



2020 - 2021 Provider Manual

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WELCOME TO THE ADVANCED HEALTH NETWORK

Chief Executive Officer

It is with absolute pleasure that I welcome you to Advanced Health! Working together and collaboratively, Advanced Health has established its reputation for delivering high-quality health care services in a manner that is characterized by friendliness and cooperation. I am humbled and privileged to serve as the organization's Chief Executive Officer, and welcome every opportunity to interface with our panel of distinguished providers. Following the Table of Contents, you will find information about key contact personnel within Advanced Health. I expect my staff to be accessible and responsive to your concerns, but should that not occur, please contact me directly. I look forward to working with you and building our shared legacy of community service.

Ben Messner

Welcome to a strong cohesive group of providers who have been delivering specialty and primary care in Coos and Curry counties for more than several decades. A large part of the mission at Advanced Health is to support providers and patients in access to and delivery of health-related services within the structured evidence-based and utilization guidance of the Oregon Health Authority. I and the staff at Advanced Health are available to introduce you to and/or facilitate the delivery of services and support you in the care you give to your patients.

Chief Medical Officer

Kent Sharman, MD

Director of Behavioral Health

Behavioral health is an instrumental part of our well-being. It impacts our ability to heal and our resilience in difficult times. As a behavioral health provider, I understand the importance of integrating behavioral health and physical health to create a model that encompasses the full spectrum of treatment. We are committed to offering a variety of behavioral health services to serve our community. This past year, our initiative has been increasing access while maintaining the quality of Behavioral Health services. I look forward to supporting our providers in navigating the changes in behavioral health as we continue to grow and meet the needs of our Members.

Katy Halverson, MBA LCSW

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CONTACT INFORMATION

<p>Coos Bay Office Hours are 8:00 AM – 5:00 PM, Weekdays 289 LaClair Street Coos Bay, OR 97420 Phone: 541.269.7400 TTY Phone for Hearing Impaired: 877.769.7400</p>	<p>Gold Beach Office Hours are by Appointment 29821 Colvin St Gold Beach, OR 97444 Phone: 541.551.0126</p>												
<p>Fax Numbers</p> <table> <tr> <td>Administrative Office:</td> <td>541.269.7789</td> </tr> <tr> <td>Claims Department:</td> <td>541.269.0141</td> </tr> <tr> <td>Credentialing:</td> <td>541.266.0141</td> </tr> <tr> <td>Contracting:</td> <td>541.269.7789</td> </tr> <tr> <td>Member Services:</td> <td>541.269.2052</td> </tr> <tr> <td>Authorizations:</td> <td>541.269.7147</td> </tr> </table>	Administrative Office:	541.269.7789	Claims Department:	541.269.0141	Credentialing:	541.266.0141	Contracting:	541.269.7789	Member Services:	541.269.2052	Authorizations:	541.269.7147	<p>CLAIMS Chris Wilson, Manager</p>
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Member Services:	541.269.2052												
Authorizations:	541.269.7147												
<p>MANAGER OF MEDICAL SERVICES Yvette Grabow, RN Manager</p>	<p>MEMBER (CUSTOMER) SERVICES Leah Lorincz, RN Director of Member Services</p>												
<p>PROVIDER SERVICES Karen Gannon, CPCS, IPA & Network Services Administrator</p>	<p>CONTRACTING Michael Hale, JD, BSN, CHC Chief Compliance Officer</p>												
<p>CASE MANAGEMENT Leah Lorincz, RN Director of Member Services</p>	<p>INTENSIVE CARE COORDINATION Ross Acker, MS, LPC Director of Care Coordination</p>												
<p>COMPLIANCE Michael Hale, JD, BSN, CHC Chief Compliance Officer</p>	<p>PHARMACY Martin Baxter, RPh Pharmacy Manager (licensed in VA, NC, SC, DOC, MD, AZ)</p>												
<p>QUALITY and METRICS Anna Warner, BS, CPHQ Executive Program Director</p>	<p>CREDENTIALING Karen Gannon, CPCS IPA & Network Services Administrator</p>												

RESOURCES

Resources Sponsored by Advanced Health

Access Nurse: The contractually arranged telephone services of a registered nurse are made available 24 hours per day, seven days per week, by calling 1.888.647.3627. This service is available to Member to assist in clarifying whether the Members' needs are emergent or urgent or can be addressed by the primary care provider the following business day.

Provider Portal: Advanced Health's provider portal is available at www.docshp.com. To register for access to the provider portal, please visit Advanced Health's website at www.advancedhealth.com. Click on the link *for providers*, then on the link *policies and forms*, and finally on the link *online user registration*. Follow the directions located on the form and submit it for approval.

Advanced Health's Website, www.advancedhealth.com, offers easily accessible information for both Members and providers, including pharmacy information; policies and procedures; forms; calendar of events; link to the Oregon Health Authority's (OHA's) *prioritized list*, contract information, and information regarding the Oregon Health Plan (which is Oregon's Medicaid benefit).

Community Resources: Advanced Health works closely with a variety of community partners to provide health-related educational opportunities and activities. Please visit the website for a full list of available programs.

Interpretation Services: Advanced Health provides Spanish-language medical interpreter services through directly employed personnel who can be deployed to provider offices for face-to-face interpretation services. In addition, Advanced Health contracts for medical interpretation services for a wide array of foreign languages; these services are available telephonically. Please contact Member (Customer) Services to arrange for interpreter services. Ideally, make arrangements with Member Services at least 48 hours prior to the scheduled appointment date. For urgent needs of less than 48 hours, please contact Member Services. Providers may choose to coordinate interpretation services; however, the cost will not be reimbursed unless arrangements have been made through Member Services.

Traditional Health Workers: Every Medicaid Member assigned to Advanced Health is entitled, upon request, to receive the services of a Traditional Health Worker (i.e., community health worker; peer support specialist; peer wellness specialist; patient navigator; birth doula). At Advanced Health, most Traditional Health Workers are embedded in case management or care coordination teams. Providers are encouraged to recommend traditional health worker services to Members as needed. For assistance in linking any Member with a Traditional Health Worker, please contact Advanced Health Member Services.

Advance Directive Education: Information for Members and the public about Advance Directives and how to complete one is available on Advanced Health's website at:
<http://advancedhealth.com/members/forms/>

Resources Sponsored by the Oregon Health Authority

Oregon Health Evidence Review Commission (HERC): The HERC reviews medical evidence to prioritize health spending for the Oregon Health Plan (OHP) and to promote evidence-based medical practice on a statewide basis through comparative effectiveness reports, including coverage guidance and multisector

interventions, health technology assessments, and evidence-based practice guidelines. The Commission uses a transparent public process to ensure its decisions are made in the best interest of patients and taxpayers, while considering input from providers, beneficiaries, and the public, including those affected by the conditions discussed. <http://www.oregon.gov/oha/HPA/CSI-HERC/Pages/index.aspx>

Prioritized List of Health Services: The HERC ranks health care conditions and treatment pairs in order of clinical effectiveness and cost-effectiveness. The *Prioritized List of Health Services* emphasizes prevention and patient education. In general: treatments that help prevent illness are ranked higher than services that treat an illness after it occurs; and, the Oregon Health Plan covers treatments that are ranked above a covered *Prioritized List* line for the patient’s reported medical condition. To learn more about the *Prioritized List*: <http://www.oregon.gov/OHA/HPA/CSI-HERC/Pages/Searchable-List/asp>

Oregon Health Plan Dental Services: The Oregon Health Plan has a list of covered and non-covered dental services, similar to the *Prioritized List of Health Services*. To learn more about dental services, view OHP’s Dental Services Program at <http://www.oregon.gov/oha/HSD/OHP/Pages/Policy-Dental.aspx>

