

A photograph of two healthcare professionals in a clinical setting. On the left, a man with glasses and a goatee, wearing blue scrubs, is smiling and looking towards the woman on the right. The woman has long brown hair and is wearing a white lab coat with "MEDICAL GROUP" visible on the chest. They appear to be in a conversation. The background shows white cabinets and a clean, professional environment.

In The Know OCTOBER 2020

No Member Responsibility for Personal Protective Equipment (PPE) Costs

We appreciate the care you have provided to our members during the COVID-19 emergency, but you should know of strict regulations published by New York State that govern the delivery of that care. According to NYS Department of Financial Services (DFS) [**Insurance Circular Letter No. 14**](#) (2020), participating providers may not charge EmblemHealth members in our Commercial and Medicaid plans for COVID-19-related provider expenses. These include expenses for sanitizing exam rooms and using personal protective equipment (PPE) such as masks, gowns, and gloves. Any money collected from members for PPE must be returned to the member. Use [**this form**](#) to notify us by **Oct. 30** of:

- Member(s) impacted.
- Total refunded to member(s).
- How you refunded the money to member(s).

New Managing Entity – SOMOS IPA, LLC

We are excited to announce a [new partnership between SOMOS IPA, LLC and EmblemHealth](#). On Oct. 1, 2020 SOMOS became a Managing Entity for Medicaid, HARP, Child Health Plus, and Essential Plan members. As a Managing Entity, SOMOS will conduct utilization management and will process claims for their assigned membership. Both SOMOS IPA providers and other EmblemHealth providers treating SOMOS members must contact SOMOS for preauthorization and submit claims to SOMOS for processing. Membership eligibility needs to be verified on emblemhealth.com/providers or by contacting EmblemHealth Provider Customer Service at **866-447-9717**. Preauthorization and claims contacts for SOMOS are listed in the [Directory Chapter](#) of the Provider Manual and on the back of the member ID card.



Provider Contact Information for SOMOS IPA, LLC:

Claims Submission: PO Box 211473, Eagan, MN 55121

Claim Inquires: P: 844-990-0255

Preauthorizations: Online <https://smnyportal.valence.care>

P: 844-990-0255/F: 877-590-8003

Proper Coding for Flu Shots

During this ongoing COVID-19 pandemic, public health authorities are saying it is critical for everyone to get their flu shots. Please see the

[quick reference guide](#) we created to help you identify the codes you need to bill for the vaccinations and their administration. Medicaid and Child Health Plus providers should obtain vaccinations through the [Vaccines for Children](#) program. We hope this information helps your practice as you deliver this vital service to your patients.

Include Taxonomy Codes for All Servicing Providers on Claims

EmblemHealth requires providers add Taxonomy Codes to all claims for all services delivered to members. Missing codes may result in incorrect payment to you. Furthermore, if we do not have the correct taxonomy code on file, our pharmacy vendor may stop prescriptions you ordered from going through. To learn how to obtain a taxonomy code and how to use them, see the [Claims chapter](#) of our Provider Manual.

COMMERICAL BUSINESS UPDATE

Enrollment for 2021 Small Group & Individual Plans Starts Nov. 1

Starting **Nov. 1**, EmblemHealth will begin 2021 enrollment for four new HIP Insurance Company of New York (HIPIC) small group plans. These EPO and PPO plans will neither require selection of a PCP, nor require members to obtain referrals for care.

GOVERNMENT-SPONSORED PROGRAM UPDATES MEDICARE

Open Enrollment for Medicare 2021

The Medicare 2021 open enrollment period began **Oct. 15**. This year, the VIP Prime Network will be offered for group plans only and will require members to choose a PCP and obtain referrals. We have created two new networks: VIP Bold Network and VIP Reserve Network. The VIP Bold Network, our most extensive for individual Medicare members in 2021, and the VIP Reserve Network, available in a smaller service area, will **NOT** require referrals but members must choose a PCP. Most members in all Medicare networks will be offered telehealth as a new base benefit.

MEDICAID, HARP, AND CHILD HEALTH PLUS (STATE-SPONSORED PROGRAMS) UPDATES

God's Love We Deliver (GLWD) Medicaid/HARP Meal Intervention Program

As of **Oct. 1, 2020**, EmblemHealth covers medically tailored, home-delivered meal services provided by God's Love We Deliver (GLWD) for qualifying Medicaid and HARP members. The meal intervention program consists of a three-step approach to address social determinants of health such as food insecurity and malnutrition. Patients referred to the program will receive:

- A nutritional assessment by a Registered Dietitian Nutritionist (RDN).
- Evidence-based, medically tailored meals that address patients' specific medical circumstances.
- Ongoing nutrition education and counseling.

[Learn more about this program.](#)

Smoking Cessation Counseling

Effective **Nov. 1, 2020**, EmblemHealth will remove service limits on smoking cessation counseling for Medicaid and HARP members. Previously, these services were limited to eight (8) sessions per calendar year. Instead, EmblemHealth will now cover as many sessions as medically necessary so you can help our members quit.

Oct. 25-31 is HIV PrEP Aware Week for Medicaid/HARP

To learn more about this awareness week and to obtain materials you can use in your practice, please see:

health.ny.gov/diseases/aids/general/prep/.



