



HEALTH PLAN

Provider Network Update January 2016

McLaren Health Plan Medicaid Bid Results!

As you may know in the Spring of 2015, the Michigan Department of Health and Human Services (MDHHS) released a request for proposal (RFP) for Managed Care Plans to provide health care services to the Medicaid population. After many months of preparing documents and responding to the RFP, McLaren Health Plan is pleased to announce that we were awarded a contract with MDHHS to provide health care services to Medicaid Recipients in all 68 counties in Lower Michigan. This is a significant accomplishment, resulting in McLaren Health Plan being one of only three Health Plans who can serve the entire lower peninsula. We are excited to expand our service area and look forward to continued collaboration with our Provider Network.

MIChild Program Transitioning to a Medicaid Expansion Program

As a reminder, effective January 1, 2016, the Michigan Department of Health and Human Services (MDHHS) is transitioning members in the current MICHild program into the Medicaid program. These members will have received notification from MDHHS informing them of the changes and what to expect. Members who are McLaren Health Plan MICHild members will become McLaren Health Plan Medicaid members. They will have the same medical benefits as all other Medicaid beneficiaries, however MICHild members will also have dental benefits through the Healthy Kids Dental program.

Current MICHild beneficiaries that maybe required to switch health plans will be assisted by MICHild in choosing a health plan in their service area.

McLaren Health Plan MICHild members transitioning to Medicaid will have a new ID number January 1, 2016.

More information will be posted by MDHHS on the MICHild Provider website throughout this transition.

Reminder - McLaren Health Plan's Commercial HMO has a New Name: McLaren Health Plan Community

As a reminder, McLaren Health Plan is transitioning our Commercial HMO and POS lines of business to McLaren Health Plan Community (MHP Community). This transition will begin January 1, 2016 and take place over a two year time period. The transition of the Commercial business should be seamless to both our Providers and our Members, and will result in very few outward changes. The benefit packages that are currently offered to large groups, small groups and individuals (both on and off the

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Michigan Insurance Marketplace) will change very little except in name. **Most importantly, this transition will not change your participation status or your reimbursement arrangements.** For your convenience sample McLaren Health Plan Community Member ID cards are displayed below.

McLarenPOS
HEALTH PLAN COMMUNITY

Toll-free Phone
(888) 327-0671
McLarenHealthPlan.org

Enrollee Name	Contract No.	Group No.	Plan
JOHN DOE	1234567	123456	1234

PERSON CODE FOR RX BILLING
00 JOHN DOE

Co-pays/Deductibles	In Plan	Out of Plan
Office	\$30	30%
Specialist	\$50	30%
Coinsurance	90%	70%
Deductible	\$250/\$500	\$1000/\$2000
Rx Co-pay	\$5/\$30/\$60	Not Covered

4-D Pharmacy Management Systems Inc.
McLaren Health Plan Inc.

Notice to Members and Providers
For customer service, verification of benefits, hospital admission authorization and eligibility call McLaren Health Plan at: (888) 327-0671

Emergency Care and Hospital Services
Emergency hospital admissions must be reported **within 24 hours** and require concurrent review. All other Hospital admissions require **Pre Authorization** and concurrent review. Failure to follow these requirements may reduce or negate benefits. Call (888) 327-0671 to seek authorization for any hospital services.

For assistance in locating a facility for emergency care when traveling **outside the MHP service area** call GLOBALCARE: at (866) 807-6193 or (770) 667-0247.

The information is provided as a courtesy to assist in locating a provider. Refer to your Certificate of Coverage for a description of your benefits and any financial responsibility.