Reporting Non-Compliance and Fraud, Waste, and Abuse: Advanced Health takes its fraud, waste, and abuse monitoring and reporting responsibilities very seriously, and a discussion of these issues appears later in the Manual. In the event that a provider believes Advanced Health has engaged in fraud, waste, or abuse, and the provider elects not to report these concerns directly to Advanced Health through its established communication channels, the provider is obligated to report such concerns to both the Medicaid Fraud Control Unit of the Oregon Department of Justice and to the Oregon Health Authority’s Fraud Investigation Unit. <http://www.oregon.gov/oha/healthplan/Pages/general-rules.aspx>

Oregon Health Plan Policies, Rules, and Guidelines may be accessed at <http://www.oregon.gov/DHS/POLICIES/Pages/dhs-oha-policies-guidelines.aspx>

The Oregon Health Plan Fee Schedule may be accessed at <http://www.oregon.gov/oha/HSD/OHP/Pages/Fee-Schedule.aspx>

The State of Oregon Advance Directive Form may be accessed at <https://www.oregon.gov/oha/PH/ABOUT/Documents/Advance-Directive.aspx>

INTRODUCTIONS

To Advanced Health

Advanced Health is an Oregon certified Coordinated Care Organization (CCO) that partners with professional physical, behavioral, and oral health care organizations to administer the Medicaid benefit to Oregon Health Plan (OHP) beneficiaries (or “Members”) in Coos and Curry Counties of southwest Oregon. In addition, Advanced Health partners with a number of community-based social service agencies that address the social determinants of health and equity, with a special emphasis on those agencies that serve families with children aged zero to five.

Advanced Health is locally owned by nine longstanding health providing organizations: Southwest Oregon Independent Practice Association; Bay Area Hospital; Coquille Valley Hospital District; North Bend Medical Center; Bay Clinic; South Coast Orthopedics; Coos County; ADAPT; and Advantage Dental. While *equity Members* are represented on Advanced Health’s governing board, they are joined by *community Members*, at least two of whom must also be Community Advisory Council Members, thereby assuring that Advanced Health is community governed. The entire board is responsible for the management of Advanced Health, while the role of *equity Members* is delimited to the adoption of the annual work plan and budget.

During its first seven years as a CCO, Advanced Health achieved acclaim for its consistent attainment of rigorous clinical quality metrics and for bending the Medicaid cost curve. Advanced Health remains accountable and steadfast in its commitment to improving the health of our community by working toward mutually shared goals of better care, reduced health disparities, and lower costs. Advanced Health does this through a focus on individual patients, whole health, and local community involvement. Advanced Health’s commitment is to its Members: to provide them with high-quality health care services; to treat them with kindness, dignity, and respect; and to empower qualitatively sound health decision-making.

To The Provider Network

Advanced Health utilizes two similar, but distinct, contractual pathways for creating its *Provider Network*. The first, and most common, is through Privileged Provider Agreements. These agreements are typically between Advanced Health-and-larger health services organizations that either contract directly with or employ direct-service providers. These differ from the second contract type, Network Provider Agreements, in that Advanced Health, or its staff, minimally engages in, or assists with, the administrative or management functions of the health services organizations. To become a Privileged Provider, Advanced Health conducts rigorous screening of the health service organization and subcontracts administrative and management “*Privileges*” to the extent the organization is able to demonstrate capability, capacity, skill, and efficiency at a level equivalent or greater than Advanced Health, and in a manner which meets state and federal criteria.

Both privileged providers and network providers are referred to as “in-network,” and their contractual agreements may be characterized as risk-sharing and/or value-based. Advanced Health may additionally contract with “out-of-area” providers – particularly those who practice in specialty areas not immediately available in the local community. These providers are also “in-network,” albeit they are “out-of-area,” and the resultant contracts may or may not be value-based or risk-sharing in nature. Finally, Advanced Health may contract on a delimited case-by-case basis with “out-of-area” providers. These providers may be “out-of-network” and “out-of-area,” and it is unlikely that their contracts will include risk-sharing or value-based elements.d

To this Manual

This Provider Manual has been developed as a resource for important operational information concerning the role of the provider and his or her staff in the delivery of health care to Advanced Health’s Members.

It is Advanced Health's responsibility to its network providers to ensure that essential and helpful information is readily available. Though this Manual is provided as an informational resource for Advanced Health's providers, it is not all-inclusive and is not a policy document. This Manual is intended to supplement the Provider Contract and Advanced Health's policies and procedures. In the event that conflicting information is identified among multiple documents, the information contained in the Provider Contract shall have precedence and is binding, followed by written policies and procedures, and then lastly, this Provider Manual.

WORKING WITH ADVANCED HEALTH

Provider Participation Requirements

Advanced Health encourages the participation of providers who are located in Coos and Curry Counties of southwest Oregon, and requires providers to meet the following basic criteria before serving Members of the Oregon Health Plan who are enrolled with Advanced Health:

- Hold a current license to practice in the State of Oregon;
- Meet Advanced Health's credentialing requirements; and,
- Execute a provider agreement with Advanced Health or one of Advanced Health's privileged provider organizations.

Credentialing

Advanced Health's provider selection policy is straight forward: Advanced Health contracts with any worthy provider who meets the organization's provider participation requirements, as specified in its adopted credentialing policies and procedures. Advanced Health has established comprehensive policies, procedures, and formats that guide and inform the provider selection and credentialing process. Physical health providers and outpatient and integrated behavioral health providers shall submit credentialing applications through Southwest Oregon Independent Practice Association (SWOIPA). Dental professionals affiliated with Advantage Dental shall submit credentialing applications through Advantage Dental. All other behavioral health providers shall submit credentialing applications to Advanced Health. Contact the Advanced Health Credentialing department with any questions.

Provider Training Plan, In-Service and Continuing Education

Advanced Health believes that the availability of its services is enhanced when provider practices are well qualified to inclusively meet the needs of diverse individuals. Advanced Health's credentialing policies and procedures set forth the organization's requirements for continuing medical education that, in large part, mirror the requirements of state licensing and regulatory boards. Advanced Health's current provider training plan focuses on in-service education, not only for providers, but for their employed staff Members as well, in four distinct areas: health literacy, adverse childhood experiences, cultural and linguistic competency, and, trauma-informed practices. In-service educational requirements are summarized in the credentialing policies and procedures.

Site Evaluations

Advanced Health requires a site visit for each new provider address or office to assess accessibility and identify any office site deficiencies and makes additional site visits if there have been multiple complaints filed. Site evaluations follow a standardized assessment tool and include physical accessibility, physical appearance, and adequacy of waiting and examining room space. Below is a sampling of items that may be reviewed:

- Wheelchair access meeting Americans with Disabilities Act (ADA) standards/requirements;
- Adequate waiting room space for patient volume;
- Confidentiality in the reception area;
- After hours emergency coverage to respond immediately;
- After hours urgent coverage to respond within 30 minutes; and
- Patient waiting time does not exceed 45 minutes of appointment time.

Leaves of Absence

A Leave of Absence may be requested when an Advanced Health provider temporarily ceases to practice in Coos or Curry County for a period of three to twenty-four (24) months. Absences of less than ninety (90) days are not considered leaves of absence, and the procedures described below are not necessary.

A voluntary leave of absence may be obtained by submitting a written notice to the Chief Medical Officer. The notice must state the approximate first and last date of the leave of absence, and may not exceed twenty-four (24) months. Leaves of absence for military duty may be extended beyond two years on a case-by-case basis. Absences of more than twenty-four (24) months, which are not for military duty, will require termination of provider status. During the leave of absence, the provider is moved to inactive status in Advanced Health's database system. The provider's responsibilities are suspended. Once the leave has commenced, providers may continue to receive payments for medical care rendered prior to the leave date. However, providers are not eligible to provide or be compensated for medical services rendered after the effective date of the leave of absence.