CLAIMS CORNER

The [Claims Corner](#) section of our website is a rich source of information that helps your practice navigate EmblemHealth claims and billing processes. Please check often to see posted updates.

EmblemHealth Preventive Care/Screening Services Exempt from Cost-Share

The Affordable Care Act (ACA) requires non-grandfathered health plans in the individual and group markets to cover certain preventive/screening care services received from in-network providers, in full, without member cost-sharing (i.e., without copay, deductible, and/or coinsurance). For more, including coding guidance, on these important preventive care services, see [this helpful guide](#) in Claims Corner.

EFT/ERA – Sign Up for Free

Through **ECHO Health, Inc.**, you can receive direct deposits to your bank account(s) (known as electronic funds transfer (EFT)) and view or download your remittances online (known as electronic remittance advantage (ERA)). Electronic transactions are fast, convenient, and reduce the risk of lost or stolen payments. This solution is free and allows you to reduce payment processing costs and improve cash flow. Visit [ECHO](#), click on the “Click Here” button, and follow the instructions to enroll. [Learn more](#).



CLINICAL CORNER

October is Domestic Violence Awareness Month

Domestic violence cases have been on the rise during the COVID-19 quarantine. Please ask patients during their appointments with you if they feel threatened or in danger.

If you think they are at risk, please let them know there are organizations ready to help. For a listing of domestic violence hotlines by county, go to the NYS Coalition Against Domestic Violence website: [New York State Domestic Violence Programs County Listing](#).

[EmblemHealth’s Neighborhood Care](#) sites are also available to assist. You can find additional information on our [Domestic Violence Guidelines page](#). Thank

you for your efforts to help keep our members safe.

Help Your Patients. Protect Public Health.

Patients are often quick to request antibiotics when they have symptoms of an upper respiratory infection. As you know, most upper respiratory infections are caused by viruses, not bacteria, and antibiotics aren't suitable for viral infections. We understand it can be challenging to get your patients to understand this, and we're here to help you educate our members. When you show them the correct use of antibiotics and the importance of prescribing them only when needed, everybody wins.

You can use our viral infection Rx pad, available in [English](#) and [Spanish](#), to educate your patients about antibiotics and help guide the conversation when patients present viral infection symptoms.

For helpful information on antibiotic prescribing, including HEDIS quality measures, guidance, and resources, see [our flier](#). Additional resources are also available on our [website](#).

Clinical Practice Guidelines (CPGs)

EmblemHealth encourages our providers to consult our [Clinical Practice Guidelines \(CPGs\)](#) for assistance in the treatment of acute, chronic, and behavioral health issues. We've adopted these guidelines from professionally recognized sources and through consultation between board-certified specialists and our Health Status Improvement Subcommittee. The guidelines are reviewed and updated regularly. CPGs are not intended as a substitute for your professional assessment but to assist you in the management of certain types of preventive and clinical care.

Medical Policy Updates

All [Medical Policies](#) are available for download in Clinical Corner on our provider website. We encourage you to review this section for new information.

Medical Technologies Database

A comprehensive listing of medical technologies reviewed by the Medical Policy Committee for coverage

consideration is available for download in Clinical Corner on our provider [website](#).



PHARMACY

EmblemHealth updates its Formulary on a regular basis. Updates planned for **Jan. 1, 2021** have been posted to Clinical Corner. Find our most recent updates [here](#).

Tip to avoid claim denials:

Codes (NDCs) when billing for physician-administered drugs. See **Claims Corner** for [more](#).



WEBINAR/TRAINING

Join us Nov. 11 for our monthly webinar

The next session of our monthly webinar series will be held on **Wednesday, Nov. 11 from 10-11 a.m., and again from 2-3 p.m.** Practitioners and office staff are welcome to join this monthly webinar that provides an overview of our products and benefit plans, special utilization management programs, and how to navigate our provider portal. [Register today](#) as space is limited.

Required Training for EmblemHealth Practitioners, Providers, and Vendors

All Medicare providers in the VIP Prime Network are required to complete the Special Needs Plan (SNP) Model of Care training for each of the Dual Eligible SNPs in which they participate, as mandated by the Centers for Medicare & Medicaid Services (CMS). **The deadline has been extended to Oct. 31.** Find all required training modules for EmblemHealth and ArchCare on our [website](#).



IN EVERY ISSUE

Keep Your Directory Information Current

If a provider in your practice is leaving, [please inform us](#) as soon as possible. To report other changes, you can also sign in to your Provider/Practice Profile on our [secure website](#). Please make sure to keep your email current so we can get information to you quickly. If you participate with us under a delegated credentialing agreement, please have your administrator submit these changes.

In Case You Missed It – *In the Know* Archives Available

If you missed an edition of *In the Know*, or have trouble opening a link in this one, please see all our newsletters on our [website](#).

EmblemHealth

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EmblemHealth Plan, Inc., EmblemHealth Insurance Company, EmblemHealth Services Company, LLC and Health Insurance Plan of Greater New York (HIP) are EmblemHealth companies. EmblemHealth Services Company, LLC provides administrative services to the EmblemHealth companies.

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