



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

QUARTERLY PROVIDER TRAINING

Thursday, January 31, 2019

12:00 PM - 2:00 PM



Agenda

Contracting and Credentialing: [CVO Process and Updates](#)

Provider Relations: [Updates and Reminders](#)

Guest Speaker: [THSteps Updates](#)

C.A.R.E.: [Marketing Guidelines](#), [Services for Children of Traveling Farmworkers](#)

Health Services: [Authorization Requirements](#), [OB Prior Authorization Requirements](#), [Case Management/ Disease Management](#)

Claims: [Claim Reminders](#)

Member Services: [STAR and CHIP Member Portal](#)





El Paso Health

HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

THE HEALTH PLANS OF EL PASO FIRST

CVO Process and Updates

Sonia Fernandez

Contracting and Credentialing Lead

Aperture-Credentialing Verification Organization

- Effective 09/01/2018.
- Initial Credentialing and Re-credentialing – All providers and facilities.
- Practitioners and facilities should have begun to receive communications from TAHP and Aperture.
- Applications can be submitted to El Paso Health or thru Availity Portal.

Contracting and Credentialing Process

- New Providers- Providers must contact EPH and complete the demographic form prior to submitting a credentialing application thru Availity.
- Upon completion of the credentialing process, a contract or amendment will be provided.

When to submit a Demographic Form?

Changes to your practice:

- Provider leaves or joins your practice.
- Any changes in your demographics (i.e. telephone number, fax, location).
- Changes in your contract (i.e. name change, practice name, TIN change).
- When submitting a Credentialing Application via Availity or directly to El Paso Health.

You may submit your updated Demographic Form to Contracting and Credentialing Department at:

Email: contracting_dept@elpasohealth.com

Fax: (915) 298-7870

Demographic Form:

<http://www.elpasohealth.com/forms/Provider%20Demographic%20Form.pdf>

Contact Information

For any questions please contact us directly at the email or phone number below. A Contracting and Credentialing Representative will respond to your inquiry within 48 business hours.

Contracting and Credentialing Department

Email: Contracting_Dept@elpasohealth.com

Phone: 915-532-3778



El Paso Health

HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

THE HEALTH PLANS OF EL PASO FIRST

Provider Relations Updates and Reminders

Karla Ochoa

Provider Relations Representative

El Paso Health is Going Green

- Effective 1/1/2019, Remittance Advice (RA) reports will no longer be printed and mailed.
- Available electronically via the El Paso Health online Provider Portal.
 - Must have an Administrative account in order to access RAs.
 - Standard users may contact Provider Relations at 915-532-3778 ext. 1507 to request Administrative user rights.
- RAs are also available via 835 files through a clearing house.
 - Submit Electronic Remittance Advice Request Form to enroll:
<http://www.elpasohealth.com/forms/EDI%20Request%20Form.pdf>



Texas Medicaid Provider Re-enrollment

- Requirement of the Patient Protection and Affordable Care Act (PPACA).
- Must re-enroll with the state to ensure Texas Provider Identifier (TPI) is current.
- Failure to re-enroll on time will cause payments to cease for that timeframe.



Grid Provider Excluded Pharmacy Setup

Excluded Search Criteria

NPI 1234567890 TPI Tax ID

Org. Name or Last Name

First Name Key Accepts partial entry

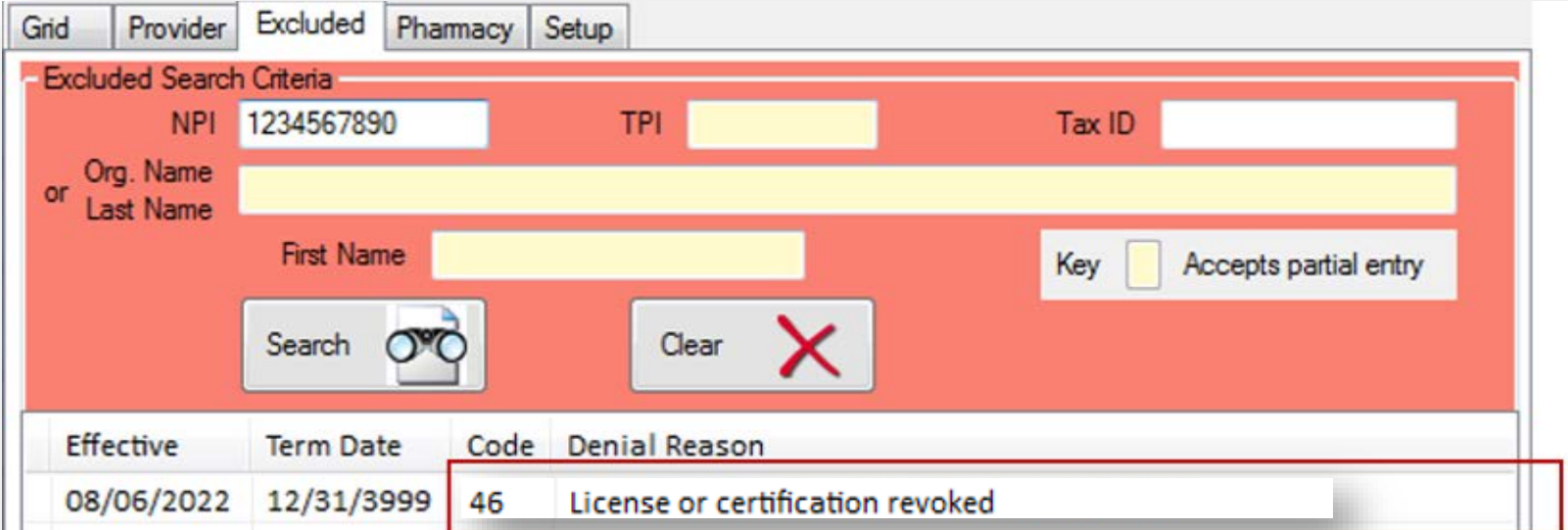
Search  Clear 

Effective	Term Date	Code	Denial Reason
08/06/2022	12/31/3999	66	Provider is not enrolled - failed to Re-Validate

from the excluded

License/Certification Update

- Providers are required to submit any license/certification updates to TMHP.
- Failure to provide update on time will cause payment delay.
- Claim denials will not be re-processed until license/certification has been updated.

- The screenshot shows a software interface with a search criteria form and a table. The form has fields for NPI (1234567890), TPI, Tax ID, Org. Name or Last Name, and First Name. There are 'Search' and 'Clear' buttons. A table below shows a denial reason: 'License or certification revoked'.

Effective	Term Date	Code	Denial Reason
08/06/2022	12/31/3999	46	License or certification revoked

from the excluded file.

