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**POLICY UPDATES**

AUGUST 2018

**Policy Updates – August 2018****Claims must include signature on file**

We want to make sure you get paid for the services you provide. And we want you to receive that payment timely. How can you help? When submitting a claim, make sure the “signature on file” field is populated. This tells our system that the payment should go to you instead of your patient. It could also help avoid unnecessary claim denials.

**EmblemHealth now reviews Evaluation and Management services for GHI PPO claims**

In March, EmblemHealth began including GHI PPO claims in the [correct coding program for Evaluation and Management](#). Codes will be reviewed to make sure they are appropriate for the level of service provided. The outcome could result in a payment adjustment if the information you submitted doesn’t support the level of service billed. Be sure to follow coding guidelines from the Centers for Medicare & Medicaid Services (CMS) to avoid complications.

**Oncologists may be audited**

A random sample of oncologists may be audited through the end of 2018 to check compliance with a new standard for appointment scheduling. When a patient has tested positive for cancer and is requesting an initial visit, oncologists are required to provide an appointment within three business days of the request. See our [Appointment Availability During Office Hours and After Office Hours Access Standards](#) for guidance. [Learn More](#).

## New state resources for providers

New material is available if you provide outreach and education to individuals eligible for and/or enrolled in Medicaid Managed Care Health and Recovery Plans, and Behavioral Health Home and Community Based Services. [Learn More.](#)

## Required training coming soon

The annual training for Special Needs Plan (SNP) Model of Care (MOC) will launch soon. Look for our notice arriving via email, fax, and postal mail. The communication will include the user ID and PIN number needed for this required training. The training is required for EmblemHealth, ArchCare, and GuildNet providers who treat dual eligible SNP members.

## Recently retired: NY Metro Network and CompreHealth HMO/EPO plans

The NY Metro Network and associated CompreHealth HMO/EPO benefit plans were retired on August 1, 2018. All members were moved to other benefit plans that use the Prime Network.

- NY Metro ID cards are no longer valid.
- Please log in to emblemhealth.com to verify eligibility and view new ID cards.

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## Resources for you and your patients

### [EmblemHealth's monthly webinar for practitioners and office staff](#)

Join us to learn more about how to do business with EmblemHealth.

### [Community events calendar for emblemHealth members](#)

Members are invited to check out our many community events focused on health and wellness.

#### **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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