

View this email as a Web Page



POLICY UPDATES

AUGUST 2018



REMINDERS

Our policy on never events

EmblemHealth will deny or adjust Medicare or Medicaid claims for [never events](#). These are surgical or other invasive procedures performed in error by a practitioner or group of practitioners. All services related to the never event will also be denied if they were provided during the same hospitalization in which the error occurred. It is not considered a related service if a correct procedure is performed after the never event. More information is available through [the Centers for Medicare & Medicaid Services](#) and in our [Provider Manual](#).

Keep your directory information up to date

Remember to regularly sign in and check your provider profile on our website and on the [NYS Provider & Health Plan Look-Up](#) website to ensure the information is accurate. Our video, [How Do I Update My Directory Information](#), explains how to submit corrections.

Are you accessible to your patients?

Patients need access to care at all hours, so it's important to establish methods for them to reach you or your covering physician when your office is closed. Check out the [After Hours Access Standards](#) and share them with your staff. Learn more about how to [avoid mistakes](#) that may lead to an audit failure.

Cultural competency training

Properly addressing religious and cultural needs is a key element of providing patient-centered care. It may also improve health outcomes and patient satisfaction. View our [training modules](#) to find out how religious beliefs and cultural practices intersect with medical science.

EmblemHealth

55 Water St. New York, NY, 10041



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.

This email was sent to hdickman@emblemhealth.com by EmblemHealth. To ensure delivery to your inbox, please add EmblemHealth@emblemhealthcommunications.com to your address book or safe sender list. If you'd like to unsubscribe from our mailing list, [click here](#). Please note this mailbox is not monitored. Do not respond to this email. If you need assistance, please contact your representative.

Copyright ©2018 EmblemHealth. All Rights Reserved.

[Privacy Policy](#)

JP42540 - Reminders