Additional Resources

- For additional information, please visit:

Affordable Care Act (ACA) Provider Enrollment Frequently Asked Questions
(FAQ)

http://www.tmhp.com/TMHP_File_Library/ACA/Affordable%20Care%20Act%20FAQs.pdf

Or you may contact:

TMHP Contact Center: **1-800-925-9126**

TMHP-CSHCN Contact Center: **1-800-568-2413**



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

CHIP Pharmacy Prior Authorization Requirements

- Effective 11/1/2018, CHIP Prior Authorization (PA) requirements are to align with STAR Medicaid PA requirements for certain drug classifications.
- Clinical PAs will assist in ensuring appropriate patient use and patient safety.
- Letters were sent to prescribing providers and members regarding PA process.
- For PA submissions, contact our pharmacy benefits manager:



1-877-908-6023

www.navitus.com



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

CHIP Prior Authorization Implementation Schedule

Implementation Date	Drug Classification
November 1, 2018	Cytokine, CAM Antagonists, Cystic Fibrosis (Kalydeco, Symdeko), Antipsychotics
December 1, 2018	Emflaza, Dupixent, HP Acthar, GI Motility Agents, Provigil, VMAT2 Inhibitors, ADD_ADHD, Enzymes
January 1, 2019	Opioid Overutilization, Oxycontin, Fentanyl, Suboxone Buprenorphine, Revatio, Topical Immunomodulators, Agents for Gauchers Disease
February 1, 2019	PCSK9 Inhibitors, Anxiolytics and Sedative, Flexeril/Amrix (cyclobenzaprine) Carisoprodol, Increlex, Desmopressin
March 1, 2019	Alinia, Antimetics, Celebrex, Drug regimen optimization, Erythropoiesis stimulating agents, Imiquimod, Ketorolac (Toradol), Lidoderm Patches, Mobic, Gabapentin, Prophythiouracil, Diclofenac, Topical Acne Agents, Topical Retinoids, Xifaxan
April 1, 2019	Accolate, Agents for HAE, GLP1s, Zyflo, Savella, Symlin, Thiazolidinediones, Aliskiren, Allergen Extracts, Fosrennol, DPP4 Inhibitors, Keveyis, Lovaza, Nuplazid, Ranexa, Cough/Cold medication, Dextromethorphan Overutilization, Phenegran (promethazine), Zelboraf

In-network Provider Referrals

- Primary Care Physician (PCP) is responsible for coordinating appropriate referrals.
- Closed specialty network: PCP should refer members to EPH network specialists only.
- Ensures care is delivered in the most clinically suitable and cost-effective setting.
- Referral not required for a member to see an OB/GYN provider.
- Out-of-network referrals must be justified and deemed medically necessary.
- More information is available in the El Paso Health Provider Manual:



Locating EPH STAR and CHIP Participating Providers

- Go to our main page online at www.elpasohealth.com and click on Find a Provider.
- Search for participating providers by:
 - Plan
 - Provider Type
 - Specialty
 - Zip Code
 - Provider First/Last Name
 - And more...
- Click on Find A Provider and a listing of participating providers will be populated.
- Please e-mail our Contracting Department at



For participating El Paso Health providers, visit us online at:

www.elpasohealth.com

Call us at: 915-532-3778
Outside El Paso 1-877-532-3778

Hours of Operation
7:00 A.M. – 5:00 P.M.
Mountain Time

Providers Portal Login >

En Español

Careers



- HOME
- ABOUT EL PASO HEALTH
- MEMBERS
- PROVIDERS
- PROGRAMS
- FIND A PROVIDER**
- EVENTS
- CONTACT US



Click on 'FIND A PROVIDER'

Do I qualify?
We are here to help you access the

For Members
We help our members understand their

For Providers
Our providers are our partners in



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

Provider Search

Plan

Provider Type

Specialty

Use current location

Zip Code

Show results within

Find A Provider

Start Over

Click on 'Find A Provider' to populate your results.

Search Options

Click on 'Search Options' for a broader search range, if needed.

Provider First Name

Provider Last Name

State License Number

Practice Name

Facility Name

Address

City

State

Medical Group

Hospital Affiliation

Provider Gender

Language

Service

Only show providers who are Patient-Centered Medical Homes

Only show providers who are accepting new members

Patient Age

Patient Gender



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

A listing of participating providers will be populated. Results will be specific to the search criteria indicated on the previous screen.

Filter Results

Plan: STAR (Medicaid) | County: Any County

Provider Type: Any Type | Medical Group: []

Specialty: Physical Medicine/Medicina Fisica y Rehab | Hospital Affiliation: Any Hospital

Provider First Name: [] | Provider Gender: Any Gender

Provider Last Name: [] | Language: Please Select

Practice Name: [] | Service: Please Select

Facility Name: [] | Only show providers who are Patient-Centered Medical Homes

City: [] | Only show providers who are accepting new members

State: Please Select | Patient Age: []

Zip Code: [] | Patient Gender: Any Gender




Filter Results

Showing providers that are in the STAR (Medicaid) plan, that have provider type Any Type, and that specialize in Physical Medicine/Medicina Fisica y Rehab.

Sort Results: Name | Ascending

Download Results | Return to Search

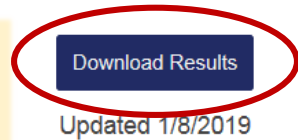
Updated 1/8/2019

	Epic Pediatric Therapy LP 6601 Montana Ave Ste H El Paso, TX 79925 915-838-7604	Specialties: Physical Medicine/Medicina Fisica y Rehab Provider Gender: Unknown Board Certifications: None Reported	View Details <input type="checkbox"/> Compare Provider
	Early Bird Pediatric Therapy 1514 N Zaragoza Rd Ste B 4 El Paso, TX 79936 915-257-5782	Specialties: Physical Medicine/Medicina Fisica y Rehab Provider Gender: Unknown Board Certifications: None Reported	View Details <input type="checkbox"/> Compare Provider
	Omega Rehabilitation Services 5310 El Paso Dr El Paso, TX 79905 915-771-8523	Specialties: Physical Medicine/Medicina Fisica y Rehab Provider Gender: Unknown Board Certifications: None Reported	View Details <input type="checkbox"/> Compare Provider

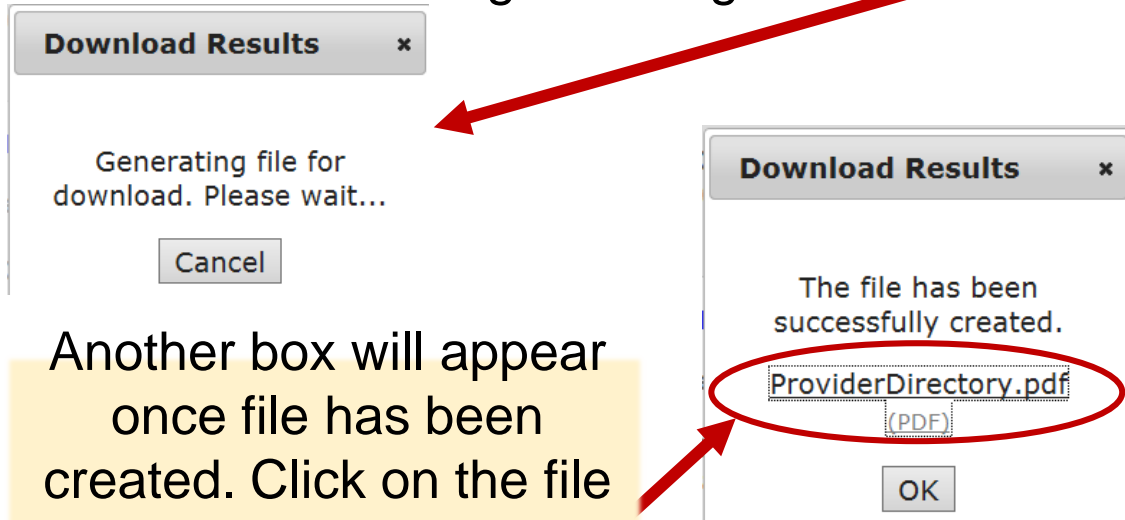
Option to filter results is available for modifications of search criteria. Click 'Filter Results' to populate your updated listing.

Generate a printable version of your results

Click on 'Download Results' after your search is complete.



A dialogue box will appear stating your file is generating.



Another box will appear once file has been created. Click on the file name with the pdf extension.

Your printable document will open and you can print to provide to your patient for reference.

