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Welcome to the April edition of In the Know. This issue has timely and relevant information to support you as you care for your patients each day. We want to be your partner as you continue to deliver quality care to our members.

It's Coming! A New Provider Portal

As you may know, EmblemHealth has been developing a new provider portal. We hope this new portal will enhance your experience with us while simplifying administrative tasks. We've been listening to your feedback and we are excited to share that the new provider portal will have:

- The ability to consolidate EmblemHealth and ConnectiCare accounts with one user ID. This gives you the ability to view member data from both companies without having to sign in and out of two websites.
- Access to a bulk eligibility report feature to look up more members

at once. You'll be able to view 25 members at a time instead of 10. Results can be downloaded into an Excel spreadsheet for easy reference.

What You Can Expect Next

The security of private health information (PHI) is critical. The new portal will use Multi-Factor Authentication. You will no longer be able to share email accounts, as each user ID will require a unique email. This is for the safety of your data, and our members' data.

Soon, we'll provide educational materials to help guide you through portal navigation and how to use the new features and functionalities.

EmblemHealth to Provide Care Management to Kidney Patients May 1

As we announced last month, on May 1 EmblemHealth is transitioning the care management of our members living with chronic kidney disease (CKD) and end-stage renal disease (ESRD) to our Care Management team. Our team of care managers, social workers, and pharmacists may be in touch with your office as we coordinate patient care. To make a referral, or for more information, call us at **800-447-0768**, Monday through Friday, 9 a.m. to 5 p.m.

Bridge Program Access: Now Includes Our Own EmblemHealth and ConnectiCare Employees

In addition to self-insured employer groups who access our ASO Bridge Program, for 2021 we offered our own employees access to the Bridge Program if they have one of the following plans:

- EH EPO Value
- EH PPO Value
- CCI EPO HDHP, HSA
- CCI EPO Hospital Deductible, HRA

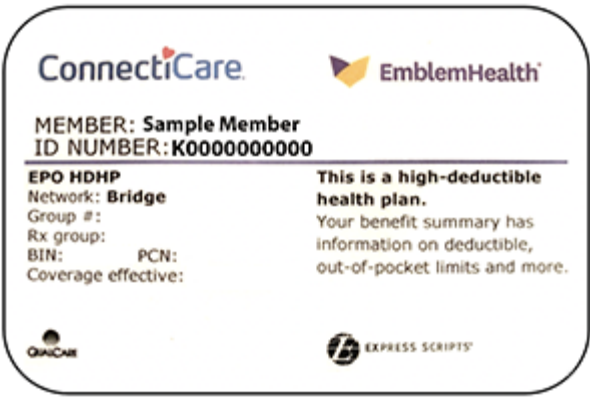
The Bridge Program “bridges across” five networks to give our members expanded access to care. You are considered in-network for a member seeking care if you are part of any of the networks listed below and the word “Bridge” appears on the member's ID card.

The Bridge Program includes:

- EmblemHealth Insurance Company Prime Network (formerly

HIPIC)

- EmblemHealth Plan, Inc. National Network (formerly GHI)
- ConnectiCare Choice Network
- QualCare Network
- First Health Network



Be sure your office staff understands this and doesn’t mistakenly turn away our employees or their families. For more information, see our [reference guide](#).

The [2021 Summary of Companies, Lines of Business, Networks and Benefits Plans](#) (PDF) has been updated to capture additional EPO Value and PPO Value Benefit plans being offered with access to the Bridge Program.

GHI and HIPIC Names Retired

While the Group Health Incorporated (GHI) and HIP Insurance Company of New York (HIPIC) names have a long history, it was time to replace them with names that reflect our EmblemHealth identity. Coverage and benefits remain the same, and this won’t change how you work with us or our members. It’s simply new names you should know:

Former Name	NEW Name
Group Health Incorporated (GHI)	EmblemHealth Plan, Inc.
HIP Insurance Company of New York (HIPIC)	EmblemHealth Insurance Company

CMS Updated COVID-19 Vaccine Information Toolkit

The Centers for Medicare & Medicaid Services (CMS) recently updated

the [Toolkit on COVID-19 Vaccine: Health Insurance Issuers and Medicare Advantage Plans](#). The latest version includes various updates and several new sections, all of which are noted in the CMS toolkit.

