



# Welcome To Ambetter From NH Healthy Families

Your Partner In Better Healthcare

2024 Provider Orientation

**ambetter**  
HEALTH

TM



# PROVIDER ORIENTATION

2024

---

# AGENDA

---

## OVERVIEW

- ~ Who We Are
- ~ Affordable Care Act
- ~ The Health Insurance Marketplace
- ~ 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

# WE ARE AMBETTER

We provide market-leading, affordable health insurance on the marketplace.

## #1 carrier

on the health insurance marketplace

## 2014

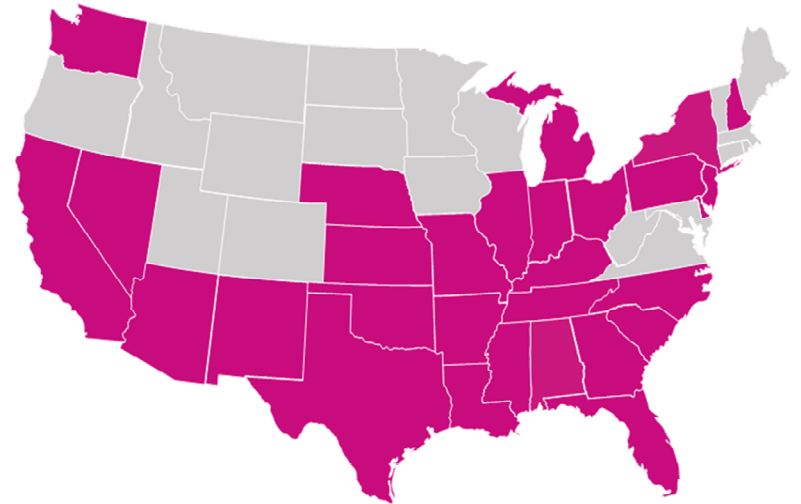
Year that Ambetter began

## 3.3M+

members insured

## 29

states



### LOCAL APPROACH TO CARE

Ambetter delivers high quality, locally-based healthcare services to its members, with our providers benefiting from enhanced collaboration and strategic care coordination programs.

*Confidential and Proprietary Information*

We

~ Target a focused demographic

~ Lower income, underinsured and uninsured



---

## 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.**

# AFFORDABLE CARE ACT

## AFFORDABLE CARE ACT (ACA): Key Objectives

- Increase access to quality health insurance
- Improve affordability

## ADDITIONAL PARAMETERS:

- Dependent coverage to age 26\*
- No lifetime maximum benefits
- Preventative care covered at 100%
- Insurer minimum loss ratio (80%\* for individual coverage)

*\*May be greater based on state requirements*



# AFFORDABLE CARE ACT

---

## REFORM THE COMMERCIAL INSURANCE MARKET – MARKETPLACE OR EXCHANGES

- No more underwriting – guaranteed issue
- There is no longer a federal tax penalty associated with not having minimum essential coverage\*
- Minimum standards for coverage: benefits and cost sharing limits
- The ACA created premium tax credits (also known as subsidies) and cost-sharing reductions (CSR) to help reduce costs for eligible consumers who buy a plan through the Marketplace
- Subsidies may be available to eligible individuals/families who have a household income between 100 and 400 percent of the Federal Poverty Level (FPL), based on the taxpayer's family size
  - ~ Currently, the subsidy cap has been eliminated through Plan Year 2025, but that may be extended
- CSRs are available to eligible individuals/families who have a household income between 100 and 250 percent of the FPL, based on the taxpayer's family size

*\*States may enact tax penalties for not purchasing insurance*





# HEALTH INSURANCE MARKETPLACE

---

The Health Insurance Marketplace is a service available in every state that helps people shop for and enroll in affordable health insurance. The federal government operates the Marketplace (HealthCare.gov) for most states, but some states run their own Marketplaces.

The Health Insurance Marketplace provides health plan shopping and enrollment services through websites, call centers, and in-person help.