Pharmacy Billing Information:
4-D Pharmacy Management
BIN: 600428
PCN: 06640316
Pharmacy Help Desk: (800) 522-7487
Person Code Billing Required

Send all Claims to:
McLaren Health Plan
PO Box 1511
Flint, MI 48501-1511

McLarenHMO
HEALTH PLAN COMMUNITY

Toll-free Phone
(888) 327-0671
McLarenHealthPlan.org

Enrollee Name	Contract No.	Group No.	Plan
JANE DOE	1126265	123456	1234

PERSON CODE FOR RX BILLING
00 JOHN DOE

Provider:	Directly Contracted Providers	Rewards Providers	Out of Plan Providers
PCP Copay	\$30	\$0	Not Covered
Specialist Copay:	\$45	\$0	Not Covered
Deductible	\$250/\$500	\$0	Not Covered
Coinsurance	90%	0%	Not Covered
Rx Co-pay	\$10/\$40/\$80	\$10/\$40/\$80	Not Covered

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Pharmacy Billing Information:
4-D Pharmacy Management
BIN: 600428
PCN: 01990000
Pharmacy Help Desk: (800) 522-7487
Person Code Billing Required

Send all Claims to:
McLaren Health Plan
PO Box 1511
Flint, MI 48501-1511

New CMS-Required Updates from Providers

Effective January 1, 2016, the Centers for Medicare and Medicaid Services (CMS) will require health plans to contact health care providers monthly to verify the provider's acceptance status (Primary Care Physicians only), demographic information such as office address, phone number, fax number, or office hours. This requirement is being implemented to improve information that is available to members in online Provider Directories. McLaren Health Plan will work with our Provider Network to confirm the accuracy of information that is available to members; however, it is imperative that you remember to inform McLaren Health Plan whenever a change in your availability occurs.

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Referral Requirements Update

Effective February 1, 2016, McLaren Health Plan is implementing referral requirement changes/updates. Some highlights of the changes are:

- Chemotherapy: No preauthorization required
- Dialysis: No preauthorization required
- Spinal Cord Stimulators: Preauthorization required
- Specialty Medications/Injections: Codes updated
- Rhinoplasty/Septoplasty: Codes added

For a full list of CPT/HCPCS codes requiring preauthorization, please visit our website at www.MclarenHealthPlan.org.

Provider Contact Information Quick Reference Guide

To help improve communication and maintain the availability of important information to our Provider Network in a convenient reference guide, included in this mailing you will find the Provider Contact Information Quick Reference Guide. The Quick Reference Guide lists key phone contacts, key personnel, and other important information that you may use on a daily basis.

Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA/835)

McLaren Health Plan is excited to announce the opportunity for our Providers who provide care to our Medicaid, Healthy Michigan Plan, and MIChild members the opportunity to receive EFT and ERA files. Included in this mailing is a copy of an introductory letter from our EFT/ERA vendor, Pay-Plus Solutions. The letter includes instructions on how to obtain enroll EFT/ERA applications.

At this time, the EFT and ERA are only available for the Medicaid, Healthy Michigan Plan, and MIChild lines of business; other lines of business will be added in the future.

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New Look for the McLaren Health Plan Website

McLaren Health Plan has updated the look of our website to improve functionality for our Providers and Members. The McLaren Health Plan website is located at www.MclarenHealthPlan.org. Visit our website and click on the *Provider* tab for useful information and helpful tools.

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January 2016

Dear McLaren Health Plan Medicaid Provider:

We are pleased to introduce an exciting new electronic payment (ePayment) process which we are implementing with Pay-Plus® Solutions, Inc. (PPS). This alliance provides us with the latest in secure ePayment technology to accelerate and add efficiency to our claims payment process. Please note that effective January 1, 2016, McLaren Health Plan will be transitioning Medicaid Payments to Pay-Plus for ePayment issuance.

During the data analysis phase with Pay-Plus, it was discovered that you are currently receiving electronic payments from Pay-Plus. There are no additional set-up requirements or changes needed. Within the next several weeks, your McLaren Health Plan Medicaid claim payments will be delivered via your current Pay-Plus ePayment method: Select, Select+, or Direct ACH. Additionally, the correlating remittance information will be accessible via clearinghouse, secure FTP, or direct download from the Pay-Plus web portal.

If you would like to update your payment, remittance delivery, or notification options, please call Pay-Plus Customer Service at (877) 828-8770.