Reinstatement

Prior to resuming the delivery of services to Members, providers returning from a leave of absence must notify Advanced Health of their return. If the provider's credentials with Advanced Health have lapsed during the period of the leave, re-credentialing must occur.

Terms for Locum Tenens Providers

From time to time, participating providers may require assistance from locum tenens providers and/or temporary associates. In all cases, a locum tenens associate must be working for and bill under a participating provider. The term length for locum tenens will not exceed sixty (60) days per CMS rule. CMS and OHA billing guidelines apply. If a locum tenens provider's term will be greater than 60 days, then they must go through the initial credentialing process prior to rendering services.

Change of Information

Please notify Advanced Health within seven business days in advance of any intended changes which may restrict or impact the ability to contact or interact with an office or clinic. This may include changes regarding: telephone number, physical or billing address, tax identification number, Membership status, closing practice, and billing identification. If prior notice infeasible, the practitioner must notify Advanced Health immediately, but no more than one (1) business day, of any such changes.

Termination of Provider's Panel Participation

When a participating provider leaves the service of Advanced Health or one of its privileged providers, Advanced Health is required to demonstrate a good-faith effort by notifying all Advanced Health Members who were seen by the departing provider within 15 days of his/her termination notice. Advanced Health requests that participating providers furnish as much notice of termination as possible as set forth in contractual language. If a participating provider elects to terminate his/her contract with Advanced Health or SWOIPA without cause, not less than 30-days prior written notice is required.

PROVIDER RESPONSIBILITIES

Responsibilities of Primary Care Providers

The Primary Care Provider (PCP) facilitates authorizations to specialists to provide for the complete health care needs of the Member. Providers are reimbursed a monthly primary care case management fee (also known as "capitation"). PCP's receive a monthly report of all Members currently assigned to them. Members may choose their PCP or are assigned a PCP from a mutually agreed upon rotation list of available PCPs within the local vicinity of the patient's home. The PCP's responsibilities as the manager of the Member's care are as follows:

- The PCP provides all primary preventative healthcare services except for an annual gynecological exam, should the Member choose to seek this service from a participating women's health specialist or Obstetrician/Gynecologist;
- When specialized care is medically necessary, the PCP will facilitate an authorization to a specialist or specialty facility;
- The PCP must contact the Plan to obtain authorization to specialty providers, except in cases when an Advanced Health Member has original Medicare as their primary insurance;
- The PCP will coordinate care and share appropriate medical information with the plan as well as with specialty providers to whom they refer their patients;
- The PCP will refer Members for a second opinion at the Member's request. Referrals to non-contracted providers require prior authorization from Advanced Health;
- The PCP will document in their patient's medical record whether or not an individual has executed an advance directive;

- The rendering provider will forward copies of the sterilization and hysterectomy form to the Advanced Health's Claims Department; and
- The PCP will adhere to the medical record standards that were developed and approved by the Ambulatory Record Certification Program of the Oregon Medical Association.
- Provide or arrange for health care for the Member, 24 hours per day, seven days per week;
- Arrange sufficient call-share coverage to assure that Members may access the PCP or his or her knowledgeable call-share system, at any time, during or after regular office hours;
- Instruct Members to contact the PCP before obtaining anything other than absolute emergency care;
- Review information from specialists and incorporate the same into the medical record;
- Identify all Members who qualify as *special populations* or as *persons with special health care needs*, and refer such Members for case management services, or intensive care coordination, as appropriate;
- Develop and/or countersign plans of care for all assigned Members receiving case management services or intensive care coordination;
- Agree to accept, as his or her patients, in equal proportion to all other PCPs, those eligible Members as assigned by Advanced Health, in order to assure that all Members have access to primary care services;
- Perform all medical laboratory and radiologic services, either in-office or at the office of a participating practitioner in accordance with Advanced Health's policies;
- Arrange for prior authorization, as appropriate, for elective hospital inpatient, residential treatment, home health, and other services, in advance (noting that specialists may also request prior authorizations); and,
- Assume responsibility for the training and education of individuals working within the medical practice to assure that the procedures for coordinated care delivery are followed correctly.

Responsibilities of Specialists and Behavioral Health Providers

When a Member requires treatment that the PCP determines would best be provided by a specialist or behavioral health practitioner, the PCP will provide a referral to a participating specialist or behavioral health provider. It is specifically noted, however, that Members may directly access the services of behavioral health providers in the absence of a referral from the PCP, or prior authorization from Advanced Health.

Under most circumstances, Members may be seen for up to three visits, regardless of diagnosis, without prior authorization. There are circumstances where no authorization may be required or which Members with special healthcare needs, including those who meet intensive care coordination criteria, may never require prior authorization to be seen by a specialist for specific medical services or types of services. More information on criteria and current policies related to prior authorizations can be found on Advanced Health's website, or by contacting Advanced Health's case management team. For the majority

of Members and cases which do not meet a special circumstance, a prior authorization request must be submitted through Advanced Health's provider portal, or by facsimile request.

Prior authorizations are not required for Members wanting to access in-network behavioral health services. Members may be referred or can self-refer to see a behavioral health provider of their choosing at any time and for any or no stated reason. When making referrals, Members and healthcare practitioners are encouraged to utilize Advanced Health's directory of in-network behavioral health providers, which can be found on Advanced Health's website.

Specific specialist and behavioral health practitioner responsibilities include:

- Understanding that it is not the Member's responsibility to obtain a referral, prior authorization, or authorization number before receiving services from a specialist or behavioral health provider;
- Working with primary care providers to ensure that the referral or prior authorization process is completed correctly and documented in the Member's medical record;
- Advising the primary care provider of the status of the patient, including recommendations for follow-up or continuing care;
- Obtaining proper prior authorization if the Member needs a service for which prior authorization is required;
- Notifying the Member when the requested service has been approved;
- Ensuring that treatment and services provided are documented and incorporated into the Member's primary care medical record, as medically necessary; and,
- Educating and training of all individuals working within their medical practice to ensure that Advanced Health's coordinated care policies and procedures are followed correctly.

Accepting New Enrollees

Participating providers who are subject to the agreement between Advanced Health, either directly or through a sub-contractual mechanism with a privileged provider, agree to be open to accept new enrollees for as long as their assigned case-loads are less than the average case-load carried by any other provider of the same type (i.e., primary care provider; behavioral health practitioner). If a participating provider is open to accepting new patients who are commercially insured, then the provider is also open to accepting new Members who receive Medicaid benefits. A provider must provide Advanced Health with a minimum of sixty (60) days advanced written notice of their intent to close their practice to all new patients.

Serving Enrollees

Advanced Health's providers are contractually obligated to provide covered services outlined in the provider services agreement (contract) that are no less than the amount, duration, and scope of the same services to beneficiaries of fee-for-service Medicaid programs. Providers may not arbitrarily deny or reduce the amount, duration, frequency, or scope of a required service solely because of diagnosis, type of illness, or condition of the beneficiary. Advanced Health maintains policies and procedures that promote and ensure parity in the delivery of physical health and behavioral health services.

Advanced Health's policies require, and cause its providers to require, that Members receive information on available treatment options and alternatives presented in a manner appropriate to the Member's condition, preferred language, and ability to understand.

