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## POLICY UPDATES

FEBRUARY 2018



## REMINDERS

### Required SNP MOC Training Due March 30, 2018

Each year, CMS requires all providers in the VIP Prime Network to complete the [EmblemHealth Special Needs Plan \(SNP\) Model of Care \(MOC\) training](#). To complete the 2017 training, use the user ID/PIN that was recently sent to you via fax or email. This training is mandated for each of the Dual Eligible SNPs in which you participate, including our ASO clients [ArchCare](#) and [GuildNet](#).

### Cultural Competency Resources

Cultural competency continuing education and resources are available for health care providers to improve awareness and skills in addressing the health care needs of our diverse membership. Find these programs by signing in to your account on the [secure provider website](#).

### Make Sure You Have Your Correct NPI on File

Federal law mandates that health care practitioners use their unique, 10-digit NPI when submitting standard electronic health care transactions, such as claims. Check your Provider Profile on [emblemhealth.com](#) to make sure you have an accurate NPI on file.

### Keep Your Directory Information Current

Remember to keep your directory information up to date so patients can find you. Review and make changes to your profile by following the process outlined in the [Network and Benefit Plans chapter](#) of the Provider Manual.

### Check Member ID Cards at Each Visit

If your network affiliation matches the network on the member's ID card, then you are in-network for that member's benefit plan. See the [Provider Networks and Member Benefit Plans chapter](#) of our Provider Manual for a listing of all networks and plans.

### Follow Access and Availability Standards

It's important for our members to get the right care at the right time. It's a part of your commitment to quality patient care. Our [Appointment Availability Standards During Office Hours & After Office Hours Access Standards](#) brochure was created to help you. It includes the guidelines you need to make sure you are giving members appropriate access to your care. Refer to it often and share it with appointment schedulers.

### Use Network Labs

Quest Diagnostics is our preferred lab. To keep costs down for our members, all testing should be sent to Quest. If you need to set up a Quest account, call 866-MYQUEST (866-697-8378). Bio-Reference Laboratories, Inc. is not a participating laboratory for EmblemHealth members. Refer to our [list of participating labs](#) to help them remain in-network.

#### 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.

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