The Business Advantages of Pay-Plus Solutions:

- Streamlined claims processing with a standardized and simpler method to decipher detailed EOPs
- Consolidated payments from multiple Payers, resulting in less paperwork
- Eliminates bank deposits or lockbox fees. Fewer checks clearing your account may mean lower bank fees
- Import ePayment data for more accurate posting
- Enhanced security, as checks are not sent through the postal system where they may be lost or stolen

We hope that you are as excited about improving the claims payment process as we are. Together with Pay-Plus, we look forward to the opportunity to add efficiency and speed to the payment of your claims.

Sincerely,

McLaren Health Plan

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Provider Contact Information Quick Reference Guide

Telephone Directory

Department	Telephone Number	Fax Number
<p>Customer Service/Provider Inquiry Available to assist you with claim, benefit, eligibility, authorizations, and coordination of benefit inquiries Hours: 7:30 – 5:30, Monday-Friday</p>	(888) 327-0671	Toll Free: (877) 502-1567
<p>Network Development</p> <ul style="list-style-type: none"> Please visit the MHP website to view the most up-to-date Network Development Coordinator Map and Provider Manual 	(888) 327-0671	<p>Flint: (810) 733-9651 Lansing: (517) 913-2659 Auburn Hills: (248) 484-4918</p>
<p>Medical Management Referral requests can be submitted electronically via the MHP website at www.McLarenHealthPlan.org/Providers/Referrals Requests for Pre-Authorization</p>	(888) 327-0671	<p>Referrals and Medical Documentation: (810) 733-9647 All Other: (810) 733-9645</p>
<p>Quality Management/Member Outreach</p> <ul style="list-style-type: none"> Available to assist you with Gaps in Care reports, HEDIS reports, quality incentives, member outreach 	(888) 327-0671	Flint: (810) 733-9653
Sales Department	(888) 327-0671	Flint: (810) 733-9596

Key Personnel	Contact Information
Network Development Coordinator/Office Liaison: Please visit the MHP website to view the most up-to-date Network Development Coordinator Map for the Coordinator assigned to your office	
Kerry Johnson Network Development Administrator	Email: Kerry.Johnson@mcclaren.org Phone: (517) 913-2621 Fax: (517) 913-2659
Wendy Upthegrove Network Development Manager	Email: Wendy.Upthegrove@mcclaren.org Phone: (810) 733-9662 Fax: (810) 733-9651
Lisa Gerlach Customer Service Manager	Email: Lisa.Gerlach@mcclaren.org Phone: (810) 733-9626 Fax: (877) 502-1567
Jody Landon Director, Customer and Provider Services	Email: Jody.Landon@mcclaren.org Phone: (810) 733-9507 Fax: (810) 733-9651

Other Important Information

Pharmacy Services	For Formulary information or medication prior authorization request forms, please visit our website at www.McLarenHealthPlan.org/Providers/Pharmaceutical Management E-prescribing is available for all lines of business through SureScripts®
Provider Demographic Changes	Contact Network Development at (888) 327-0671 or visit our website at www.McLarenHealthPlan.org/Providers/GeneralProvider Information/Demographic Change Request
Provider Portal	The MHP Provider Portal is available to all Contracted MHP Providers. On the MHP Provider Portal, you can status claims, check member eligibility, and get your monthly member roster. If you are not currently registered, call Network Development today to register
Claims	<p>MHP receives EDI claims from our clearinghouse, ENS Optum Insight. Our Payer IDs for electronic claims are:</p> <ul style="list-style-type: none"> McLaren Medicaid/Healthy Michigan – 3883C McLaren Health Plan Community (Commercial HMO) – 38338 McLaren Health Advantage (PPO) – 3833A McLaren Advantage (Medicare HMO) – 3833R If you have the ability to submit claims electronically, you are expected to submit your McLaren Health Plan claims electronically
Laboratory	For Medicaid and Commercial HMO – <u>Required</u> Lab Vendor is Joint Venture Hospital Lab (JVHL); (800) 445-4979