Non-Discrimination

Providers are cautioned that all contractual agreements with Advanced Health include comprehensive prohibitions regarding discrimination in the assignment of patients and services provided to those patients in accord with federal and state statutes. Providers may not discriminate on the basis of race, color, creed, nationality, language(s) spoken, educational attainment level, gender, religious affiliation or lack thereof, sexual orientation, gender identification, disability status, veteran status, housing status, or any other unlawful categorization. Similarly, Advanced Health may not discriminate against any provider, or applicant seeking to become a provider, on any unlawful basis, or on the basis that the services furnished by the provider are high-cost in nature.

Dismissing or Transferring Assigned Members

An Advanced Health Member may be released from medical care by a participating provider when, in the practitioner's professional judgment, it is in the best interest of the patient to do so. Prior to discharging or dismissing a Member from a primary care provider, we encourage the use of Advanced Health's case management and Intensive Care Coordination team, either by calling Customer Services, sending in a referral, or sending a "Blue Card" to Customer Service. If the primary care provider does decide to dismiss a Member, they fax or mail a copy of the Dismissal Letter to Advanced Health Customer Service. The provider must also agree to be responsible for Member care for 30 days post-dismissal for coordination of care and urgent needs. All patient dismissals will be documented in the provider and Member's record.

An Advanced Health Member may not be released from medical or behavioral health care solely because:

- The Member has a physical or mental disability;
- There is an adverse change in the Member's health;
- The Member's utilization of services (either under- or over-utilization);
- The Member's mental illness;
- The Member has filed a grievance or requested a hearing;
- The Member has been diagnosed with end-stage renal disease or placed in hospice after the date of enrollment;
- The Member has exercised his or her option to make decisions regarding his or her care.; or,
- The Member displays uncooperative or disruptive behavior that results from a special need (except when continued assignment seriously impairs the provider's ability to furnish services to other Members).

An Advanced Health Member may be released from medical care for:

- Multiple missed appointments, at least three or more, that are documented in the Member's medical record; such documentation must include steps taken by the provider to determine the reasons for the missed appointments and the assistance that has been provided to the Member to minimize missed appointments; this may include sending a notification ("Blue Cards" to Advanced Health Customer Service);
- Disruptive, unruly, or abusive behavior to the point that it seriously impairs the practitioner's ability to furnish services, either to the Member or to other patients or Members;
- The threat of, or commission of, an act of physical violence directed at a practitioner, the practitioner's staff Members, or other patients in the office or at the site;
- Fraudulent or illegal acts, including permitting the use of the Member's identification card by another person, theft of prescription pads, alteration of written prescriptions, theft, or other criminal acts committed on the provider's premises, or,
- The violation of a mutually agreed-upon treatment contract for opiate or other controlled substance use.

All Members who are being released by their attending provider will be contacted by Customer Service for reassignment and screening for Intensive Care Coordination needs. Advanced Health Members have the right to file a complaint with Advanced Health when a practitioner releases a Member from care.

In the case of a threat or act of physical violence made by, or too, a Member, the practitioner, or its administrative agent, must inform Advanced Health's Chief Compliance Officer, whom additionally serves as its Risk Officer, immediately, but not more than forty-eight (48) hours from when practitioner became aware of the incident. Advanced Health's Chief Compliance Officer must also be made immediately aware of any fraudulent or illegal act by, or too, any Member, as Advanced Health may have additional obligations to investigate and report to state and federal authorities. All such notifications must be submitted to Advanced Health in writing and must provide a detailed account of the incident, and any actions sought and implemented by the practitioner or administrative agent. For continuity of care, Advanced Health must be informed of all such incidents before a Member is released from medical care by the practitioner.

If there is a decision to withdraw a Member from a practitioner's panel, for any reason, the Member must be notified in writing. Such notification must occur at least thirty (30) calendar days in advance of the effective date of the termination. The letter must specify the reasons for the dismissal, and a copy of the letter must be provided to Customer Service. During the thirty calendar days between notification and release, the practitioner shall remain responsible for the acute, urgent, or emergent care of the Member. [If a Member's disruptive behavior creates direct risks for other patients or staff Members, the thirty days may be reduced to as little as a single day.] The practitioner will make medical records available to another practitioner upon receiving a signed release from the Member. Advanced Health will assign the Member to another provider effective on the first of the following month.

Providers should make every effort to resolve problems with Members. Practitioners may inform Members that their behavior may result in termination. Advanced Health will assist practitioners in resolving issues with Members, and it is anticipated that a Case Manager or Care Coordinator will work with the Member, the Member's family, and other relevant agencies and authorities, as needed, to assure that essential health care services are provided in a manner that is safe for all concerned.

Accessibility of Practitioners

All providers must have provisions for Members with visual and/or hearing impairments (e.g., access to an American Sign Language interpreter). Similarly, all providers must have procedures for obtaining interpretation and translation services for Members who need them. Finally, providers must meet ADA standards for accessibility, including easy wheelchair access; elevators operable from wheelchairs (if elevators are at the site); easy wheelchair access to exam rooms; easy wheelchair access and handrails in restrooms; and comfortable seating and bariatric exam tables or dental chairs for patients who are obese.

To ensure that Advanced Health’s Medicaid beneficiaries have timely access to medically appropriate health care services and that the standards of the Oregon Health Authority and the Center for Medicaid and Medicare Services (CMS) are met, practitioners shall provide timely care in the manner specified in Table 1, beginning on the following page.

**Table 2
Availability Expectations**

Type of Care	Type of Need	Expected Time-Frame
Primary Care	Urgent Care	Same-Day, Monday thru Friday; Otherwise, within 48 hours of the request
Primary Care	Routine Appointments	Within 30 calendar days of a request
Medical	Non-Urgent / Acute	Within 7 calendar days of a request
Primary Care	Routine	Within 10 calendar days of a request
Primary Care	Preventative Care	Within 28 calendar days of a request
Primary Care	Afterhours Call	Either answered directly by medical staff, or by an answering service that can reach the on-call provider within 30 minutes
Specialty Care	Referral for a Routine Appointment	Within 45 calendar days of a request
Mental Health	Crisis, with Need to Assess Risk to Self or Others	Mobile, 24-hours per day, 365 days per year, STAT
Mental Health	Non-Life-Threatening Emergency	Member shall be seen within 6 hours
Mental Health	Urgent Care	Same-Day, Monday thru Friday, Otherwise, within 48 hours of the request
Mental Health	Initial Visit	Intake and assessment within 10 business days of the request
Mental Health	Follow-Up for Routine Care	For non-prescribers: 14 calendar days. For prescribers: 90 calendar days
Mental Health	Afterhours Calls	Either answered directly by licensed mental health staff, or by an answering service that can reach the licensed on-call provider within 30 minutes
Substance Disorder	Use Pregnant women Interim services IV drug use Opioid use disorders Medicated Assisted Treatment (MAT)	-immediate access -within 72 hours of being waitlisted -assessment/intake immediately -assessment/intake within 72 hours -as soon as possible and no more than 72 hours for assessment and induction, no less than 2 follow up appointments in one-week post-induction and assessment

Type of Care	Type of Need	Expected Time-Frame
	Veterans and their families	-assessment/intake immediately
Dental Care	Dental Emergency	Accessed through hospital emergency department, 24/7
Dental Care	Dental Urgent Care	Same-Day, Monday thru Friday; Otherwise, within 48 hours of the request
Dental Care	Initial Visit	Within 90 calendar days
Dental Care	Routine or Follow-Up Appointment	Within 90 calendar days

Availability of Practitioners

Advanced Health’s providers are required to demonstrate that 24-hour coverage is available to their patients. Patients, emergency departments, and other providers must have the ability to reach the provider or the provider’s covering call-share practitioner. Participating providers agree to provide 7-day-per-week, 24-hour-per-day coverage for all Members. The practitioner or call-share practitioner will be available on a 24-hour basis to provide care or to direct Members to the most appropriate treatment setting. A recorded message directing the Member to contact the local emergency department is not sufficient to meet this requirement. Providers must have an adequate telephone answering system or service to ensure Member access to the practitioner or call- share practitioner during periods when the clinical office is not open, and phones are not answered by available staff Members.