## Potential members can:

- Register for the exchange
- Determine eligibility for all health insurance programs (including Medicaid)
- Shop for plans
- Enroll in a plan
- Exchanges may be state-based, federally facilitated, or a federal-state hybrid — ***New Hampshire is a Federally Facilitated Marketplace***

***The Health Insurance Marketplace is the ONLY WAY to purchase insurance and receive subsidies.***



# HEALTH INSURANCE MARKETPLACE

---

## FINANCIAL COMES IN THE FORM OF:

- Advanced Premium Tax Credits (APTC)
- Cost-Sharing Reductions (CSR)

## ALL BENEFIT PLANS HAVE COST SHARES IN THE FORM OF COPAYS, COINSURANCE AND DEDUCTIBLES

- Some members qualify for assistance with their cost shares based on income level

*The Health Insurance Marketplace is the ONLY WAY to purchase insurance and receive subsidies.*





**2024 Provider Orientation**

---

# OUR NETWORKS

## OUR NETWORKS

- ~ Ambetter offers a robust suite of innovative networks that give members more coverage options to fit their needs and budget.
- ~ By offering increased product options, Ambetter also benefits providers by giving them exclusive access to new patient populations.
- ~ Each Ambetter network is designed to offer members a unique type of coverage option specific to their state. This means that member plans and benefits can vary, and there may be referral or prior authorization requirements for certain types of care to be covered.
- ~ As a provider, it is important you confirm which network and plan a member is in before extending care. This information is located on the member's ID card and can also be confirmed when verifying the member's eligibility.

**Networks Build To Offer More**

## OUR NETWORKS

**Bronze | Silver | Gold\*:** The Ambetter core network – 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.

*\*Network availability varies by state.*



# Our Innovative Networks

# HOW TO IDENTIFY A MEMBER'S NETWORK

All members receive an Ambetter member identification card. The ID card includes new information that includes:

- The **Ambetter Plan** the member has selected
- The **Provider Network** the member belongs to

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

		<b>INSURED</b> Under the Jurisdiction of the New Hampshire Insurance Commissioner
<b>Subscriber:</b> [Jane Doe] <b>Member:</b> [John Doe]	<b>Policy #:</b> [XXXXXXXXXX] <b>Member ID #:</b> [XXXXXXXXXXXXXXXXXX] <b>Effective Date:</b> [00/00/00]	
 AmbetterHealth.com/copays	<b>PCP:</b> [\$10 copay after ded. [(\$600)]] <b>Specialist:</b> [\$25 coin. after ded. [(\$600)]] <b>Rx (Generic/Brand):</b> [\$5/\$25 after Rx ded. [(\$600)]] <b>Urgent Care:</b> [20% coin. after ded. [(\$600)]] <b>ER:</b> [\$250 copay after ded. [(\$600)]] <b>Max Out-of-Pocket:</b> [\$18,900]	
<b>Plan:</b> [Plan name] [Line 2 if needed] [Network Name] Network Coverage Only		<b>RXBIN:</b> 003858 <b>RXPCN:</b> A4 <b>RXGROUP:</b> 2DHA
<b>REFERRAL NOT REQUIRED</b>		

<b>Ambetter.NHhealthyfamilies.com</b>	
<b>Member/Provider Services:</b> 1-844-265-1278 (TTY 1-855-742-0123) <b>24/7 Nurse Line:</b> 1-844-265-1278	<b>Medical Claims Address:</b> NH Healthy Families Attn: CLAIMS PO Box 5010 Farmington, MO 63640-5010
<b>Numbers below for providers:</b> <b>Pharmacy Help Desk:</b> 1-833-750-3759 <b>EDI Payor ID:</b> 68069 <b>[Enroll Vision:</b> 1-844-258-4615] <b>[Enroll Dental Powered by United Concordia:</b> 1-844-258-4615]	
<small>Ambetter from NH Healthy Families is underwritten by Celtic Insurance Company, which is a Qualified Health Plan issuer in the New Hampshire Health Insurance Marketplace. This is a solicitation for insurance. © 2023 Celtic Insurance Company. All rights reserved.</small>	
<small>The policy, application, or other form is a translation that has not been approved by the commissioner and the English version of the policy, application, or other forms shall control in any disputes, complaints, or litigation.</small>	
<small>AMB23-NH-C-00048</small>	