Provider Search Results - Prepared January 17, 2019 Network: STAR (Medicaid) Specialties: Physical Medicine/Medicina Física y Rehab	
Epic Pediatric Therapy LP 6601 Montana Ave Ste H El Paso, TX 79925 915-838-7604	Specialties: Physical Medicine/Medicina Física y Rehab Provider Gender: Unknown Board Certifications:
Early Bird Pediatric Therapy 1514 N Zaragoza Rd Ste B 4 El Paso, TX 79936 915-257-5782	Specialties: Physical Medicine/Medicina Física y Rehab Provider Gender: Unknown Board Certifications:
Omega Rehabilitation Services 5310 El Paso Dr El Paso, TX 79905 915-771-8523	Specialties: Physical Medicine/Medicina Física y Rehab Provider Gender: Unknown Board Certifications:
Healthmasters Hand And Physical Therapy Centers 8111 North Loop Dr Ste B El Paso, TX 79907 915-593-4985	Specialties: Physical Medicine/Medicina Física y Rehab Provider Gender: Unknown Board Certifications:
Paso Del Norte Childrens Development Center 1101 E Schuster Ave El Paso, TX 79902 915-544-8484	Specialties: Physical Medicine/Medicina Física y Rehab Provider Gender: Unknown Board Certifications:

For participating Preferred Administrators providers, visit:

www.preferredadmin.net

Call us at: 915-532-3778 | Outside El Paso: 1-877-532-3778



Preferred ADMINISTRATORS

Home About Us Members Providers Find a Provider FSA Contact Us

Welcome

Preferred Administrators is committed to improving the health of El Paso by making health care services available, accessible and affordable.



Click on 'Find a Provider'

Search for participating providers by name, specialty and/or zip code.

Preferred Administrators Provider Search Directory

If you need a provider outside of El Paso County, please visit [Multiplan](#).

If you find that there is inaccurate information in our Online Provider Directory, please email us at Contracting_dept@elpasohealth.com.

Updated 1/8/2019

First Name/Organization Name: Last Name:

Specialty: All Categories

Zipcode:

Search

First Name/Organization Name: Last Name:

Specialty: All Categories

Zipcode:

Search

180 Medical Inc <input checked="" type="checkbox"/> <i>Durable Medical Equipment</i> 140 Magic Oaks Dr Spring, TX 77388 877-688-2729	Medical Direct Club LLC <i>Durable Medical Equipment</i> 521 8Th Ave Ste 204 Nashville, TN 37203 800-945-0066
1st Medical Supply <input checked="" type="checkbox"/> <i>Durable Medical Equipment</i> 151 S Walnut Ste C 9 Las Cruces, NM 88001 575-522-2011	Medline Industries Inc <input checked="" type="checkbox"/> <i>Durable Medical Equipment</i> 1501 Harris Rd Libertyville, IL 60048 866-356-4997
Access Therapeutics Infusion <input checked="" type="checkbox"/> <i>Durable Medical Equipment</i> 6019 Randolph Blvd San Antonio, TX 78233 210-930-7200	Minimed Distribution Corp <i>Durable Medical Equipment</i> 18000 Devonshire St Northridge, CA 91325 818-576-4383
Advant Edge Home Health and Pharmacy <i>Durable Medical Equipment</i> 1576 Lomaland El Paso, TX 79935 915-595-0409	Nickes Medical Supply <input checked="" type="checkbox"/> <i>Durable Medical Equipment</i> 2820 N Stanton El Paso, TX 79902 915-533-8870
Advocate Medical Services <i>Durable Medical Equipment</i> 2615 E End Blvd Ste 285 Marshall, TX 75672 813-280-6538	One Source Medical Group LLC <i>Durable Medical Equipment</i> 15733 San Pedro San Antonio, TX 78232 866-834-7473

Click 'Search' to populate your results.

Preferred ADMINISTRATORS

HEDIS Records Review

- Healthcare Effectiveness Data and Information Set (HEDIS): measures quality of care and assists in identifying targeted opportunities for improvement.
- Medical record data is needed in addition to claims and encounter data for a select number of measures.
- Provider packets with list of members and minimum documentation requirements have been sent out.
- Provider participation is mandatory, as per terms of your Provider contract.
- Time sensitive project- records must be returned by deadline, February 22, 2019.

2019 HEDIS Measures

WCC	Weight Assessment & Counseling for Nutrition & Physical Activity for Children/Adolescents
CIS	Childhood Immunization Status
CBP	Controlling High Blood Pressure
CDC	Comprehensive Diabetes Care
PPC	Prenatal and Postpartum Care
W15	Well-Child visits in the first 15 months of life
W34	Well-Child visits in the 3 rd , 4 th , 5 th and 6 th years of life
AWC	Adolescent Well-Care visits



Preferred Administrators Reimbursement Update

Effective December 1, 2018, the reimbursement rate for Preferred Administrators for an Intrauterine Device (IUD) and insertion is as follows:

Code	Device/Procedure	Flat Rate
J7296	Kyleena®	\$894.42
J7297	Liletta®	\$673.43
J7298	Mirena®	\$932.60
J7300	ParaGard®	\$795.56
J7301	Skyla®	\$744.76
J7306	Contraceptive Implant	\$886.74
J7307		
58300	Insertion of IUD	\$55.06

Long-Acting Reversible Contraception (LARC)

- Medical benefit- providers will continue to have the option to receive for LARC as a clinician-administered drug.
- Pharmacy benefit- Specialty Pharmacy will dispense the LARC product and bill El Paso Health after completed prescription request from provider.
 - Providers who prescribe and obtain LARC products through certain specialty pharmacies will be able to return unused and unopened LARC products.
 - For information regarding the Abandoned Unit Return program, please visit: www.TxVendorDrug.com/formulary/larc.shtml



LARC Specialty Pharmacy Information

Skyla® (NDC 50419042201)
Walgreens Specialty Pharmacy
NPI:1851463087 (877) 686-4633

Kyleena® (NDC 50419042401)
Walgreens Specialty Pharmacy
NPI:1851463087 (877) 686-4633

Mirena® (NDC 50419042101) /
Mirena® (NDC 50419042301)
Walgreens Specialty Pharmacy
NPI:1851463087 (877) 686-4633

Nexplanon® (NDC 0052433001)
Accredo
NPI: 1073569034 (972) 929-6800

ParaGard® (NDC 51285020401)
Biologics, Inc, Specialty Pharmacy c/o TWH Access
Solutions

NPI: 1487640314 (888) 275-8596
*Currently only available through the **medical**
benefit:*

Liletta (NDC 00023585801)
Accredo (866) 759-1557
CVS Specialty Pharmacy (888) 275-8596

For the most current information, visit: <https://txstarchip.navitus.com/pages/larc.aspx>



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

*NDCs are subject to change.

Contact Information

Karla Ochoa

Provider Relations Representative

kochoa@elpasohealth.com

915-298-7198 ext. 1167

Provider Relations Department

ProviderServicesDG@elpasohealth.com

915-532-3778 ext. 1507



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.



El Paso Health

HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

THE HEALTH PLANS OF EL PASO FIRST

Marketing Guidelines for Providers

Adriana Cadena

CARE Manager

Marketing Guidelines Overview

- [HHSC Marketing and Member Policy](#)
- [Texas Providers Marketing Guidelines](#)
- [OIG Special Advisory](#)

HHSC Marketing Guidelines

- UMCM Policy Chapters
 - Chapter 4.3 Marketing and Member Policy
- MCOs must inform their Network Providers of, and Network Providers are required to comply with, the marketing policies.
- Providers must not recommend one MCO over another, offer patients Incentives to select one MCO over another, or assist with the decision to select an MCO.