Participating providers shall agree to make arrangements for covering practitioners when they are unavailable. Advanced Health must be notified of the practitioners who regularly participate in group call-share arrangements, and these practitioners must be credentialed by Advanced Health or one of its privileged providers. To ensure continuity of care, the call-share practitioner shall document and transmit information to the Member’s primary care medical record.

Practices on Emergency and Urgent Care Services

Emergency Care Services: Emergency services are defined as *health services from a qualified provider necessary to evaluate or stabilize an emergency medical condition, including inpatient and out-patient treatment that may be necessary to assure within reasonable medical probability that the patient’s condition is not likely to materially deteriorate from or during a client’s discharge from a facility or transfer to another facility.* Advanced Health does not require prior authorization for emergency or urgent care services. A Member may access these services 24-hours per day, seven days per week. The attending emergency physician, or the provider, actually treating the Member, is responsible for determining when the Member is sufficiently stabilized for transfer or discharge.

Members are instructed in the Advanced Health Member Handbook to call their primary care provider whenever they need health care services. Primary care providers are expected to reinforce these instructions at regular intervals, as appropriate, with their assigned Members. If a Member calls and information is adequate to determine that the Member’s condition may be emergent in nature, the provider must respond immediately by telephone. If a Member believes that he or she has an emergency medical condition, they are instructed to call 911 or go to the nearest emergency department.

Out-of-Area Emergency Services: Advanced Health’s Members who require services that cannot wait until they return home are instructed in the Member Handbook to go to the nearest emergency

department, or to call 911. No prior authorization is required for any emergency service, although continuing care may require prior authorization after the emergency is abated. Members are also advised to contact their primary care provider for follow-up and/or transfer of care.

When the primary care provider is notified of an out-of-area emergency which requires follow-up or has resulted in inpatient admission, the primary care provider is expected to monitor the Member's condition, arrange for appropriate care, and determine whether the Member can be safely transferred to a participating hospital in coordination with Advanced Health's Transitions of Care Team, part of the Case Management department.

Urgent Care Services: Members are instructed to contact their primary care provider for all medical care, including urgent care, or alternately to contact their behavioral health specialist or dentist for urgent care needs involving oral or behavioral health. Calls from Members that are truly urgent in nature must receive responses within thirty (30) minutes; if the information is insufficient to determine the nature of the call, the call shall be treated as if it is truly urgent. If the Member's need is found to be urgent, the primary care provider, attending dentist, or attending behavioral health specialist shall provide or arrange for appropriate care.

Inappropriate Utilization of Emergency Services: Some Advanced Health Members may use the emergency department to obtain routine care that could have been provided in another office or in a lower cost outpatient setting. Advanced Health will work with primary care providers and attending behavioral health specialists to provide counseling to Members who inappropriately use emergency department services. Please call such matters to the attention of the Intensive Care Coordination Team, who will work with the Member's case manager, primary care and attending providers, family Members, and other agencies as necessary and appropriate.

Post-Stabilization Services

Advanced Health defines post-stabilization services as covered services, related to an emergency medical condition that is provided after a Member is stabilized to maintain the stabilized condition, or to improve or resolve the Member's condition when Advanced Health does not respond to a request for pre-approval within one hour, or Advanced Health cannot be contacted, or Advanced Health's representative and the treating physician cannot reach an agreement concerning the Member's care, and an Advanced Health physician is not available for consultation. Advanced Health is financially responsible for post-stabilization care services obtained within or outside of its network that are pre-approved by an Advanced Health provider or another representative.

Additional Standards

Participating providers are responsible for assuring access to services 7 days a week, 24 hours a day, 365 days a year, other than in an emergency room for non-emergent conditions. This includes arrangements to assure patient awareness after hours to another participating provider. Coverage shall be provided in a culturally competent manner and in a manner consistent with professionally recognized standards of healthcare. The provider or his/her designated covering provider will be available on a 24-hour basis to provide care personally or to direct Members to the setting most appropriate for treatment.

The average wait times should be no more than 45 minutes for patients who arrive on time for a scheduled appointment.

If a provider must cancel an appointment, the provider must make a good-faith effort to contact the Member and reschedule for a later time.

Applicability of Federal Laws: As a federal subcontractor, Advanced Health receives federal funds to provide services to our Members. Participating providers furnishing services to Advanced Health Members are subject to laws applicable to individuals and entities receiving federal funds. Participating providers who treat Members are required to comply with all applicable state and federal laws and regulations regarding Medicare and Medicaid.

Submitting Encounter Data: Participating providers are required to submit to Advanced Health all data, including medical records, necessary to comply with CMS and MAP Encounter Data requirements. CMS also requires that Advanced Health and its contracted providers certify the completeness and truthfulness of their encounter data. State and federal regulations require the submission of encounter data for no- and low-cost claims.

Regulatory Access to Books and Records: Participating providers are also required under law to allow State and/or Federal regulatory agencies to audit, evaluate and inspect books, contracts, medical records, patient care documentation and other records for ten (10) years, or until completion of the regulatory audit, whichever is later, for purposes of evaluating the timeliness, quality and appropriateness of care or to evaluate any aspect of services performed.

Quality Review and Compliance with Advanced Health's Practice Standards: All participating providers must cooperate with the requests and requirements of quality review organizations when such activities pertain to services for Advanced Health Members. Participating providers must also comply with Advanced Health practice guidelines, medical policies, Quality Assurance (QA) programs, and medical management programs. Advanced Health's policies also require that providers exchange appropriate information for coordinating the care of Members who are identified as included in a *priority population* or as having *special health care needs*.

ADVANCED HEALTH OHP MEMBERSHIP and BENEFITS

Identification Cards

Advanced Health sends Member identification cards to the Member when they are enrolled in the health plan. It is the responsibility of the treating provider to verify a Member's eligibility on the date of service and that the service is covered under the OHP Benefit Package prior to rendering services. The provider is also required to verify that the patient is enrolled in Advanced Health and seek any necessary authorization required.

Enrollment and Disenrollment

Only the Oregon Health Authority is empowered to enroll or disenroll an individual in the Oregon Health Plan. Neither Advanced Health nor any of its providers or contractors hold the authority to enroll or disenroll an individual in the Oregon Health Plan. Advanced Health’s policies governing enrollment and disenrollment are set forth in Exhibit 3. For persons who may require assistance in applying or qualifying for the Oregon Health Plan, certified “assisters” are available. For help in identifying an approved “assister,” please contact the Oregon Department of Human Services, a federally qualified health center, or Coos Health and Wellness. Also, a search tool is available on the OHA website to help find community partner “assisters” at <https://healthcare.oregon.gov/Pages/find-help.aspx>.

Eligibility Verification

The Health Services Division (HSD), formerly known as Medical Assistance Programs (MAP), is responsible for determining patient eligibility for the Oregon Health Plan (OHP). Participating providers who are registered to use Advanced Health’s provider portal may access patient eligibility, authorization, and PCP information online at www.docshp.com. To register for access to the provider portal, please visit our website at www.advancedhealth.com, click on For Providers →Policies and Forms→Online User Registration. Follow the instructions located on the form for submission.

Advanced Health must receive a signed “Agreement to Access Confidential Client Data” for each clinic. Clinic administrators, office managers, or facilitators are required to sign this document on behalf of the clinic/facility they represent. Only one agreement needs to be on file for each clinic/facility. Once there is an agreement on file, clinics and facilities may begin registering users. An “Online User Registration Request” must be completed and submitted to Advanced Health for each user accessing the provider portal. Forms can be faxed to Advanced Health at 541-266-0141.

