

MCO/SALUD PROVIDER SERVICES TRAINING

LOVELACE, MOLINA, & PRESBYTERIAN

- Credentialing**
- Contracting**
- Claims**
- Other: NPI, GRT, On-Line
Services, Member Identification
& Contact Lists**

WELCOME EPSDT WAIVER PROVIDERS!

- The following slides will provide a process overview of credentialing, contracting, and claims for the three Salud MCOs.**
- A Q&A Session will follow the process overview. A representative from each MCO will be available to answer your questions.**

Please Note: Before becoming a provider, BOTH credentialing & contracting must be finalized!

CREDENTIALING - Lovelace

□ Who has to be credentialed?

- **All** providers licensed by the State of New Mexico and whom wish to become contracted with Lovelace to render Covered Services to Lovelace members.
- Required – Completed application, Lovelace Interested Provider Form, & completed W-9.
- Process – The process can take from one to three months, and in some cases longer.

Please Note: Before becoming a provider, BOTH credentialing & contracting must be finalized!

CREDENTIALING - Molina

- Who has to be credentialed?
 - Practitioners –Licensed practitioners within the scope of credentialing for MHNM.
 - Home Health Agencies-All
 - Required – Completed application, letter of interest, completed W-9, & Curriculum Vitae (CV)by month and year...SEND all back to Molina
 - Process – The entire process takes about 30-45 days (with above completed information)

Please Note: Before becoming a provider, BOTH credentialing & contracting must be finalized!

CREDENTIALING - Presbyterian

□ Who has to be credentialed?

- Practitioners – **ALL** licensed practitioners
- Required – Completed application, letter of interest, completed W-9 and CRS-1 forms...Complete on-line at HSC or mail to Presbyterian (see packet for details)
- Process – The entire process takes about 30-45 days (with above completed information submitted timely)

Please Note: Before becoming a provider, BOTH credentialing & contracting must be finalized!

CONTRACTING - Lovelace

- **CONTRACTING PROCESS:**
 - **EXISTING CONTRACTED GROUPS** – If you are with an existing contracted group, you will not receive an individual contract.
 - **NEW GROUP/INDIVIDUAL PRACTITIONER** – You will be offered a contract after you have completed the credentialing process and have been approved. Both parties (Lovelace & Provider) must agree and sign the contract.
 - **CONTRACT TIMELINE** – Upon successful completion of the credentialing process, Lovelace will execute the Agreement and assign an effective date. Lovelace will notify providers of their effective date and forward an executed copy of the Agreement to the provider
- **SINGLE CASE AGREEMENT (SCA):**
 - **CONTINUITY OF MEMBER CARE** – To ensure there is not an interruption of Member care, an SCA may be obtained during the credentialing and contracting process.

Please Note: Before becoming a provider, BOTH credentialing & contracting must be finalized!

CONTRACTING- Molina

□ CONTRACTING PROCESS:

- **EXISTING CONTRACTED GROUPS** – If you are with an existing contracted group, **you will not** receive an individual contract. You will receive a letter informing you of the **credentialing completion** and Provider Service Representative name.
- **NEW GROUP/INDIVIDUAL PRACTITIONER** – You will be offered a contract after you have **completed the credentialing process** and have been approved by the Credentialing Committee. **Both parties (Molina & Provider) must agree and sign the contract.**
- **CONTRACT TIMELINE** – The agreed upon contract can be signed by both parties the day after the Credentialing Committee has given credentialing approval.

□ LETTER OF AGREEMENT (LOA):

- **CONTINUITY OF MEMBER CARE** – To ensure there is not an interruption of Member care, an LOA may be obtained during the credentialing and contracting process.

Please Note: Before becoming a contracted provider, BOTH credentialing and contracting must be finalized!

CONTRACTING - Presbyterian

□ CONTRACTING PROCESS:

- **Existing Contracted Group** – If you are with an existing contracted group, you **will not** receive a contract. When the **credentialing process is complete**, a letter will be sent informing you of the credentialing decision & contact information.
- **New Group or Individual Practitioner** – If you are a new group and/or new individual practitioner, you become contracted when the **credentialing process is complete** and a contract between both parties is agreed upon and signed. The contract becomes **effective on the contract execution date**.
- **Letter of Agreement** – To ensure that there is not an interruption of care for Presbyterian Health members, a Letter of Agreement may be obtained during the credentialing and contracting process.

Please Note: Before becoming a provider, BOTH credentialing & contracting must be finalized!

CLAIMS - Lovelace

- ❑ **ALTHOUGH EACH MCO REQUIRES “CLEAN CLAIM” SUBMISSION FROM PROVIDERS, IT IS IMPORTANT TO NOTE, POLICIES MAY DIFFER.**
- ❑ **REFER TO THE TRAINING PACKETS FOR SPECIFIC GUIDELINES FOR:**
 - **Timely Filing – 90 days from date of service**
 - **Processing Timelines – 45 days for paper claims, 30 days for electronic claim submission.**
 - **Appeals – 180 days from the receipt of Explanation of Payment (EOP) from Lovelace.**
 - **NPI (National Provider Identifier) – Must obtain and bill on new CMS-1500 (08/05) Form.**
 - **Electronic Billing – The Lovelace Salud! Electronic address is SX159.**

Please Note: Before becoming a provider, BOTH credentialing & contracting must be finalized!