It is vital for you and your practice to stay updated on our COVID-19 policies and procedures. We urge you to review our dedicated [COVID-19 page for providers](#). There you can stay informed on changes to our telehealth, vaccine, and Medicare sequestration policies. In fact, you should make it a regular stop on your visits to our website. If you want to read what we're telling our members, check out our [Vaccine Information page](#).

Board Certification Policy

EmblemHealth has updated its Board Certification Policy to require Board Certification in practice specialty within 5 years of completion of training. See the [EmblemHealth Provider Manual Credentialing chapter](#) for all credentialing and recredentialing requirements.

The 2021 EmblemHealth Risk Adjustment Program for PCPs is Underway (Jan. 1 — Dec. 31)

EmblemHealth has continued to partner with Pulse8™ to promote risk adjustment education and gap closure efforts for our New York State of Health (NYSOH) Marketplace, Medicare HMO and Medicaid members. The process of risk adjustment relies on providers' accurate medical record documentation and claims coding to capture the complete health status of each patient. To help raise awareness about the risk adjustment process, Pulse8 is offering free, 60-minute monthly webinars, each session followed by a question-and-answer period. We encourage you and your staff to take advantage of this educational opportunity. Click [here](#) to read more about Pulse8 and how it can help your practice. You may register for Pulse8's monthly webinars through the secure provider portal or on our website [here](#).

GOVERNMENT-SPONSORED PROGRAM UPDATES MEDICARE

Reminder: Site of Service Rules Expanded to Medicare Members April 1

As of April 1, we apply the same site-of-service rules for our Medicare members as we do for our Commercial and Medicaid members. See the full list of applicable services in this [announcement](#).

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

Referrals Waived for SOMOS-Managed Members

Retroactive to **Dec. 1, 2020**, the referral requirement for SOMOS-managed members has been eliminated for participating EmblemHealth providers. Specialists with claims for dates of service on or after **Dec. 1** will not be denied for a missing referral. SOMOS-managed members are limited to Medicaid, HARP, Child Health Plus, and Essential Plan. Referral requirements for members with Commercial or Medicare plans are determined by those plans. See our [Quick Guide](#) for plans that need referrals.

Medicaid Pharmacy Carve-out Postponed to 2023

New York State has announced that the planned carve-out for Medicaid pharmacy benefits has been postponed to 2023. All EmblemHealth Medicaid pharmacy benefits will remain in place. [For more information, visit New York State's Pharmacy Carve-Out page.](#)

Change of Address (and Contact) Notification

Providers must notify Medicaid of any change of address, telephone number, or other pertinent information within **15 days of the change**. [See change of address notifications and how to submit changes.](#)

Medicaid: New York State Medicaid Update

The Office of Health Insurance Programs of the New York State Department of Health regularly posts a [Medicaid Update](#) with their latest announcements.



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. Check

often to see new postings.

Reimbursement Policy Updates

All [Reimbursement Policies](#) are available for download in Claims Corner on our provider website.

- [COVID-19 Vaccine and Monoclonal Antibody Infusions Reimbursement Policy \(PDF\)](#)– This policy has been updated to include new codes.
- [Preventive Health Services for your patients \(Medicare\)](#)– This new policy is a guide to help with accurate reimbursement. It does not reflect a change to how we are processing claims.

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 advice (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.