Basic Benefit Packages

Benefits provided to Advanced Health Members are based on the *Prioritized List of Health Services*, OAR 410-0520. To obtain a current version of the Prioritized list, visit <http://www.oregon.gov/oha/HPA/CSI-HERC/Pages/Prioritized-List.aspx>. Covered condition/treatment pairs for medical services are defined by specific ICD-10-CM procedure codes and CPT procedure codes. Table 2 provides a quick reference chart that illustrates the medical, dental, or behavioral health services OHP covers for each benefit package.

**Table 2
Guide to Member Benefits**

Covered Services	OHP Plus Children/Individuals (Ages 0-20)	OHP with Limited Drug* OHP Plus Non-Pregnant Adults (Ages 21 and Older)
Acupuncture	Covered	Covered
Chiropractic	Covered	Covered
Substance Use Disorder	Covered	Covered

Covered Services	OHP Plus Children/Individuals (Ages 0-20)	OHP with Limited Drug* OHP Plus Non-Pregnant Adults (Ages 21 and Older)
Dental (Basic services, including cleaning, fillings, and extractions. Urgent, immediate treatment. Other services are limited*)	Covered	Covered
Diagnostic studies	Covered	Covered
Durable Medical Equipment and Supplies (DME)	Covered	Covered
Emergency Services	Covered	Covered
Hearing Aids & Exams	Covered	Covered
Home Health	Covered	Covered
Hospice Care	Covered	Covered
Hospital Care (Inpatient/Outpatient)	Covered	Covered
Immunizations	Covered	Covered
Labor & Delivery	Covered	Covered
Laboratory & X-Ray	Covered	Covered
Medical Transportation	Covered	Covered
Mental Health Services	Covered	Covered
Naturopathy	Covered	Covered
Pain Management	Covered	Covered
Physical, Occupational & Speech Therapy	Covered	Covered
Physician Services	Covered	Covered
Podiatry	Covered	Covered
Prescription Drugs	Covered	Limited*
Private Duty Nursing	Covered	Covered
Skilled nursing facility (SNF)	Covered	Covered
Vision Care	Covered	Limited*

Non-Covered Services

It is important to understand the nature of the treatment/condition pairs that fall below the funded line on the *Prioritized List of Health Services*. Please keep these principles in mind:

- Treatment/condition pairs are defined by specific CPT procedure codes and ICD-10-CM diagnoses codes. Claims, referrals, and prior authorization requests must have accurate CPT and ICD-10-CM codes in order to determine coverage eligibility. ICD-10-CM codes must be used to the greatest degree of specificity.
- The presence or absence of a comorbid condition may affect coverage. Providing information about comorbid conditions with requests for referrals or prior authorizations may decrease the likelihood of denial of these requests.
- Diagnostic services are covered until a diagnosis is reached.
- Services for non-funded treatment/condition pairs may be provided at the Member's expense; however, Members may be required to sign waivers or consents prior to the provision of treatment.
- In the case of non-covered treatment that may exist for the patient's condition, providers must assure that the patient is informed of: clinically appropriate treatment for the patient's condition, whether covered or not; community resources that may be willing to provide non-covered services; and, future health indicators that may warrant a repeat diagnostic visit.

The Oregon Health Authority requires providers to use the 3165-waiver form before treating and charging a Member for a service not covered by Advanced Health or the Oregon Health Plan. The waiver, which will be completed/signed by the provider and signed by the Member, gives the Member information about the service they will be receiving and for which they will be financially responsible, including the condition being treated; the expected date of the service; the estimated charges; and other types of potential charges, such as lab, radiation, and hospital charges.

A copy of the waiver is provided as Exhibit 4.

Providers may not bill Members for non-covered services without a completed waiver in place prior to rendering the service. Members may not be billed for services that would otherwise be covered but are not supported by a diagnosis of established coding guidelines, or services that require authorization or are submitted untimely.

Excluded Services and Limitations

Certain services or items are not covered under any program or for any group of eligible Members. It is the responsibility of the provider to inform Members if certain services are not covered by the Oregon Health Plan or Advanced Health. If a Member chooses to proceed with a non-funded or excluded service, it is the responsibility of the provider to specify the total cost of the service to the Member and to have the Member sign an *OHP Client Agreement* formally accepting full financial responsibility for the service. This form is available at https://aix-xweb1p.state.or.us/es_xweb/DHSforms/Served/he3165.pdf

Additional Benefit Information

Mental Health Services: Mental Health services are a covered benefit through Advanced Health. No prior authorization is required for Members who wish to access outpatient mental health services.

Prescriptions for medications used to treat mental health diagnoses are billed by pharmacies directly to OHA's Health Services Division (HSD). Prescriptions written by Advanced Health's contracted providers for medications that are used in conjunction with mental health medications (e.g., medications that treat side effects for mental health drug therapy) are covered by Advanced Health but are subject to patient eligibility, plan benefits, limitations, and exclusions.

Substance Use Disorder Services: Advanced Health has contracted with ADAPT for the provision of outpatient, residential, and inpatient addiction treatment in Coos and Curry Counties. Members may self-refer to these services. No prior authorization from Advanced Health is required. Medication-Assisted Treatment (MAT) services are present in Coos County and Curry County.

Pharmacy Benefits: Oregon Health Plan Members currently have drug benefits as part of their benefits package. The coverage of medications is dependent upon whether the drug is included on Advanced Health's Drug Formulary. The diagnosis must be covered and is subject to exclusions and limitations. It is mandatory that generic medications be substituted whenever possible. Some medications on the formulary require prior authorization. Any medications not listed on the formulary must be authorized in advance. Please use the Medication Authorization Form and/or consult Advanced Health's most recent Drug Formulary at www.advancedhealth.com.

Dental Services: Dental Services are a covered benefit for Advanced Health Members. This includes anesthesia, hospital, or ambulatory surgical services for patients with severe medical needs. Authorization is required for some services prior to services being rendered.

Advantage Dental provides most dental services for Advanced Health Members. Advantage Dental has various locations throughout Coos and Curry Counties, including Bandon, Brookings, Coos Bay, and North Bend. Each location can be contacted by calling 1-866-268-9631 or TTY 711.

Preventive Care Services: Advanced Health practitioners are expected to implement the "A" recommendations of the Guide to Clinical Preventive Services.

Member Medical Care Access

Advanced Health's participating practitioners must ensure that health care services are accessible to people with disabilities or who have other special needs, such as visual or hearing impairments.

Members with Limited English Proficiency (LEP): Advanced Health can arrange for a certified Spanish health care interpreter to be present for most appointments, with 48 hours advance notice. Please contact Member Services. Member Services may also assist in arranging for telephone-based interpretation in multiple languages. Advanced Health also provides translation services for written materials as needed, at no cost to the Member. Contact Member Services with questions or to arrange interpretation or translation services.

Members with Visual or Hearing Impairments: Providers and practitioners should be prepared to meet the needs of the visually and/or hearing impaired. To arrange for a sign language interpreter to be present at an appointment, please contact Member Services at least 48 hours prior to the scheduled appointment. For urgently needed sign language interpreter services, local options might include Southwestern Oregon Community College, or the Emergency Department or the Social Services office at Bay Area Hospital. The Oregon Telecommunication Relay Service is available at 800.735.2900 to facilitate phone communication with Members utilizing special telecommunication devices.

There is no charge to Members for interpreter services or the use of special telecommunication devices.

Family Planning Services

Members are not required to seek prior authorization or referral from their assigned primary care provider prior to seeking women's health care or family planning services. Advanced Health respects the right of every Member to choose their family planning provider and family planning methods.