Program Providers

- Providers may:
 - Inform patients about the CHIP and Medicaid Programs in which they participate.
 - Inform patients of the benefits and services offered through the MCOs in which they participate.
 - Give patients information to contact the MCOs if requested.
 - Distribute Applications to families of uninsured children and assist with their completion.
 - Direct patients to enroll in the CHIP and Medicaid Programs by calling the HHSC ASC.

Program Providers Cont.

- Providers must:
 - **Distribute or display Health-related Materials for all contracted MCOs or none at all.**
 - Posters must be no larger than 16" x 24".
 - Health-related Materials may have MCO name, logo, and contact information.
 - Provider may choose which items to distribute or display as long as there is at least 1 item from each contracted MCO.
 - **Display stickers submitted by all contracted MCOs or none at all.**
 - Stickers cannot be larger than 5" x 7" or indicate anything more than "MCO is accepted or welcomed here."

Texas Providers Marketing Guidelines

- [Texas Providers Marketing Guidelines](#)
- These guidelines are intended to assist providers in assessing their compliance with the rules and provide information on the option of submitting provider marketing to HHSC for review and approval.



Texas Providers Marketing Guidelines Cont.

Specific Guidelines

1	Provider must comply with its applicable licensing agency's laws and regulations, including any related to marketing and advertising.
2	Provider must comply with applicable state and federal laws and regulations, contractual requirements, and other guidance documents.
3	Provider must comply with provider's contract requirements regarding the use of HHSC's, the State's, or an HHS Agency's name in a media release, public announcement, or other public disclosure.
4	Marketing materials must be written at or below a sixth grade reading level.
5	Marketing materials that target the client community must be available in English and Spanish. In addition, any languages of other major population groups in Texas must be made available if requested by a client.
6	Marketing materials must include the name of the provider and the provider's office location and address.
6	Marketing materials must not be misleading, inaccurate, or contain misrepresentations.
7	Marketing materials must not make false, misleading, or inaccurate statements relating to services or benefits.
8	Marketing materials must not represent that services will be provided at no cost when a Medicaid provider will seek remuneration.
9	Marketing materials must not offer a Medicaid client or client's parent/legal representative any financial gain or incentives.
10	Marketing materials must not portray competitors or other providers in a negative manner.
11	Marketing materials must not contain the HHSC logos or insignias, or make any assertion or statement of endorsement by federal or state governmental agencies.

Texas Providers Marketing Guidelines Cont.

Examples of Permissible and Prohibited Marketing Activities

	Permissible	Prohibited
1	Sending Marketing Materials to every person within a specific zip code, without specifically targeting Medicaid clients.	Unsolicited personal contact such as direct mail, telephone, and door-to-door solicitation.
2	Sending an appointment reminder to a Medicaid client.	Offering gifts or other inducements designed to influence a client's choice of Provider.
3	Participation at a health awareness education event and making available branded giveaways valued of no more than 10 dollars, individually.	Providing giveaways or incentives valued at over 10 dollars, individually, or passing out materials.
4	General dissemination of Marketing Materials via television, radio, newspaper, Internet, or billboard advertisement.	Dissemination of material or any other attempts to communicate intended to influence the Client's choice of Provider.
5	<p>Provider marketing conducted at:</p> <ul style="list-style-type: none"> • Community-sponsored educational event • Health fair • Outreach activity or • Other similar community or nonprofit event <p><i>And which does not involve unsolicited personal contact or promotion of the provider's practice that is not intended as health education.</i></p>	Sending Marketing Materials to a client to offer inducements or incentives.
6	<p>Provider marketing for the purpose of:</p> <ul style="list-style-type: none"> • Providing appointment reminder • Distributing promotional health materials • Providing information about the types of services offered by the provider • Coordination of care 	Unsolicited personal contact at a child care facility or any other type of facility; or targeting clients solely because the client receives Medicaid/CHIP benefits.

OIG Special Advisory Bulletin

- [Advisory from the Texas Health and Human Services Commission Office of Inspector General \(HHSC OIG\)](#)
- April 3, 2013

OIG Special Advisory Bulletin Cont.

1. HHSC OIG interprets the prohibitions in 1 TAC §371.1669 to prohibit providers from offering beneficiaries any items or services to influence or induce their health care decisions. HHSC OIG presumes that in most instances, items that do not exceed \$10 individually and \$25 in the aggregate annually per patient were not provided to influence a beneficiary's decisions.
2. Any items a provider offers to a beneficiary must be directly related to the provider's profession. For example, a dentist may offer tooth decay prevention items (a toothbrush, toothpaste, floss and similar items) each visit. Although they may be well-meaning, items such as backpacks, school supplies and similar items are not permissible.
3. Cash, cash equivalents and gift cards in any amount, even if directly related to the provider's profession, are never permissible. For example, a gift card to a discount store is impermissible, even if offered by a dentist and restricted to the purchase of dental items.

Resources

- [HHSC Marketing and Member Materials Policy](#)

<https://hhs.texas.gov/sites/default/files/documents/laws-regulations/handbooks/umcm/4.3.pdf>

- [Texas Providers Marketing Guidelines](#)

http://www.tmhp.com/TMHP_File_Library/Provider%20Marketing/Provider%20Marketing%20Guidelines_w_example.pdf

- [Advisory from the Texas Health and Human Services Commission Office of Inspector General \(HHSC OIG\)](#)

<http://oig.hhsc.state.tx.us/oigportal/portals/0/Publications/HHSC%20OIG%20OFFERING%20GIFTS%20AND%20OTHER%20INDUCEMENTS%20TO%20BENEFICIARIES%204-4-13.pdf>





El Paso Health

HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

THE HEALTH PLANS OF EL PASO FIRST

Services for Children of Traveling Farmworkers

Adriana Cadena

CARE Manager

Accelerated Services

- State initiative to provide services to children of traveling farmworkers.
- Coordinate preventive health care services before child travels out of Texas.
- Service needs determined on a case-by-case basis according to age, periodicity schedule, and health care needs.
- Cooperate and coordinate with the State, outreach programs, and school districts.
- Provider education on these services.

Indicator on Roster

An indicator (Y) was introduced to the STAR/CHIP Master Roster.



FABENS, TX 79838 ALL LOCATIONS

El Paso Health STAR Master Roster - THSteps Due Members Only January 2019

Member#	Member Name	Migrant	Age	DOB	Sex	Phone	Address	Effective	THSteps	PCPName
			2	1/29/16	M			01/29/16	3 YEAR	
			0	11/4/18	M			11/04/18	2 MONTH	
			10	1/3/08	F			10/01/17	11 YEAR	
		Y	13	1/23/05	F			10/01/17	14 YEAR	
			0	7/10/18	F			07/10/18	6 MONTH	
		Y	9	1/29/09	M			11/01/09	10 YEAR	
			0	4/2/18	M			04/02/18	9 MONTH	



Member Contact

- Post cards
- Auto-dialer
- Text Messages



Estimado miembro, permítanos ayudarle:

El Paso Health tiene servicios especiales de Medicaid para niños de trabajadores del campo que viajan por el trabajo, por eso nos gustaría saber lo siguiente:

¿Es usted trabajador del campo que viaja por el trabajo?

Si No

¿En la pizca de cebolla, chile, lechuga, tomate, uvas, nueces, etc...?

Si No

¿Empacando o procesando vegetales, frutas, leche, etc...?

Si No

Si contestó **SI** a alguna de las preguntas, por favor comuníquese con la Coordinadora al **915-532-3778**. Con gusto le ayudaremos a obtener los servicios médicos que su(s) hijo(as) necesitan. ¡Gracias por su tiempo!

