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## POLICY UPDATES

MAY 2018



## REMINDERS

### Is Your NPI Correct In Our System?

Sign in to your provider profile on [emblemhealth.com](http://emblemhealth.com) to make sure you have the right NPI on file. Using an incorrect NPI can result in 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. [Read more.](#)

### Don't Forget: Your Enrollment with the State is Required

Federal law now requires Medicaid Managed Care, HARP and Children's Health Insurance Program 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.

### Check Your Profile and Ensure Your Directory Information Is Up to Date

Regularly check your provider profile on [emblemhealth.com](http://emblemhealth.com) to ensure your information is up to date. Check out our latest [video tutorial](#) about how to update your directory information so our records are current. New York State has recently launched their [NYS Provider & Health Plan Look-Up](#). It's designed to help patients find you. Review your practice information to make sure it's accurate.

### 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 after office hours. We conduct audits and so does the Department of Health to

make sure you're accessible to your patients. Check out the [After Hours Access Standards](#) and share them with staff. Following these guidelines will help you avoid audit failure.

## Cultural Competency Training

Cultural competency continuing education and resources are available to you to improve awareness and skills in addressing the health care needs of diverse patient populations. Find these programs by signing in to the secure provider website at [emblemhealth.com](#). Training will help you recognize communication barriers and show you how to be sensitive to religious beliefs and traditions. [Read 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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