Reproductive Specialty Services

Hysterectomy and Sterilization policies are found in Oregon Administrative Rule 410-130-0580. Providers are encouraged to review the rules and regulations that apply to hysterectomies and sterilization and to be conversant with them. Consents must be informed to protect the professional liability of the provider, and forms populated precisely to avoid the denial of a claim. The required forms vary depending upon the procedure and the age of the person seeking the procedure. Each form must be completed and dated in a particular order and within a particular time frame in relation to the procedure.

The DMAP Hysterectomy and Sterilization Procedures Manual will direct providers in the process of garnering consent properly and completing forms correctly. This Manual can be downloaded at <http://www.oregon.gov/oha/HealthPlan/Policies/130rb100114.pdf> This is a federally funded program that offers no leeway for claims and forms that are incomplete, incorrect, improperly sequenced, or illegible. Hysterectomy and Sterilization Consent Forms (DMAP Forms 741, 742A, and 742B) may be obtained from <http://www.oregon.gov/oha/HealthPlan/Pages/forms.aspx> Please note that separate and distinct forms are used for persons aged 21 years and older, persons aged 15 to 20, women who are capable of child-bearing, and women who are sterile prior to hysterectomy. Forms are available in English and Spanish.

The practitioner performing the procedure must attach a copy of the correctly completed consent form to the claim. If a correctly completed informed consent form is not attached, the claim, and all associated claims (hospital, anesthesiology, etc.), will be denied.

If the patient is facing a life-threatening emergency in which prior acknowledgment is not possible, the physician performing the hysterectomy must clarify in writing their determination that prior acknowledgment was not possible and that the hysterectomy was performed under a life-threatening and emergent situation.

Non-Emergency Medical Transportation (NEMT):

NEMT is among the benefits available to Oregon Health Plan Members, and includes transportation assistance for regularly scheduled medical, pharmacy, dental, and behavioral health appointments. Members may contact Bay Cities Transportation Brokerage directly at 1.877.324.8109 to schedule transportation. Please try to schedule transportation at least 24 hours prior to the assigned appointment time when possible. Same day NEMT transportation may be available if circumstances prevented the ability to schedule at an earlier time. Contact Member Services, or Bay Cities Brokerage, for any issues or questions that might arise regarding the transportation benefit.

MEMBER RIGHTS AND RESPONSIBILITIES

The following information about member rights and responsibilities is excerpted from Advanced Health’s Member Rights, Protections and Responsibilities Policies and Procedures . As a provider, having knowledge of Member Rights and Responsibilities is an expectation, and is important in communications with members.

Members have the right to:

- Be treated with dignity and respect;
- Be treated by participating providers the same as other people seeking health care benefits to which they are entitled and to be encouraged to work with the Member’s care team, including Providers and community resources appropriate to the Member’s needs;
- Choose a Primary Care Provider (PCP) or service site and to change those choices as permitted in Advanced Health’s administrative policies;
- Refer oneself directly to Behavioral Health or family planning services without getting a referral from a PCP or other Participating Provider;
- Have a friend, family member, member representative, or advocate present during appointments and other times as needed within clinical guidelines;
- Be actively involved in the development of their Treatment Plan;
- Be given information about their condition and Covered and Non-Covered services to allow an informed decision about proposed treatments;
- Consent to treatment or refuse services and be told the consequences of that decision, except for court ordered services;
- Receive written materials describing rights, responsibilities, benefits available, how to access services, and what to do in an emergency;
- Have written materials explained in a manner that is understandable to the Member and be educated about the coordinated care approach being used in the community and how to navigate the coordinated health care system;
- Receive culturally and linguistically appropriate services and supports in locations as geographically close to where Members reside or seek services as possible and choice of

providers within the delivery system network that are, if available, offered in non-traditional settings that are accessible to families, diverse communities, and underserved populations;

- Receive oversight, care coordination and transition and planning management from Advanced Health within the targeted population to ensure culturally and linguistically appropriate community-based care is provided in a way that serves them in as natural and integrated an environment as possible and that minimizes the use of institutional care;
- Receive necessary and reasonable services to diagnose the presenting condition;
- Receive integrated person-centered care and services designed to provide choice, independence and dignity and that meet generally accepted standards of practice and are medically appropriate;
- Have a consistent and stable relationship with a care team that is responsible for comprehensive care management;
- Receive assistance in navigating the health care delivery system and in accessing community and social support services and statewide resources including but not limited to the use of certified or qualified health care interpreters, certified traditional health workers including community health workers, peer wellness specialists, peer support specialists, doulas, and personal health navigators who are part of the Member's care team to provide cultural and linguistic assistance appropriate to the Member's need to access appropriate services and participate in processes affecting the Member's care and services;
- Obtain Covered Preventive Services;
- Have access to urgent and emergency services 24 hours a day, seven days a week without prior authorization;
- Receive a referral to specialty providers for medically appropriate covered coordinated care services in the manner provided in Advanced Health's referral policy;
- Have a clinical record maintained that documents conditions, services received, and referrals made;
- Have access to one's own clinical record, unless restricted by statute;
- Transfer of a copy of the clinical record to another provider;
- Execute a statement of wishes for treatment, including the right to accept or refuse medical, surgical, or behavioral health treatment and the right to execute directives and powers of attorney for health care established under ORS 127;
- Receive written notices before a denial of, or change in, a benefit or service level is made, unless a notice is not required by federal or State regulations;
- Be able to make a complaint or appeal with Advanced Health and receive a response;
- Request a contested case hearing;
- Receive a notice of an appointment cancellation in a timely manner; and
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation, as specified in other federal regulations on the use of restraints and seclusion.

- A second opinion from a Health Care Professional within the Provider Network or outside the Provider Network, at no cost to the Members;
- Exercise their civil rights under Title VI of the Civil Rights Act and ORS Chapter 659A and to report a complaint of discrimination by contacting the Contractor, OHA, the Bureau of Labor and Industries or the Office of Civil Rights;
- Receive written notice of Advanced Health's nondiscrimination policy and process to report a complaint of discrimination on the basis of race, color, national origin, religion, sex, sexual orientation, marital status, age, or disability in accordance with all Applicable Laws including Title VI of the Civil Rights Act and ORS Chapter 659A;
- Equal access for both males and females under 18 years of age to appropriate facilities, services and treatment under this Contract, consistent with OHA obligations under ORS 417.270;
- OHA certified or qualified health care interpreter services available free of charge to each Potential Member and Member. This applies to all non-English languages and sign language, not just those that OHA identifies as prevalent;
- Have in place a mechanism to help Members and Potential Members understand the requirements and benefits of Advanced Health's plan and develop and provide written information materials and educational programs consistent with the requirements of OAR 410-141-3280 and 410-141-3300;
- Receive information on available treatment options and alternatives presented in a manner appropriate to the Member's condition, preferred language, and ability to understand;
- To request and receive a copy of their own Health Record, (unless access is restricted in accordance with ORS 179.505 or other Applicable Law) and to request that the records be amended or corrected as specified in 45 CFR Part 164;
- Be furnished by Advanced Health the information specified in 42 CFR §438.10(f)(2)-(3), and 42 CFR §438.10(g), if applicable, as specified in the CFR within thirty (30) days after Advanced Health receives notice of the Member's Enrollment from OHA within the time period required by Medicare. Advanced Health shall notify all Members of their right to request and obtain the information described in this section at least once a year;
- Access Covered Services which at least equals access available to other persons served by Advanced Health;
- Exercise Member's rights, and that the exercise of those rights will not adversely affect the way Advanced Health, its staff, Subcontractors, Participating Providers, or OHA, treat the Member. Advanced Health shall not discriminate in any way against Members when those Members exercise their rights under the OHP;
- Any cost sharing authorized under the Contract for Members is in accordance with 42 CFR §447.50 through 42 CFR §447.90 and the applicable Oregon Administrative Rules;
- Be notified of Member's responsibility for paying a Co-Payment for some services, as specified in OAR 410-120-1230;
- If available and upon request by Member, utilize electronic methods to communicate with and provide Member information;

- Be furnished health care services in accordance with requirements for timely access and medically necessary coordinated care (42 CFR §438.206 through 42 CFR §438.210);
- Be provided information to help understand the requirements and the benefits of the Plan; and
- Exercise his or her rights and the exercise of those rights will not adversely affect the way Advanced Health, its Network Providers, or the State Medicaid agency treats the Member.