Dear member, let us help you:

El Paso Health has special Medicaid services for children of traveling farm workers. To help you receive these services, we would like to know the following:

Are you a farm worker that travels for work?

Yes No

Picking onions, chile, lettuce, tomatoes, grapes, pecans, etc...?

Yes No

Packing or processing vegetables, fruits, dairy, etc...?

Yes No

If you answered **YES** to any of these questions, please contact our Coordinator at **915-532-3778**. We will be happy to help you get the medical services your children need. Thank you for your time!



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

Outreach

- Partner with more than 20 community agencies.
- Partner with Migrant Education Programs of the 11 school districts in El Paso & Hudspeth Counties.
 - Anthony ISD MEP
 - Canutillo ISD MEP
 - Clint ISD MEP
 - Dell City ISD MEP
 - El Paso ISD MEP
 - Fabens ISD MEP
 - Ft. Hancock ISD MEP
 - San Elizario ISD MEP
 - Socorro ISD MEP
 - Tornillo ISD MEP
 - Ysleta ISD MEP



Contact Information

Lluvia Acuña

Outreach Coordinator

lacuna@elpasohealth.com

915-298-7198 ext. 1075

Adriana Cadena

C.A.R.E. Unit Manager

acadena@elpasohealth.com

915-298-7198 ext. 1127



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.



El Paso Health

HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

THE HEALTH PLANS OF EL PASO FIRST

Authorization Requirements

Gilda Rodriguez, RN

Prior Auth Nurse Coordinator

Timeline Metrics

- Non-Urgent – Within 3 working days.
- Urgent – Within 1 working day after receipt of the request.
- STAT – Referring to a diagnostic or therapeutic procedure that is to be performed immediately.



Health Services Policy 5.1.1

- El Paso Health does not process authorization requests beyond 30 days in advance to ensure the most updated clinical possible is provided.
- Fax prior authorization requests individually (separated by Member and Type of Service).



El Paso Health

HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

THE HEALTH PLANS OF EL PASO FIRST

OB Prior Authorization Requirements

Sandra Leal, RN / Irma Pierson, LVN

OB Case Managers

Family Planning Services

- El Paso Health does not require prior authorization for family planning services – sterilization.
- Tubal Ligation Procedure codes 58600, 58615, 58670, or 58671.
- Effective November 1, 2018, procedure codes A4264 and 58565 will no longer be a benefit of the Family Planning Program and the Healthy Texas Women Program.

Covered Benefit -17P Hydroxyprogesterone

- Covered benefit for STAR/CHIP.
- Complete and submit Texas Standard PA Form.
- Criteria needs to be met (Section **4.1.12 of the TMPPM**).
- Documentation needs to reflect members history of preterm delivery, to include date of birth and gestational age at the time of delivery.
- Current Estimated Date of Delivery and Gestational Age.



Contact Information

Health Services Department

Telephone Number: 915-532-3778

Ext. 1500 (STAR)

Ext. 1536 (CHIP)

Fax: 915-298-7866

Toll Free Fax: 844-298-7866



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.



El Paso Health

HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

THE HEALTH PLANS OF EL PASO FIRST

Case Management/ Disease Management

Sandra Leal, RN / Irma Pierson, LVN

OB Case Managers

What is Case Management/ Disease Management?

- Case Managers and Disease Managers will provide Members with care coordination, education, referrals and assistance navigating and accessing healthcare services.
- EPH Case Managers/ Disease Managers will collaborate with Providers to get Members the services that they need.



Case Management / Disease Management

- OB – high risk pregnancy, social needs
- Behavioral Health – ADHD, depression, anxiety
- Medical – Cancer, hemophilia, severe/serious medical conditions, congenital anomalies
- Out-of-town services (please contact our case management team to coordinate services)
- NICU
- Diabetes
- Asthma
- Obesity
- Heart Disease



Case Management Referral Form

CASE MANAGEMENT REFERRAL FORM		
To: El Paso First Health Plans, Inc. ATTN: Case Management Phone: (915) 532-3778 ext. 1500 Fax: 915-298-7866		FROM: _____ (Physician's Office Name) OFFICE CONTACT: _____ PERSON: FAX NUMBER: _____ TELEPHONE NUMBER: _____
Member Name:	Medicaid/CHIP ID #:	DOB:
Member Contact Number:	Member Address:	
REASON FOR REFERRAL (check all that apply and add comments when applicable):		
<input type="checkbox"/> HIGH RISK PREGNANCY		
<input type="checkbox"/> BEHAVIORAL HEALTH		
<input type="checkbox"/> ASTHMA		
<input type="checkbox"/> HEART DISEASE		
<input type="checkbox"/> DIABETES		
<input type="checkbox"/> SPECIAL HEALTH CARE NEEDS (patient 20 years of age and younger, who has a condition that is expected to last more than 12 months)		
<input type="checkbox"/> SOCIAL WORK		
<input type="checkbox"/> OBESITY		
PRESENTING CONCERN:		
<input type="checkbox"/> Assistance locating covered services		
<input type="checkbox"/> Coordination of care		
<input type="checkbox"/> Non-compliance with treatment plan		
<input type="checkbox"/> Assistance obtaining durable medical equipment/medical supplies (i.e. nebulizer, peak flow meter)		
<input type="checkbox"/> Patient education (i.e. symptom management, self-management strategies, diabetes education)		
<input type="checkbox"/> Assistance accessing treatment for behavioral health diagnosis		
<input type="checkbox"/> Social concerns, please specify concern(s): _____		
<input type="checkbox"/> High risk pregnancy, please specify condition/concern: _____		
<input type="checkbox"/> Access to community resources (i.e. support/advocacy groups, basic needs)		

Form can be sent via fax or may be called in.

Fax: 915-298-7866

Phone: 915-532-3778 ext. 1500



Contact Information

Sandra Leal, RN

OB Case Manager

sleal@elpasohealth.com

915-298-7198 ext. 1050

Irma Pierson, LVN

OB Case Manager

ipierson@elpasohealth.com

915-298-7198 ext. 1056



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.



El Paso Health

HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

THE HEALTH PLANS OF EL PASO FIRST

Claim Reminders

Julie Zubia

Senior Claim Analyst

Reminders

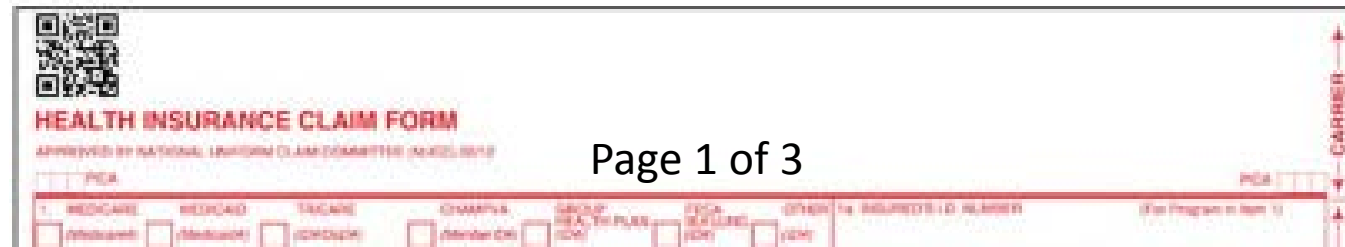
Claims Processing

- Timely filing deadline
 - 95 days from date of service
- Corrected claim deadline
 - 120 days from date of EOB

Reminder

Multiple Claims

- If you are submitting multiple claims for a patient, please ensure that you are:
 - Indicating page 1 of X



The image shows a screenshot of a Health Insurance Claim Form (HICL) with a QR code in the top left corner. The title is "HEALTH INSURANCE CLAIM FORM" and it is noted as "APPROVED BY NATIONAL UNION CLAIM COMMITTEE (NACC) 06/18". The page is labeled "Page 1 of 3". Below the title, there are checkboxes for various insurance types: MEDICARE, MEDICAID, TRICARE, CHAMPVA, SEVERE ILLNESS PLAN, COBRA, and OTHER. Each checkbox is followed by a brief description of the insurance type. On the right side of the form, there is a vertical label "PAGE" with a red arrow pointing upwards, indicating the current page number.

