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POLICY UPDATES

JULY 2018



REMINDERS

Provider Registration Required - State Programs

Federal law requires Medicaid Managed Care, Children's Health Insurance Program and HARP network providers in specific service categories to be enrolled with state Medicaid programs. Go to [eMedNY](#), navigate to your provider type, and print/review the **Instructions** and **Enrollment form**. The Provider Enrollment tab includes additional resources and necessary forms related to enrollment. Make sure we have your NPI so we can identify you on the state's reports and know you are compliant.

Do We Have Your NPI?

Sign in to your provider profile on [emblemhealth.com](#) to make sure you have the right NPI on file. Using an incorrect NPI can result in incorrect claims payment or denied claims. 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.

Keep Your Directory Information Current

Remember it's your responsibility to keep your directory information up to date so patients can find your office. To learn more about how to check your profile for accuracy, use our [video tutorial](#). To avoid credentialing and recredentialing issues, please make sure your profile is up to date in CAQH ProView™, the online data collection source. [Read More](#).

Follow Access and Availability Standards

Our [Appointment Availability During Office Hours and After Office Hours Access Standards](#) includes an **update for oncology services**. When a patient has tested positive and is requesting an initial visit, you are required to provide an appointment within three business days of the request. We conduct audits each year to check for compliance. This brochure

was created to help you. Refer to it often and share it with appointment schedulers. [Learn More.](#)

Use Network Labs

Quest Diagnostics and its affiliate, Ameripath, are our preferred labs. Data from out-of-network testing is not available to EmblemHealth for our disease management programs. This may result in inaccurate reporting and the possibility of practitioners and/or members being told a test is needed when it may have already been done.

To keep costs down for our members, please refer all of your EmblemHealth members to Quest Diagnostics, Ameripath, or another participating laboratory in accordance with your Agreement with us. If you do not have an account, call:

- Quest Diagnostics at **866-697-8378**, (select option 1, then option 8).
- Ameripath at **800-553-6621** for dermatopathology services
- Ameripath at **866-436-9631** for hematopathology, cytogenetics, gastroenterology and urology services.

Do Not Bill Dual Eligible Members for Any Medicare Balance Due

If Medicare-Medicaid dual eligible individuals have their Part A and Part B cost share covered by their Medicaid plan, they are not responsible for their Medicare Advantage cost share for covered services. Please do not balance bill these members for Medicare deductibles, coinsurance, or copayments. If you received Medicare and Medicaid payments for services given to these members, it must be accepted as payment in full. [Learn More.](#)

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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