**2024 Provider Orientation**

---

# WHAT YOU NEED TO KNOW

## KEY CONTACT INFORMATION

### Ambetter from NH Healthy Families

#### PHONE

1-844-265-1278

#### TTY/TDD

1-855-742-0123

#### WEB

[Ambetter.nhhealthyfamilies.com](https://www.ambetter.nhhealthyfamilies.com)

#### PORTAL

<https://provider.nhhealthyfamilies.com>





---

# AMBETTER PROVIDER MANUAL

---

## THE PROVIDER MANUAL IS YOUR COMPREHENSIVE GUIDE TO DOING BUSINESS WITH AMBETTER FROM NH HEALTHY FAMILIES

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 NH Healthy Families website at [ambetter.nhhealthyfamilies.com](https://ambetter.nhhealthyfamilies.com)



---

# PROVIDER ENGAGEMENT

---

## The **Ambetter from NH Healthy Families**

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 NH Healthy Families** Provider Services at **1-844-265-1278** providers are able to access real time assistance for all their service needs.



# PROVIDER ENGAGEMENT

- As an **Ambetter from NH Healthy Families** provider, you will have a dedicated Provider Engagement Administrator available to assist you
- Our Provider Engagement Administrators serve as the primary liaisons between our health plan and the provider network
- Your Provider Engagement Administrator 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 to [NH\\_ProviderNetworkOperations@CENTENE.COM](mailto:NH_ProviderNetworkOperations@CENTENE.COM) 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 to [NH\\_ProviderNetworkOperations@CENTENE.COM](mailto:NH_ProviderNetworkOperations@CENTENE.COM)
- Enrollments are effective 30 days from the date all clean documents are received by Ambetter.



Please send the following items to [NH\\_ProviderNetworkOperations@CENTENE.COM](mailto:NH_ProviderNetworkOperations@CENTENE.COM):

- **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.NHHEALTHYFAMILIES.COM



[Our Health Plans](#) [Join Ambetter Health](#) [For Members](#) [For Providers](#) [For Brokers](#) [Shop Our Plans](#)



GET  
COVERED

Get started and get covered today.



LEARN  
TODAY

What is Ambetter Health? Healthcare designed for you.

# 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!

The screenshot shows the Secure Provider Portal website. At the top right, there are links for 'Features', 'Join Our Network', and a blue 'CREATE ACCOUNT' button. The main heading is 'The Tools You Need Now!' with the subtext 'Our site has been designed to help you get your job done.' Below this, there are three main sections: 'Check Eligibility' (with a thumbs up icon), 'Authorize Services' (with a checkmark icon), and 'Manage Claims' (with a dollar sign icon). On the right side, there is a 'Login' form with fields for 'User Name (Email)' (containing 'name@domain.com') and 'Password', a green 'Login' button, and a link for 'Forgot Password / Unlock Account'. Below the login form, there is a 'Need To Create An Account?' section with a yellow 'Create An Account' button and a 'How to Register' section with two blue buttons: 'Provider Registration Video' and 'Provider Registration PDF'.

# 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 NH Healthy Families** 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





2024 Provider Orientation

---

# VERIFICATION OF ELIGIBILITY, BENEFITS AND COST SHARES

# MEMBER ID CARD


Provider Services  
Contact Information

**ambetter** FROM **nh healthy families.**

**INSURED**  
Under the Jurisdiction of the New Hampshire Insurance Commissioner

**Subscriber:** [Jane Doe]  
**Member:** [John Doe]

**Policy #:** [XXXXXXXXXX]  
**Member ID #:** [XXXXXXXXXXXXXXXXXX]  
**Effective Date:** [00/00/00]

  
AmbetterHealth.com/copays

**PCP:** [\$10 copay after ded. [(\$600)]]  
**Specialist:** [\$25 coin. after ded. [(\$600)]]  
**Rx (Generic/Brand):** [\$5/ \$25 after Rx ded. [(\$600)]]  
**Urgent Care:** [20% coin. after ded. [(\$600)]]  
**ER:** [\$250 copay after ded. [(\$600)]]  
**Max Out-of-Pocket:** [\$18,900]