Top 10 Claim Denial Reasons

- Submission Window Exceeded.
- Duplicate Mem/DOS/Service code/Pay To/Rendering Phys/Modifier.
- Authorization not found.
- Benefit is excluded from benefit plan.
- Benefit requires authorization.
- Missing or invalid NDC code.
- Invalid diagnosis code for benefit.
- Member does NOT meet age criteria for term.
- Duplicate Claim (Same Provider/Member/DOS).
- Claim and contract term modifiers do NOT match.



Hospital Reimbursement for Immediate Postpartum LARC

Billing Requirements

- Hospitals may receive additional reimbursement for the insertion of a LARC immediately postpartum using the following procedure codes:
 - J7296
 - J7297
 - J7298
 - J7300
 - J7301
- Hospital/Facility providers must submit an outpatient claim with the appropriate procedure code for contraceptive device in addition to the inpatient claim for the delivery services.

FQHC Reimbursement for LARC

Billing Requirements

- FQHCs may receive reimbursement for the following procedure codes in addition to the FQHC encounter payment:
 - J7296
 - J7297
 - J7298
 - J7300
 - J7301
 - J7307
- 340B Pharmacy's must use modifier U8 when submitting claims for 340B clinician-administered drugs.

Coordination of Benefits for OB Services

STAR / CHIP

- Claims are billed fee-for-service.
- Primary carrier Explanation of Benefits (EOB) is required.

Coordination of Benefits for OB Services - continued

Example

CPT	Charge	Primary Carrier Allowed Amt.	Primary Carrier Payment	Patient Responsibility
59412	\$4,850.00	\$3,400.00	\$2,720.00	\$680.00

- Claim should be submitted with the Primary Carrier EOB.
 - When billing El Paso Health you will need to bill fee-for-service
 - Example on next slide

Coordination of Benefits for OB Services - continued

Example

DOS	CPT	Charge	Primary Carrier Allowed Amt.	Primary Carrier Payment	EP First Allowed Amt.	Primary Carrier Patient Resp.
10/1/2016	99213	\$270.00	\$180.00	\$144.00	\$234.00	\$36.00
11/1/2016	99213	\$270.00	\$180.00	\$144.00	\$234.00	\$36.00
12/1/2016	99213	\$270.00	\$180.00	\$144.00	\$234.00	\$36.00
1/1/2017	99213	\$270.00	\$180.00	\$144.00	\$234.00	\$36.00
2/1/2017	99213	\$270.00	\$180.00	\$144.00	\$234.00	\$36.00
3/1/2017	59412	\$3500.00	\$2500.00	\$2000.00	\$3000.00	\$500.00
		\$4850.00	\$3400.00	\$2720.00	\$4170.00	\$680.00
				-		
				Subtract the primary carrier from the EP First allowed amount		
			EP First Allowed	\$4,170.00		
			Primary Carrier Allowed Amt.	-\$2720.00		
				\$1,450.00		\$680.00
				Pay the Lesser of the 2 amounts		

Patient Responsibility

Electronic Claims

Payer ID Numbers

- Claims are accepted from:
 - Availity
 - Trizetto Provider Solutions, LLC.
- Payer ID Numbers:

• El Paso Health - STAR	EPF02
• El Paso Health - CHIP	EPF03
• Preferred Admin. UMC/UMC Retiree	EPF10
• Preferred Admin. EPCH	EPF11
• Healthcare Options	EPF37

Contact Us

Phone (915) 532-
3778

Provider Care Unit Extension

Numbers:

1527 – Medicaid

1512 – CHIP

1509 – Preferred

Administrators

1504 – HCO



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.



El Paso Health

HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

THE HEALTH PLANS OF EL PASO FIRST

STAR and CHIP Member Portal

Edgar Martinez

Director of Member Services

Coming Soon - STAR and CHIP Member Portal

El Paso Health is pleased to announce it's new online Member Portal!

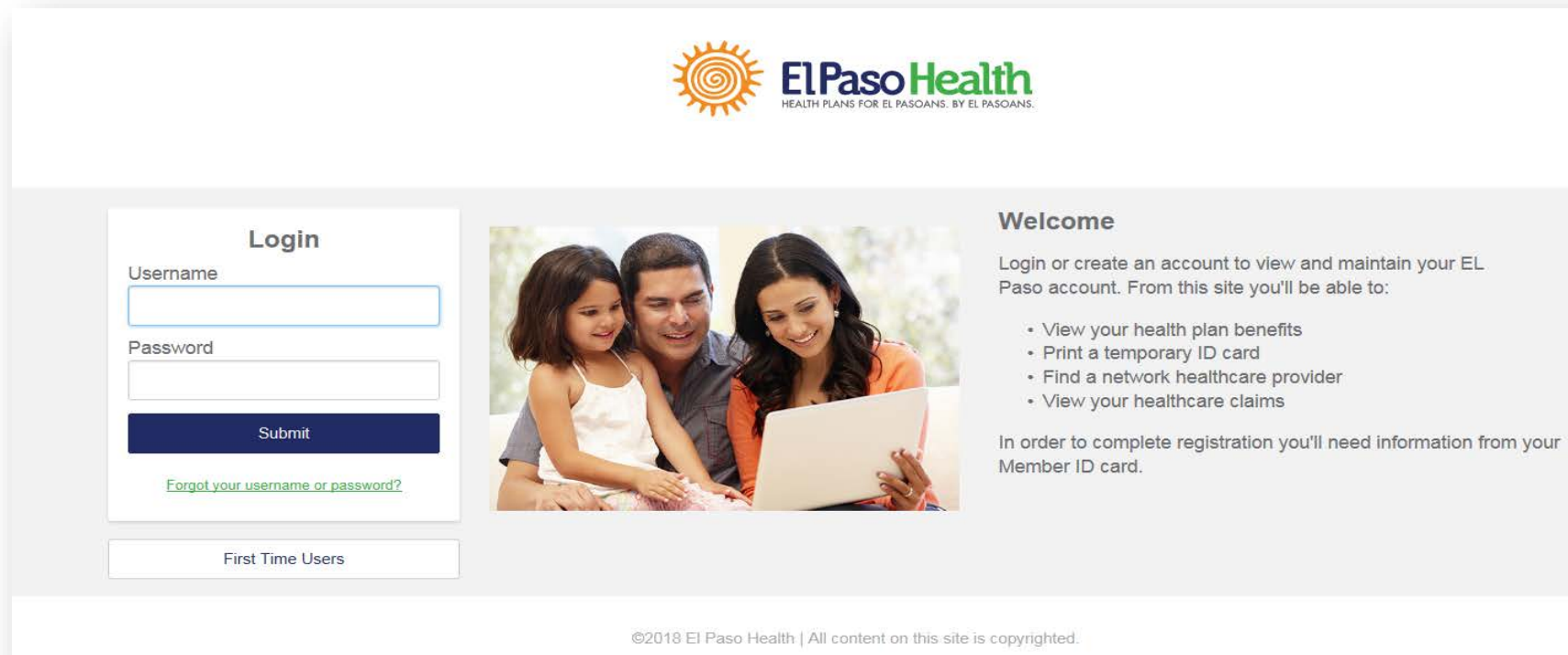
The Member Portal gives Members up-to-date online access to eligibility coverage and service information.

