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POLICY UPDATES

APRIL 2018



REMINDERS

Keep Your Directory Information Current

Remember to keep your directory information up to date so patients can find your office and we can process your claims accurately. Review and make changes to your profile by signing into your account at emblemhealth.com/providers. Follow the process outlined in the [Network and Benefit Plans chapter of the Provider Manual](#).

Make Sure You Have Your Correct NPI on File

Federal law mandates that health care practitioners use their unique, 10-digit National Provider Identifier (NPI) when submitting standard electronic health care transactions, such as claims. Check your Provider Profile on emblemhealth.com to make sure you have the right NPI on file. Use of an incorrect NPI can result in incorrect claims payment or denied claims.

Use Our Video Tutorials to Find the Information You Need

Our step-by-step tutorials will guide you and make it easy to learn online. Check out:

- [How Do I Know Which Networks I participate In?](#)
- [How Do I Know Which Members Are In My Network?](#)
- [How Do I Update My Directory Information?](#)

We'll post new videos throughout the year, so remember to come back to the site for the latest videos.

Don't Fall into Directory Audit Failure Traps

Don't Fail! Avoid These Mistakes can help prepare you for auditor calls that are checking up on how well you're following established standards of care.

Required Training for EmblemHealth Practitioners, Providers, and Vendors

Each year, all Medicare providers in the VIP Prime Network are required to complete the Special Needs Plan (SNP) Model of Care training for each of the Dual Eligible SNPs in which they participate, as mandated by the Centers for Medicare & Medicaid Services (CMS). Find all required training modules on our [website](#).

Do Not Bill Medicaid for Medicare Balance Due

Medicare and Medicaid payment, if any, must generally be accepted as payment in full. You cannot seek to recover any deductible or coinsurance amounts from Medicaid, nor from Medicare/Medicaid Dually Eligible Individuals. [Learn more](#) about how to bill for our Medicare Advantage members.

Informed Consent Required for Hysterectomy/Sterilization

Federal regulations require patient notification for hysterectomy and sterilization procedures. The patient or their representative must sign the [required consent](#) form for the service to be deemed a covered service under the Medicaid plan. Remember to submit it to avoid having the claim returned.

Keep Care in Network

Did you know that if you're a Prime network provider, you're an in-network provider for our ConnectiCare members? When you help our members stay in-network, you help improve their experience and reduce their costs.

EmblemHealth

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EmblemHealth benefit plans are underwritten by the EmblemHealth companies Group Health Incorporated (GHI), HIP Health Plan of New York (HIP) and HIP Insurance Company of New York.

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