providers transition into electronic payments and automatic reconciliation

- If you currently utilize PaySpan, you will need to register specifically for Ambetter

- **Set up your PaySpan account:**
  ~ Visit **www.payspanhealth.com** and click Register
  ~ You may need your National Provider Identifier (NPI) and Provider Tax ID Number (TIN) or Employer Identification Number (EIN)

ELECTRONIC FUNDS TRANSFER

2024 Provider Orientation

COMPLAINTS, GRIEVANCES AND APPEALS

COMPLAINTS, GRIEVANCES AND APPEALS

CLAIMS

- A provider must exhaust the claims reconsideration and claims dispute process before filing a complaint/grievance or appeal

COMPLAINT/GRIEVANCE

- Must be filed within 30 calendar days of the Notice of Action
- Upon receipt of complete information to evaluate the request, Ambetter will provide a written response within 30 calendar days

COMPLAINTS, GRIEVANCES AND APPEALS

APPEALS

- For Claims, the Claims Reconsideration, Claims Dispute and Complaint/Grievances process must be exhausted prior to filing an appeal

MEDICAL NECESSITY

- Must be filed within 180 calendar days from the Notice of Action.
- Ambetter shall acknowledge receipt within 5 business days of receiving the appeal.
- Ambetter shall resolve each appeal and provide written notice as expeditiously as the member's health condition requires but not to exceed 30 calendar days for pre-service requests. Post-service appeals must be resolved within 60 calendar days.
- Expedited appeals may be filed if the time expended in a standard appeal could seriously jeopardize the member's life or health. The timeframe for a decision for an expedited appeal will not exceed 72 hours.

COMPLAINTS, GRIEVANCES AND APPEALS

MEMBER REPRESENTATIVES

- Members may designate a provider to act as their representative for filing appeals related to medical necessity
  - ~ Ambetter requires that this designation by the member be made in writing and provided to Ambetter
- No punitive action will be taken against a provider by Ambetter for acting as a member's representative

NEED MORE INFORMATION?

- Full details of the claim reconsideration, claim dispute, complaints/grievances and appeals processes can be found in our Provider Manual, located on our website at **ambetter.pshpgeorgia.com**

2024 Provider Orientation

SPECIALTY SERVICES & VENDORS

SPECIALTY COMPANIES AND VENDORS

Service	Specialty Company/Vendor	Contact Information
High Tech Imaging Services	National Imaging Associates	1-866-214-2569 www.radmd.com
Vision Services	Envolve Vision©	1-800-334-3937 www.envolvevision.com
Dental Services	Envolve Dental©	www.envolvedental.com
Pharmacy Services	Pharmacy Services	1-866-399-0928 (Phone) 1-866-399-0929 (Fax)

OUR SPECIALTY COMPANIES AND VENDORS

Questions

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