On the Member Portal, members can do the following:

- **View eligibility coverage information**
- **Print temporary ID cards**
- **Find a Provider**
- **View authorizations**
- **View claims and print explanation of benefits (EOB's)**
- **HIPAA compliant with patient privacy**

STAR and CHIP Member Portal

Members can access the Member Portal on our website at www.elpasohealth.com



The screenshot shows the El Paso Health Member Portal login page. At the top center is the El Paso Health logo, which consists of a stylized sun icon to the left of the text "El Paso Health" in green, with the tagline "HEALTH PLANS FOR EL PASOANS. BY EL PASOANS." underneath. Below the logo is a "Login" section with a "Username" label and an input field, a "Password" label and an input field, a dark blue "Submit" button, and a green link for "Forgot your username or password?". Below the login section is a "First Time Users" button. To the right of the login section is a photograph of a family (a man, a woman, and a young girl) looking at a laptop. Further right is a "Welcome" section with the text "Login or create an account to view and maintain your EL Paso account. From this site you'll be able to:" followed by a bulleted list: "View your health plan benefits", "Print a temporary ID card", "Find a network healthcare provider", and "View your healthcare claims". Below the list is the text "In order to complete registration you'll need information from your Member ID card." At the bottom center of the page is the copyright notice: "©2018 El Paso Health | All content on this site is copyrighted."

El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

Login

Username

Password

Submit

[Forgot your username or password?](#)

First Time Users

Welcome

Login or create an account to view and maintain your EL Paso account. From this site you'll be able to:

- View your health plan benefits
- Print a temporary ID card
- Find a network healthcare provider
- View your healthcare claims

In order to complete registration you'll need information from your Member ID card.

©2018 El Paso Health | All content on this site is copyrighted.

STAR and CHIP Member Portal



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

MEMBER ID: [REDACTED] (Responsible Party)
MESSAGES 0 PROFILE LOGOUT Español

Home Coverage & Benefits Claims Authorizations Care Plans Forms & Resources Provider / Pharmacy Directory Search

Welcome

Welcome to the El Paso Health Member Portal. Here you will find information on eligibility, coverage and benefits, prior authorization requests, explanation of benefits, and much more!

If you have any questions, please call us at 1-877-532-3778, Monday thru Friday from 7:00am to 5:00pm Mountain Time. We are available to help you!

Quick links

- [Print Temporary ID Card](#)
- [Request New ID Card](#)
- [Wellness Information](#)
- [Ask A Question / Contact Us](#)
- [Frequently Asked Questions](#)



TEXAS STAR
Your Health Plan ★ Your Choice



[Home](#) [Notice of Privacy Practices \(English\) \(PDF\)](#) [Notice of Privacy Practices \(Spanish\) \(PDF\)](#) [HIPAA \(PDF\)](#)

©2018 El Paso Health | All content on this site is copyrighted.

STAR and CHIP Member Portal

Print



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

Effective: 2/1/2016

DOB: [REDACTED] Non-Transferable

DR PRODANOVIC NUTIS, MARIA L
3917 N MESA ST*EL PASO*TX*79902
915-544-5439

PHARMACIST ONLY
NAVITUS
1-877-908-6023
BIN# 610602
PCN: MCD
RxGROUP: EPH



TEXAS STAR
Your Health Plan • Your Choice

Member Services
Servicios para
Miembro

915-532-3778
1-877-532-3778

Available 24 Hours
7 Days a Week

Disponible 24 Horas
7 Días a la semana

HOW TO USE THIS CARD: Always carry your ID card. Go to your primary care doctor for medical care.
You need a written referral form from your primary care doctor before you go to a specialty doctor.
MEDICINE: Present this card at drug stores with a prescription from your doctor. Call 1-877-532-3778 if you have questions or problems getting your medicine.
BEHAVIORAL HEALTH AND SUBSTANCE ABUSE HOTLINE: Toll Free 1-877-377-6147, 24 hours/ 7 days a week.
DIRECTIONS FOR WHAT TO DO IN AN EMERGENCY: In case of emergency call 911 or go to the closest emergency room. After treatment, call your PCP within 24 hours or as soon as possible.
NAVITUS HEALTH SOLUTIONS is the pharmacy benefits provider for members of El Paso Health.

CÓMO USAR ESTA TARJETA: Cargue su tarjeta de identificación con usted siempre. Visite a su Proveedor de Cuidado Primario para recibir atención médica. Usted necesita ser referido por su Proveedor de Cuidado Primario antes de que pueda consultar a un especialista.
MEDICINA: Presente esta tarjeta de identificación en la farmacia junto con la receta de su doctor. Llame al 1-877-532-3778 si tiene preguntas o problemas para obtener la medicina.
LÍNEA DIRECTA DE SERVICIOS DE SALUD MENTAL Y ABUSO DE SUSTANCIAS: 1-877-377-6147, Disponible 24 Horas/7 Días a la semana.
INSTRUCCIONES EN CASO DE EMERGENCIA: En caso de emergencia, llame al 911 o vaya a la sala de emergencia más cercana. Después de recibir tratamiento, llame al PCP de su hijo dentro de 24 horas o tan pronto como sea posible.
NATIVUS HEALTH SOLUTIONS: es el proveedor de beneficios de farmacia para miembros de El Plan de Salud de El Paso Health.

STAR and CHIP Member Portal

ID Card Request

Please complete the form below.

Member First Name*

Member Last Name*

Member ID

This is the address that we have on file. Your card will be sent to this address:

Address:*

City:*

State:*

Zip Code:*

Phone Number*

Please click "submit" once you have reviewed the above address.

Submit

STAR and CHIP Member Portal

General Plan or Coverage Question

Please submit your general plan or coverage related question here.

Member First Name:

Member Last Name:

Member ID:

What is your question?:

**** Please Note **** If you are unable to submit your transaction, please be sure all required fields are completed.

Submit

STAR and CHIP Member Portal

[Home](#) [Coverage & Benefits](#) [Claims](#) [Authorizations](#) [Provider / Pharmacy Directory Search](#)

[Print ID Card](#)

Eligibility

[Print](#)

Member:	[REDACTED]	Plan Name:	El Paso Health - STAR
Member ID:	[REDACTED]	Program:	STAR
Address:	[REDACTED]	Status:	Active

Coverages

Type	Effective Date	Term Date
ST064	2/1/2016	11/30/2018
ST064	8/1/2015	10/31/2015

STAR and CHIP Member Portal

THESE ARE AN EXPLAINATINAL OF BENEFITS (EOB)

Claims Search

Below is a list of claims we have received for services provided to you. We have processed the claims according to your benefit coverage.

You can click on the Claim Number to view each claim individually. You will also be able to print each claim. Please review the information. If you have any questions, please call us at 1-877-532-3778 Monday thru Friday, 7:00am to 5:00pm Mountain Time.

Claims

Showing 9 Claims for User [REDACTED]

[Export Results \(CSV\)](#)

<u>Claim Number</u>	<u>Date of Service</u> ▾	<u>Provider</u>	<u>Claim Status</u>
[REDACTED]	1/12/2018	PRODANOVIC NUTIS, MARIA L	PAID
[REDACTED]	9/27/2017	PRODANOVIC NUTIS, MARIA L	PAID

STAR and CHIP Member Portal

Home Coverage & Benefits Claims

Authorizations

Showing Authorizations for

Filter Authorization Results

[Export Results \(CSV\)](#)

Authorization Number	First Name	Last Name	Provider	Date Submitted	Status
<input type="text"/>	<input type="text"/>	<input type="text"/>	CASA MEDICAL LLC	10/11/2017	APPROVED

STAR and CHIP Member Portal

Welcome to the El Paso Health Online Provider Directory! This Provider Directory is for our STAR (Medicaid) and CHIP members. Here you can find a list of Primary Care Providers (PCPs), specialists, hospitals, pharmacies, and other healthcare providers in the El Paso Service Area, covering El Paso and Hudspeth counties.

