

PROVIDER RELATIONS NEWSLETTER

from the OSU Health Plan

Spring/Summer Edition: Policy, Network, and Payment Updates

Prime Access

Ohio State University is proudly introducing *Prime Access*: a new way to refer members to Ohio State University providers. *Prime Access* is about getting a patient to the right provider at the right time by facilitating timely appointments



for our members. By using *Prime Access*, you can get a member scheduled within two to three weeks (or sooner) with a participating Ohio State or Central Ohio Primary Care physician. Currently, Ohio State participating specialists include primary care, ear nose and throat (ENT), allergy and immunology, comprehensive orthopedic and sports medicine, and colorectal/general surgery. To schedule an appointment with one of these specialties on behalf of a member, please call 614-418-6052. To contact Central Ohio Primary Care family medicine and general internal medicine, please call 614-564-9678.

New Provider Directory and Behavioral Health Provider Search

The OSU Health Plan launched a new and improved provider directory allowing a faster, more user friendly way to search for specialists, PCPs, and facilities within the OSU Health Plan network. This new directory will allow members and providers to filter their search by provider type, specialty, gender, location, open panel, as well as Ohio State affiliated providers who may be participating in *Prime Access*. *Please note that if your information in the directory is incorrect, it is your responsibility as a provider to update the OSU Health Plan with all demographic changes.* Incorrect addresses can lead to claim denials and/or delayed claim processing. Updates can be made by filling out a provider information update form found on the OSU Health Plan website at <https://osuhealthplan.com/providers/provider-information-updates>.

Behavioral Health has an additional subset of search criteria allowing our members the ability to filter based on service type,

treatment options, expertise and focus of the clinician, and cultural competency. In order to capture this information, the OSU Health Plan is asking all behavioral health providers to fill out the Behavioral Health Provider Survey found online at <https://osuhealthplan.com/providers/provider-information-updates> and return it by email to OSUHealthPlanPR@osumc.edu or fax it to 614-292-1166.

Behavioral Health Contracting Reminder

Contracting with the OSU Health Plan is a separate process from credentialing. Participation in our network requires an executed contract and approved credentialing status. If you are changing tax identification numbers, starting a new practice, or moving to a practice that is not contracted, you will need to have a new contract in place or services will be considered out of network. The business decision to move on from a current participating practice to a new practice does not automatically ensure your continued participation with OSU Health Plan for established clients. A number of factors are used in the determination of network participation including but not limited to saturation of providers by geography, the skills/focus offered, and number of practitioners included in the group. In addition, the OSU Health Plan consults with Employee Assistance Program staff regarding employee or community feedback. If you are a provider and are changing tax identification numbers, opening a new practice or moving to a noncontracted practice and would like to remain a paneled provider, please fill out a network request form found online at <https://osuhealthplan.com/providers/contact/join-our-network> along with the Behavioral Health Provider Survey. Providers will also need to reach out to the Utilization Management (UM) department to discuss transition of care for patients once they terminate their active agreement with the OSU Health Plan. UM may approve a period of time through which you would be able to see existing members while helping the members find a new in-network provider. UM can be reached at 614-292-4700.



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Policy Updates and Reminders

When requesting prior authorization, providers must contact OSU Health Plan Medical Management department prior to services being provided at (614) 292-4700 or (800) 678-6269, within 48 hours for urgent/emergent and 15 business days prior to elective admissions/procedures. Clinical documentation must be faxed to 614-292-2667. The full policy for prior authorizations can be found online at <https://osuhealthplan.com/forms-and-downloads>.

Employee Assistance Program

Life can be tough—both at home and at work. Issues at home can impact our work lives, and stress from our jobs can affect our relationships at home. The OSU Health Plan wants members to know they don't have to manage life's challenges alone. As an OSU faculty or staff member, you have access to the Ohio State Employee Assistance Program (EAP), which offers complimentary services and tools to help members through the rough spots. EAP services are complimentary to benefits-eligible faculty and staff, their immediate families, and members of their household (five counseling sessions annually per problem). Services include conflict resolution, couples counseling, anger management, grief counseling, substance abuse, and more. Parents and parents-in-law also are eligible. All individual counseling experiences are kept strictly confidential as required by law. EAP professionals are trained to help individuals and groups deal with difficult situations. Counselors are available on campus, and through our partner, IMPACT Solutions, a state-wide network available to benefits-eligible faculty, staff, and dependents, ensuring that all regional campuses and extension offices have access to EAP professionals. If you would like to refer your members to EAP services or believe you have patients that would benefit from these services, please call 800-678-6265. For more information about the EAP services please visit <https://osuhealthplan.com/eap>.

As a participating OSU Health Plan behavioral health provider, you have the opportunity to participate with IMPACT Solutions and receive EAP referrals. If you are interested in receiving these referrals and would like more information on how to participate with IMPACT Solutions, please visit the IMPACT Solutions website at <http://www.myimpactsolution.com> or you can contact the Provider Relations department at 216-292-6007, providerrelations@myimpactsolution.com.



Do you Have Patients Dealing With Chronic Illness?

When your patients live with a chronic condition such as asthma, diabetes, chronic obstructive pulmonary disease (COPD), or heart disease, day-to-day life can be challenging.