CLAIMS – Molina

- ❑ **ALTHOUGH EACH MCO REQUIRES “CLEAN CLAIM” SUBMISSION FROM PROVIDERS, IT IS IMPORTANT TO NOTE, POLICIES MAY DIFFER.**

- ❑ **REFER TO THE TRAINING PACKETS FOR SPECIFIC GUIDELINES FOR:**
 - **Timely Filing- 90 days from date of service**
 - **Timely Follow-up – Adjustment Requests/ Corrected Claims / Claim Reconsiderations – 180 days from dated correspondence**
 - **Secondary Payor – One year from date of service when Molina is the secondary payor**
 - **Appeals - 90 days from the date of initial denial**
 - **NPI (National Provider Identifier) – Must obtain & bill on new CMS-1500 (08/05) Form (refer to training guide for details)**
 - **Electronic Billing – Clearing Houses**

Please Note: Claims Processes and Guidelines Differ for each MCO & VO- Refer to Training Packets

CLAIMS - Presbyterian

- ❑ **ALTHOUGH EACH MCO REQUIRES “CLEAN CLAIM” SUBMISSION FROM PROVIDERS, IT IS IMPORTANT TO NOTE, POLICIES MAY DIFFER.**
- ❑ **REFER TO THE TRAINING PACKETS FOR SPECIFIC GUIDELINES FOR:**
 - **Timely Filing – 90 days from date of service**
 - **Coordination of Benefits – see training packet**
 - **Adjustment Requests/Claim Reconsideration – 12 months from date of service**
 - **Secondary Payor – 90 days from Explanation of Payment (EOP)**
 - **Appeals – 90 days from the date of denial**
 - **NPI – Must obtain & bill on new CMS-1500 Form**
 - **Electronic Claims – Clearing house listing in packet**

Please Note: Before becoming a provider, BOTH credentialing & contracting must be finalized!

G CODES

- **Lovelace, Molina & Presbyterian
(please refer to packets)**
 - G Codes will be processed as long as the services are provided in the home or natural environment (not center based or provider location)
 - Please submit the claims (with the G Code) to the primary insurance even if you know it is not a covered benefit and submit the claim(s) and denial EOB to the appropriate MCO for payment.

Please Note: Before becoming a provider, BOTH credentialing & contracting must be finalized!

MAINTENANCE OF BENEFITS (MOB) - Lovelace

- ❑ Providers should keep current coverage information**
- ❑ Lovelace is always the payor of last resort**
- ❑ Primary Carrier's EOB must accompany the claims ---NOTE: Even if you've been told that the service you are providing is not a covered benefit, BILL the primary carrier to obtain the denial**
- ❑ Payment will be made upon review of the primary carrier's EOB and Lovelace Community Healthplan's Fee Schedule.**

Please Note: Before becoming a provider, BOTH credentialing & contracting must be finalized!

COORDINATION OF BENEFITS (COB) - Molina

- Providers should keep current coverage information**
- Molina is always the payor of last resort**
- Primary Carrier's EOB must accompany the claims ---NOTE: Even if you've been told that the service you are providing is not a covered benefit, BILL the primary carrier to obtain the denial**
- Payment will be made upon determination of the allowable amount minus the primary insurance payment**
- See the Training Guide for detailed information.**

Please Note: Before becoming a provider, BOTH credentialing & contracting must be finalized!

COORDINATION OF BENEFITS (COB) - Presbyterian

- Providers should keep current coverage information for all members**
- Presbyterian Health Plan will always be the payor of last resort**
- When submitting COB claims, you must attach the Primary Carrier's EOB**
- If the Primary Payor bundles the charges (enters all charges on one line), payment will be considered by Presbyterian in the same manner**
- Payment will be made upon determination of the allowable amount minus the primary insurance payment**
- The member must follow the Primary Carrier Insurance's guidelines for claim payment (i.e.: obtaining prior authorization)**

Please Note: Before becoming a provider, BOTH credentialing & contracting must be finalized!

OTHER-

Member Identification & Contact Lists

☐ HOW TO IDENTIFY MEMBERS & VERIFY ELIGIBILITY

■ Please Refer to Training Packets For:

- ☐ ID Cards – to assist in identification of members.**
- ☐ Eligibility Verification – telephone numbers & on-line addresses**

☐ CONTACT DEPARTMENTS/PEOPLE

- Please Refer to Training Packets For Contact Lists**
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CONTACT INFORMATION- Lovelace, Molina, & Presbyterian

- **Please refer to the Training Guides for a listing of contact people for each MCO for:**
 - **Credentialing/Contracting**
 - **Claims**
 - **Coordination of Benefits**
 - **Gross Receipts Tax**
 - **NPI (National Provider Identifier)**
 - **Utilization Management**
 - **Care Coordination**
 - **Member Services**
 - **Provider Services**
 - **etc.**

Please Note: Before becoming a provider, BOTH credentialing & contracting must be finalized!

QUESTION & ANSWERS

THANK YOU!