If you need a provider outside of the El Paso Service Area, please call us at [915-532-3778](tel:915-532-3778) or toll free [1-877-532-3778](tel:1-877-532-3778).

Our Member Services Department is here to help you. Call us toll free at [1-877-532-3778](tel:1-877-532-3778) or email us at member@elpasohealth.com if you need help with:

- finding a provider
- scheduling an appointment

If you find that there is inaccurate information in our Online Provider Directory, please email us at Contracting_dept@elpasohealth.com.

Provider

Provider Search

Plan

Please Select

Provider Type

Any Type

Specialty

Any Specialty

Use current location

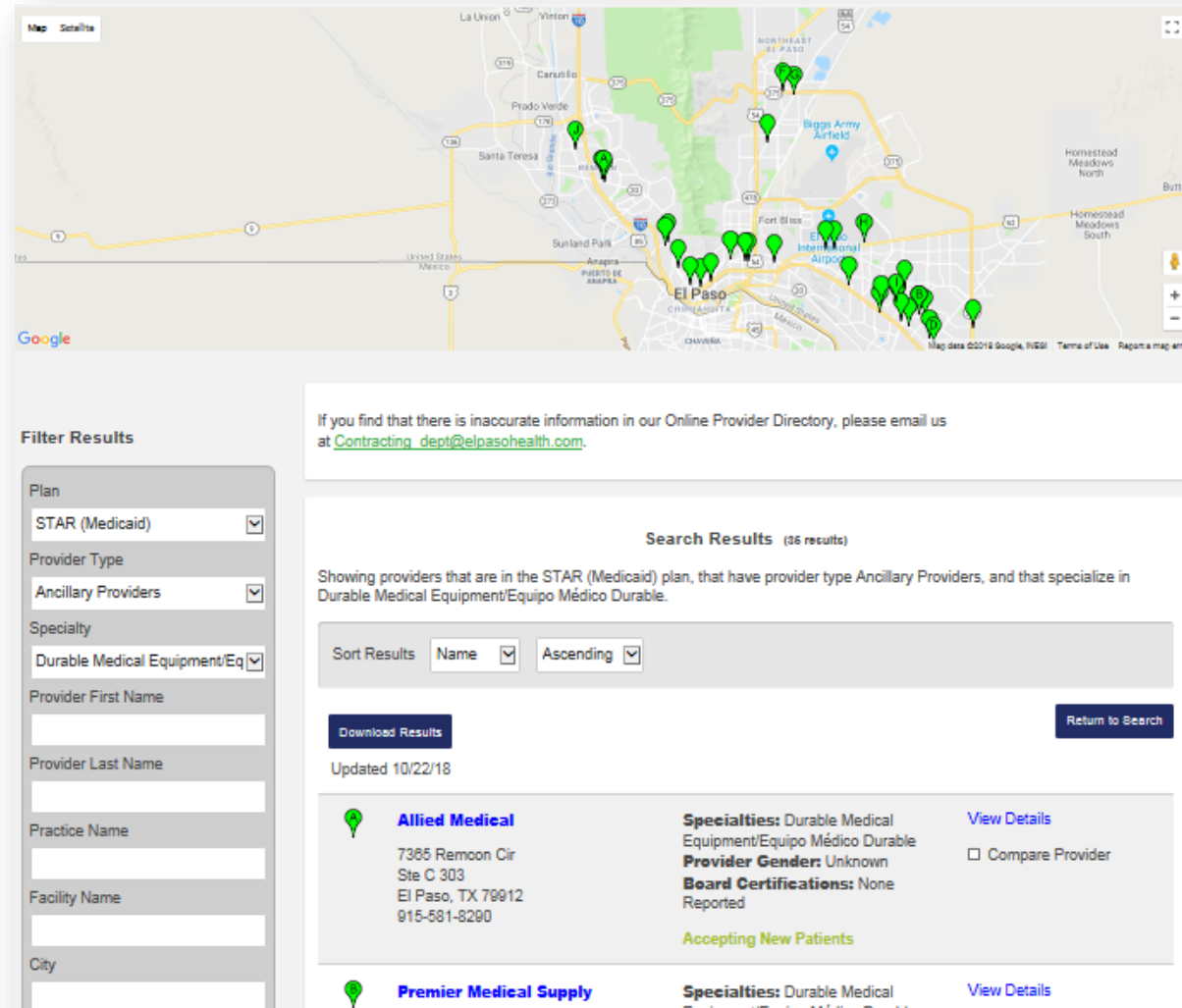
Zip Code

Show results within

5 Miles

[More Search Options](#)

STAR and CHIP Member Portal



The screenshot displays a web portal interface. At the top, a Google Map of El Paso, Texas, is shown with several green location pins. Below the map, a text box provides contact information for reporting inaccuracies in the provider directory. The main content area is titled "Search Results (36 results)" and includes a filter sidebar on the left. The filter sidebar has dropdown menus for "Plan" (STAR (Medicaid)), "Provider Type" (Ancillary Providers), and "Specialty" (Durable Medical Equipment/Eq). Below these are input fields for "Provider First Name", "Provider Last Name", "Practice Name", "Facility Name", and "City". The search results section shows a "Sort Results" dropdown set to "Name" and "Ascending", a "Download Results" button, and a "Return to Search" button. The results are updated as of 10/22/18. Two provider entries are visible: "Allied Medical" and "Premier Medical Supply".

If you find that there is inaccurate information in our Online Provider Directory, please email us at Contracting_dept@elpasohealth.com.

Filter Results

Plan: STAR (Medicaid) [v]

Provider Type: Ancillary Providers [v]

Specialty: Durable Medical Equipment/Eq [v]

Provider First Name: []

Provider Last Name: []

Practice Name: []

Facility Name: []

City: []



Search Results (36 results)

Showing providers that are in the STAR (Medicaid) plan, that have provider type Ancillary Providers, and that specialize in Durable Medical Equipment/Equipo Médico Durable.

Sort Results: Name [v] Ascending [v]

[Download Results](#) [Return to Search](#)

Updated 10/22/18

 Allied Medical 7385 Remoon Cir Ste C 303 El Paso, TX 79912 915-581-8290	Specialties: Durable Medical Equipment/Equipo Médico Durable Provider Gender: Unknown Board Certifications: None Reported Accepting New Patients	View Details <input type="checkbox"/> Compare Provider
 Premier Medical Supply	Specialties: Durable Medical Equipment/Equipo Médico Durable	View Details

Coming Soon – El Paso Health Mobile App

The El Paso Health Mobile App will give Members up-to-date online access to eligibility coverage and service information.



On the El Paso Health Mobile App Members will be able to do the following:

- View eligibility coverage information
- View temporary ID cards
- Find a Provider
- View authorizations
- View claims explanation of benefits (EOB's)



Please Contact Us

Phone: (915)532-3778

Member Services Queues:

1514 – Medicaid

1517 – CHIP

1529 – Preferred Administrators

1502 – HCO



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.



El Paso Health

HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

THE HEALTH PLANS OF EL PASO FIRST

For more information:



(915) 532-3778



www.elpasohealth.com