CLINICAL CORNER

April is National Minority Health Month

April is National Minority Health Month and the theme is [#vaccineready](#). The COVID-19 pandemic has hit our racially and ethnically diverse communities harder than others, according to the U.S. Department of Health and Human Services’ (HHS) Office of Minority Health (OMH). We encourage you to talk to your patients about the importance of getting vaccinated, address their concerns about the vaccine, and remind them to practice social distancing and wear a mask. If you want to know why the words you choose when talking about vaccinations can make a difference, download our helpful guide, [Words Matter: Driving Vaccine](#)

Adoption Through Effective Communications.

More information about National Minority Health Month can be found on the HHS/OMH [website](#), including details about Cultural Competencies training as referenced in our Webinar/Training section below.

*Note: If you have regular and substantial contact with EmblemHealth Enhanced Care (Medicaid) and Enhanced Care Plus (HARP) members, you are required to **certify** completion of **cultural competency training**. Learn about other **free learning programs**.*

Long-Term Support Services Require Preauthorization

Please note, the following six codes (S5102, S5130, T1019, T1020, S5160, S5161, S9123, and S9124) related to Long-Term Support Services require preauthorization for Medicaid members. The codes S9123 and S9124 require preauthorization for Commercial members. To see all services requiring preauthorization, visit the [EmblemHealth Utilization Management Preauthorization Lists](#) page in Clinical Corner.

Medical Policy Updates

All [Medical Policies](#) are available for download in Clinical Corner on our provider website. The following are the recently revised policies:

- [Recurrent Pregnancy Loss](#)
- [BRCA 1 and 2 Genetic Testing \(Sequence Analysis/Rearrangement\)](#)

Follow Access and Availability Standards

It's important for our members to get the right care at the right time. Share our [Appointment Availability Standards During Office Hours & After Office Hours Access Standards brochure](#) with your appointment schedulers.



PHARMACY

Formularies

EmblemHealth updates its Formularies on a regular basis. Find our most recent updates [here](#).

New Real-Time Prescription Benefit Tool

The Real-Time Prescription Benefit Tool (RTPB) is a valuable resource offered by Express Scripts, our pharmacy benefit manager. We encourage providers to adopt this tool as standard practice when prescribing medications. If you're not already using it, try it today to see how seamlessly this tool can help you make real-time, informed decisions at the point of prescribing.

[Learn More](#)



WEBINAR/TRAINING

Join Us May 12 for Our Monthly Webinar

The next session of our monthly webinar series will be held on **Wednesday, May 12 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.

Free Pulse8 Webinars for Patient Management and ICD-10 Coding

Pulse8 offers free webinars for patient management and ICD-10 coding. To register, go to pulse8.zoom.us and select the session that interests you. See the [full schedule](#) for 2021. If you have any questions, or you would like to set up a private session for your practice, please email ProviderEngagement@Pulse8.com or call their Customer Support team at **410-928-4218 ext 7**. Their hours are 8 a.m. to 8 p.m., Monday through Friday.

Required Medicaid Cultural Competency Training

If you have regular and substantial contact with EmblemHealth Enhanced Care (Medicaid) and Enhanced Care Plus (HARP) members, you are required to [certify](#) completion of [cultural competency training](#). eMedNY

offers several training webinars for providers and their billing staff. Visit the www.emblemhealth.com/providers/resources/learning-online web page to view the list of topics, their descriptions, available session dates, and to register for webinar(s) appropriate for your specific training needs.



IN EVERY ISSUE

Please keep your email current so we can get information to you quickly.

Keep Your Directory and Other 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 [website](#).

If you participate with us under a delegated credentialing agreement, please have your administrator submit these changes.

EmblemHealth Neighborhood Care

[EmblemHealth Neighborhood Care](#) offers our plan members and other community members a place to get the personalized, one-on-one support of experts in clinical, benefits, and health management solutions in support of a holistic approach to health and wellness. [Neighborhood Care](#) does not provide medical services; their role is to help practitioners manage patient care by supporting the primary practitioner-patient relationship. See [virtual classes](#) currently being offered.

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](#).

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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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