**Plan:** [Plan name]  
[Line 2 if needed]

**[Network Name] Network Coverage Only**

**RXBIN:** 003858  
**RXPCN:** A4  
**RXGROUP:** 2DHA

**REFERRAL NOT REQUIRED**

**Ambetter.NHhealthyfamilies.com**

**Member/Provider Services:** 1-844-265-1278  
(TTY 1-855-742-0123)  
**24/7 Nurse Line:** 1-844-265-1278

**Medical Claims Address:**  
NH Healthy Families  
Attn: CLAIMS  
PO Box 5010  
Farmington, MO  
63640-5010

**Numbers below for providers:**  
**Pharmacy Help Desk:** 1-833-750-3759  
**EDI Payor ID:** 68069  
**[Envolve Vision:** 1-844-258-4615]  
**[Envolve Dental Powered by United Concordia:** 1-844-258-4615]

Ambetter from NH Healthy Families is underwritten by Celtic Insurance Company, which is a Qualified Health Plan issuer in the New Hampshire Health Insurance Marketplace. This is a solicitation for insurance. © 2023 Celtic Insurance Company. All rights reserved.

The policy, application, or other form is a translation that has not been approved by the commissioner and The English version of the policy, application, or other forms shall control in any disputes, complaints, or litigation.

AMB23-NH-C-00048

- Plans can include:
- Ambetter Gold / Silver / Bronze
  - SELECT
  - VALUE
  - Ambetter Virtual Access

- 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.

Pharmacy Benefit  
Information

# 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:** <https://provider.nhhealthyfamilies.com/sso/login>

If you are already a registered user of the Ambetter for NH Healthy Families 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: 1-844-265-1278**

# Verification of Eligibility, Benefits and Cost Share

# VERIFICATION OF ELIGIBILITY ON THE PORTAL

Viewing Eligibility For: TIN  Plan Type

**We are currently experiencing issues displaying the 'PCP Referrals Made' list. Please search for the Member in order to see their referrals or call provider services for more information.**

*Required Action! Providers seeing members enrolled in Ambetter VALUE or VIRTUAL ACCESS products will need to ensure that PCP Referrals are created prior to providing care. Providers who are outside of the members Primary Provider Group will require a referral for services to be covered. Claims will deny if the referral is not in place.*

## Eligibility Check

Date of Service (mm/dd/yyyy)  Member ID or Last Name  DOB

ELIGIBLE	DATE OF SERVICE	PATIENT NAME	DATE CHECKED	STATE	NETWORK	REFERRAL REQUIRED	RECENT ADT	CARE GAPS	LOG ER VISIT
	08/18/2023	Smith <a href="#">View details</a>	08/18/2023	FL	CMS Exp Bronze Std Core	NO	NO	Non-compliant for annual well visit.	ER Visit? <input type="button" value="Remove"/>



# VERIFICATION OF COST SHARES ON THE PORTAL

ambetter

Manage Practice Eligibility Patients PCP Referrals Authorizations Claims Messaging

Viewing Patients For: TIN [ ] Plan Type [ Ambetter ] [GO](#) [Find Patient](#)

[Back to Patient List](#) **Smith** [Print Cost Sharing](#)

Overview

**Cost Sharing**

Benefits Usage

Assessments

Health Record

ADT

Care Plan

Authorizations

Pharmacy PDL

Care Management Referrals

PCP Referrals

Coordination of Benefits

Claims

Benefit Documents

Document Resource Center

Notes

This patient is eligible as of today, Aug 18, 2023. The premium paid through date is Aug 31, 2023 and the claims paid through date is Aug 31, 2023.

**Deductible**  
The fixed amount of money that you are responsible for paying before your insurance starts to pay. Whether or not you meet your deductible depends on how much healthcare you need throughout the year.

Type	Total Amount	Meet Year To Date*	Remaining
Family	\$15,000.00	\$0.00	\$15,000.00
Person	\$7,500.00	\$0.00	\$7,500.00

Co-insurance and Copayment information are contained in Schedule of Benefits.  
[Schedule of Benefits](#)

**Out-Of-Pocket Limit**  
The total amount you will spend for healthcare, after which the insurance company pays for all your medical care until the year ends.

