

PROVIDER RELATIONS NEWSLETTER

from the OSU Health Plan

Policy, Network, and Payment Updates

After Hours Payment Policy

Effective January 1, 2017 The Ohio State University Health Plan will reimburse for CPT code 99050 when reported with basic services in non-facility places of service. The OSUHP will not separately reimburse CPT codes 99051, 99053, 99056, 99058, and 99060. Use of a -25 or -59 modifier will not override the denial.



Medical Massage Benefit Update

Effective January 1, 2017, services provided by a Licensed Massage Therapist will be eliminated as a covered service for all medical plans in which eligible faculty and staff and their dependents are enrolled. Medical plans impacted by the change include Prime Care Advantage, Prime Care Choice, Prime Care Connect, and Basic PPO Plan.



Genetic Testing Policy Reminder

All genetic testing requires prior authorization (PA). PA's can be obtained by filling out the genetic testing request form found at: <https://osuhealthplan.com/sites/all/themes/osuhealthplan/pdf/prior-authorization/Genetic%20Testing%20Prior%20Authorization%20Form.pdf>. This form along with supporting documentation should be faxed to 614-292-2667. For a list of participating laboratories please see the OSU HP online directory at osuhealthplan.com.



Network Termination Notice

Effective 01/01/2017 the OSU Health Plan will no longer have Ortho One as a paneled provider and members should no longer be referred to Ortho One. OSU Health plan members may be referred directly to OSU or any other participating network provider.

Behavioral Health Contracting Update

The OSU Health Plan will no longer be contracting with professional counselors and social workers who are not independently licensed. All existing contracts will remain in place; however, the OSU Health Plan will not be adding any new LPCs and LSWs.



PROVIDER RELATIONS NEWSLETTER

from the OSU Health Plan

Practice Demographic Updates and Changes

Providers are reminded to notify OSU Health Plan of any changes to their contact or panel information, such as a change in their ability to accept new patients, a change of street address or phone number, or any other change that affects their availability to patients. For OSU Health Plan to remain compliant with regulatory requirements, changes must be communicated as soon as possible so that members have access to the most current information in the Provider Directory. All demographic changes must be made in writing by filling out the provider information update form found at <https://osuhealthplan.com/sites/default/files/Provider%20Information%20Form.pdf>. This form can be submitted via fax to **614-292-1166** or emailed to OSUHealthPlanPR@osumc.edu. Failure to do so could result in claims not being processed or paid in a timely manner.

UPDATE

**Please note that if you are changing tax identification numbers, you will need new contract to continue to see OSU Health Plan members.*

Employee Assistance Program

Did you know that OSU Health Plan members can receive five free counseling sessions through the Employee Assistance Program (EAP)? Members can access this service by contacting **1-800-678-6265**. Once a member finishes their five counseling sessions, they may self-refer for continued mental health care to any in-network therapist. For more information on EAP please visit our website at <https://osuhealthplan.com/OhioStateEAP>.

Claims Questions?

For OSU Health Plan members:

If you are checking status of a claim or have a claims question, please contact CoreSource directly at 866-442-8257 or send a secure message through the CoreSource Portal. If after contacting CoreSource and you still need resolution, please contact the OSU Health Plan provider relations department via the shared OSU Health Plan PR mailbox: OSUHealthPlanPR@osumc.edu. If you are e-mailing for specific claims that need to be reviewed, please complete the Claims Reconsideration Form found at https://osuhealthplan.com/sites/all/themes/osuhealthplan/pdf/claims/REQUEST%20FOR%20CLAIM%20RECONSIDERATION_Editable.pdf.

**Please note that the OSU Health Plan Customer service team cannot look up pending claim status and this must be done by contacting CoreSource. You can also view claims status information as well as member eligibility through the CoreSource provider portal. Registration is easy, and instructions to do so can be found at: <http://mycoresource.com/RegistrationGuide.pdf>.*

For Ohio PPO Connect Members:

If you are experiencing pricing issues where the claims are pricing out of network or at a lower rate, please contact **OSUHealthPlanPR@osumc.edu**. If you are questioning the payment amount, claim edits, or how benefits were applied, please contact the corresponding TPA for that member.



PROVIDER RELATIONS **NEWSLETTER** *from the OSU Health Plan*

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>

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 Auth Guide

<https://osuhealthplan.com/sites/all/themes/osuhealthplan/pdf/prior-authorization/2016%20Services%20Requiring%20Medical%20Necessity%20Review.pdf>