That's why the Ohio State University Health Plan offers the Care Coordination Program to their members dealing with these chronic conditions. The program is free and provides the member with a care coordinator who helps them in some important ways:

- Together, your patient and the Health Plan's Care Coordinator will create an action plan for improving their health and well-being;
- The Health Plan facilitates access to other health care professionals, such as nurses, health coaches, nutritionists, exercise physiologists, health educators and pharmacists to act as your patient's personal care team; and
- Your patient will save money with the university's Value Based Prescription Drug Plan, which offers reduced copays for certain medications.

We are aware, too, that often individuals with chronic diseases experience unique challenges and may have a difficult time regulating their mood and managing stress. The Health Plan's Care Coordinators partner with the OSU Employee Assistance Program (EAP) to facilitate counseling appointments for the members with whom they are working.

Learn more information about the Health Plan's Care Coordination program at <https://osuhealthplan.com/members/care-coordination>.

Your patients with these chronic diseases can start their Care Coordination experience by calling the OSU Health Plan at 614-292-4700 / 800-678-6269 or they can contact the OSU Health Plan Care Coordination team or enroll by emailing them at carecoordination.osuhealthplan@osumc.edu.



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Pharmacy Updates

The Ohio State University Wexner Medical Center Department of Pharmacy now has two full-service outpatient pharmacy locations to meet the medication needs of all Ohio State employees, employee family members, and patients. Most insurance plans are accepted and offer a variety of pharmacy services. Please contact the outpatient pharmacy department for additional information.

Two Convenient Locations

Ackerman Building (Specialty Pharmacy)

P: 614-685-1672

Hours of Operation:

Monday – Friday 8am – 6pm

- Closed-door pharmacy with specialty medication focus
- Offering home/office delivery

James Comprehensive Cancer Tower

P: 614-685-1672

Located on Conference Level (L012) – next to Huntington Bank

Hours of Operation:

Monday – Friday 8am – 9pm Saturday – Sunday 9am-6pm

- Full-service retail pharmacy
- Patients are welcome to drop-off and wait on prescriptions for expedited processing or may pick up at a later time

**Convenient 24-hour prescription-pickup site for OSU Health Plan Members coming soon.*



CoreSource Corner

Material Deficient claims: If a claim is missing or has an incorrect date of birth, the claim will be considered materially deficient and will not be processed. These claims will need to be resubmitted with the member's correct date of birth. If the date of birth is correct but incorrect on the member's eligibility profile, please have the member reach out to their human resources department to have their date of birth corrected.



Effective April 29, 2017 CoreSource began accepting corrected claims both electronically and paper. For CMS 1500 claims, corrected claims must be notated using a "7" in box 22 of the claim form. For UB04 claims, corrected claims will be indicated by using the appropriate type of bill. If you have questions on how to bill corrected claims, please contact CoreSource at 1-866-442-8257.

2017 Medical Comparison Chart and Prescription Overview Charts Available in Other Languages

The two most utilized charts for Health Plan members—the Medical Comparison Chart and the Prescription Overview Chart—is now available at www.osuhealthplan.com in Spanish, Arabic, Somali, Nepali, and Russian. Please pass the word on to your patients who may find this information useful.

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Important Phone Numbers

OSU Health Plan Customer Service - 614-292-4700 or 1-800-678-6269 option 0

CoreSource Customer Service - 1-866-442-8257

Utilization Management - 614-292-4700 or 1-800-678-6269 option 1

Prior Authorization - Phone 614-292-4700 option 3 Fax 614-292-2667

OSU Health Plan Provider Relations - Fax 614-292-1166

Express Scripts (ESI) - 1-888-468-5539 (provider general line, also includes prior authorization)
1-800-417-8164 (direct for prior authorization only)

Important Emails

OSU Health Plan Customer Service - OSUHealthPlanCS@osumc.edu

Utilization Management - utilizationmanagement.osuhealthplan@osumc.edu

OSU Health Plan Provider Relations - OSUHealthPlanPR@osumc.edu

Care Coordination - carecoordination.osuhealthplan@osumc.edu

Important Websites

www.osuhealthplan.com

www.coresource.com

Frequently Used Forms

Provider Information Update Form

<https://osuhealthplan.com/sites/default/files/Provider%20Information%20Form.pdf>

Behavioral Health Provider Survey

<https://osuhealthplan.com/sites/default/files/BH%20Survey%202017%20fillable%20form%20041417.pdf>

Network Request Form

<https://osuhealthplan.com/sites/default/files/NETWORK%20REQUEST%20FORM.pdf>

Claims Reconsideration Request

https://osuhealthplan.com/sites/all/themes/osuhealthplan/pdf/claims/REQUEST%20FOR%20CLAIM%20RECONSIDERATION_Editable.pdf

Pre-Admission Form

<https://osuhealthplan.com/sites/all/themes/osuhealthplan/pdf/general/PreAdmissionForm.pdf>

2016 Medical Prior Authorization Guide

<https://osuhealthplan.com/sites/all/themes/osuhealthplan/pdf/prior-authorization/Services%20Requiring%20Medical%20Necessity%20Review%202017.pdf>