Type	Total Amount	Meet Year To Date*	Remaining
Family	\$18,000.00	\$163.81	\$17,836.19
Person	\$9,000.00	\$163.81	\$8,836.19

\* These values will start at zero on January 1st. The following counts towards your deductible: medical costs, physician services, hospital services, EHB covered services, including pediatric, vision and mental health services, drug benefits.





# VERIFICATION OF BENEFITS ON THE PORTAL

The screenshot displays the Ambetter Health portal interface. At the top, there is a navigation bar with icons for Manage Practice, Eligibility, Patients, PCP Referrals, Authorizations, Claims, and Messaging. Below this, a search bar allows users to filter patients by TIN and Plan Type (currently set to Ambetter), with a green GO button and an orange Find Patient button. The main content area shows a patient profile for 'Smith', with a 'Back to Patient List' button. A left-hand sidebar lists various patient management options, with 'Benefit Documents' highlighted in blue. The main content area for 'Smith' includes links for 'Schedule of Benefits' and 'Summary of Benefits and coverage', along with a note: 'For additional Benefit Coverage information go to AmbetterHealth.com or call provider services'.





**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





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.)  
<https://provider.nhhealthyfamilies.com/sso/login>
- ✓ Phone  
**1-844-265-1278**
- ✓ Fax  
**1-877-502-7255**

*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 NH Healthy Families website at [ambetter.nhhealthyfamilies.com](https://ambetter.nhhealthyfamilies.com)

Are Services being performed in the Emergency Department?  
YES  NO

Types of Services	YES	NO
Is the member being admitted to an inpatient facility?	<input type="radio"/>	<input checked="" type="radio"/>
Is the member having observation services?	<input type="radio"/>	<input checked="" type="radio"/>
Are anesthesia services being rendered for pain management or dental surgeries?	<input type="radio"/>	<input checked="" type="radio"/>
Is the member receiving hospice services?	<input type="radio"/>	<input checked="" type="radio"/>
Are services, other than DME, orthotics, prosthetics, and supplies, being rendered in the home?	<input type="radio"/>	<input checked="" type="radio"/>

Enter the code of the service you would like to check:

69436

**N**  
No **69436 - TYMPANOSTOMY GEN ANES**  
No authorization required.





---

# 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 23 hours require Inpatient Authorization
- Urgent/Emergent Admissions
- Within 1 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	Three (3) calendar days
Prospective/Non-Urgent	Fourteen (14) calendar 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 that 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 <INSERT NUMER> 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

<https://provider.nhhealthyfamilies.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 <https://ambetter.nhhealthyfamilies.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 in 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.nhhealthyfamilies.com](http://ambetter.nhhealthyfamilies.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 1<sup>st</sup>**  
Member pays premium
- **February 1<sup>st</sup>**  
Premium due – member does not pay
- **March 1<sup>st</sup>**  
Member placed in suspended status
- **April 1<sup>st</sup>**  
Member remains in suspended status
- **May 1<sup>st</sup>**  
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 <https://provider.nhhealthyfamilies.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](http://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 thirty (30) days of the Notice of Action
- Upon receipt of complete information to evaluate the request, Ambetter will provide a written response within thirty (30) 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 thirty (30) calendar days from the Notice of Action.
- Ambetter shall acknowledge receipt within ten (10) 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 thirty (30) 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 seventy-two (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 <https://ambetter.nhhealthyfamilies.com/>





2024 Provider Orientation

---

# SPECIALTY SERVICES & VENDORS

# SPECIALTY COMPANIES AND VENDORS

Service	Specialty Company/Vendor	Contact Information
High Tech Imaging Services	National Imaging Associates	1-844-265-1278 <a href="http://www.radmd.com">www.radmd.com</a>
Vision Services	Involve Vision©	1-800-334-3937 <a href="http://www.involvevision.com">www.involvevision.com</a>
Dental Services	Involve Dental©	<a href="http://www.involvedental.com">www.involvedental.com</a>
Pharmacy Services	Pharmacy Services	1-866-399-0928 (Phone) 1-866-399-0929 (Fax)

## OUR SPECIALTY COMPANIES AND VENDORS



## 2024 Provider Orientation

---

# Questions?