Members have the responsibility to:

- Choose or help with assignment to a PCP or service site;
- Treat Advanced Health, Providers, and clinic staff members with respect;
- Be on time for appointments made with Providers and to call in advance to cancel if unable to keep the appointment or if expected to be late;
- Seek periodic health exams and preventive services from the PCP or clinic;
- Use the PCP or clinic for diagnostic and other care except in an emergency;
- Obtain a referral to a specialist from the PCP or clinic before seeking care from a specialist unless self-referral to the specialist is allowed;
- Use urgent and emergency services appropriately and notify the Member's PCP or clinic within 72 hours of using emergency services in the manner provided in the Advanced Health's referral policy;
- Give accurate information for inclusion in the clinical record;
- Help the Provider or clinic obtain clinical records from other providers that may include signing an authorization for release of information;
- Ask questions about conditions, treatments, and other issues related to care that is not understood;
- Use information provided by Advanced Health Providers or care teams to make informed decisions about treatment before it is given;
- Help in the creation of a Treatment Plan with the provider;
- Follow prescribed agreed upon treatment plans and actively engage in their health care;
- Tell the Provider that the Member's health care is covered under the OHP before services are received and, if requested, show the Provider the Division Medical Care Identification form;
- Tell the Department or Authority worker of a change of address or phone number;
- Tell the Department or Authority worker if the Member becomes pregnant and notify the worker of the birth of the member's child;
- Tell the Department or Authority worker if any family members move in or out of the household;
- Tell the Department or Authority worker if there is any other insurance available;
- Pay for Non-Covered Services under the provisions described in OAR 410-120-1200 and 410-120-1280;

- Pay the monthly OHP premium on time if so required;
- Assist Advanced Health in pursuing any third-party resources available and reimburse Advanced Health the amount of benefits it paid for an injury from any recovery received from that injury; and
- Bring issues or complaints or grievances to the attention of Advanced Health.

MEDICAL RECORD DOCUMENTATION PRACTICES

Participating providers are required to safeguard patient-identifying information and to maintain records in a manner consistent with State and Federal laws. If evidence of substandard medical record keeping is identified by a random chart audit, the provider will be educated regarding the policy and further monitoring done as deemed necessary. Participating Providers are required to submit corrective action plans for non-compliant processes.

Participating Providers agree to adhere to the medical record standards as outlined below:

- All pages contain patient name;
- Address is contained in biographical/personal data;
- Telephone number are contained in biographical/personal data;
- Work telephone number is contained in biographical/personal data;
- Employer is contained in biographical/personal data;
- Marital status is contained in biographical/personal data;
- All entries contain author identification;
- All entries are dated. Every entry must contain complete date (mm/dd/yy);
- The record is legible;
- There is a complete medical condition list, which states significant illnesses, etc., single sheet prominently displayed;
- Medication allergies and adverse reactions to medications, or the lack of them (NKDA/NKA) is prominently displayed;
- There is an appropriate past medical history in the chart, which includes serious illness, surgeries, accidents, family history, and mental health history. This applies to patients seen three times or more and must be easily found within the record;
- If OB patient, there is an Oregon uniform prenatal record or its equivalent in the record.
The form must be complete to current date;
- There is documentation of smoking habits and history of alcohol use and substance abuse. This applies to records of patients age 14 and older who have been seen three or more times, or who have been seen before the third visit for an annual health exam;

- There is pertinent history with subjective and objective reasons for presenting problem;
- There is a pertinent physical exam for presenting problem;
- Lab and other studies are ordered as appropriate;
- Working diagnosis is consistent with findings. Diagnosis is specific and clearly identified;
- Plans of action/treatment are consistent with the diagnosis. Includes tests, medications, patient education, and ancillary services;
- The encounter forms or notes have a notation, when indicated, regarding follow-up care calls or visits. (Includes hospital discharge planning when a patient is hospitalized.);
- Unresolved problems from previous visits are addressed;
- There is evidence of the appropriate use of consultants;
- If a consultation is requested, there is a note from the consultant in the record.
- All consultation, lab, and imaging reports filed in the chart or initialed by the primary care physician. (Includes hospital and ER records.);
- Consultation and abnormal lab and imaging study results have an explicit notation in the chart regarding follow up plans when appropriate;
- There is no evidence that the patient is placed at an inappropriate risk by a diagnostic or therapeutic problem. Includes tests, medications, and authorizations to consultants, treatments, preventive care, and follow-up;
- An immunization record has been initiated for children (10) ten years old and under, or any appropriate history has been made in the medical record for adults;
- Preventive services are appropriately used;
- Medical records are organized, permitting effective patient care and quality review;
- All documents in the medical record are securely attached in the chart;
- There is no more than one patient in each chart;
- There is documentation of patient education;
- If medications are prescribed, they are recorded on a medication sheet that is easily found and is current in the record or all current medications are listed in each chart note;
- All entries must be dated and legible, and must include author identification;
- All signatures must be full and legible and must include the title of the writer. The use of a rubber stamp to identify the signature of the practitioner is acceptable if the provider has signed a statement saying they are the only one person who will use the stamp to sign a document. The statement must be kept on file in the provider's administrative office;
- A clinical entry must be made for every patient-provider contact;
- Should it be necessary to correct an entry in the medical record, the error should be crossed through one time with ink. The cross-through must be initialed and dated by the corrector. Do not write "error";

- A medical record shall not be permanently filed until it is reviewed and completed by a responsible practitioner; and
- Records may be removed from the care provider's jurisdiction and safety only in accordance with a court order, subpoena, or statute. All records are the property of the participating provider and shall not be taken away without the permission of the clinical site. Unauthorized removal of records by providers or the provider's staff is prohibited.

These standards are used in conjunction with the medical record-keeping requirements stated in OAR 410-141-0180 to which Participating Providers are subject.

Advanced Health maintains the right to review Member medical records for quality improvement, utilization review, payment, and medical management purposes. HIPAA privacy regulations allow these activities as part of Advanced Health healthcare operations.

Records Retention: All medical records pertaining to Advanced Health Members must be retained for ten (10) years after the date of services for which claims are made. If an audit, litigation, research, evaluation, or other action involving the records is started before the end of the ten (10) year period, the clinical records must be retained until all issues arising out of the action are resolved.

ADVANCE DIRECTIVES POLICY

Advanced Health follows federal and state regulations that require Members to be informed of their right to make health care decisions and execute Advance Directives. An Advance Directive is a formal document that allows a patient to express their desires and control their health care needs at times when they are unable to communicate those desires or make decisions.

Advanced Health's members are encouraged to complete a Power of Attorney for Health Care, which is a type of Advance Directive. To comply with the federal Patient Self-Determination Act (Section 4751 of OBRA 1991, 42 CFR Part 489, Subpart I) and Oregon regulations (ORS 127.649), it is required that all practitioners document prominently in the patient's medical record the existence of an Advance Directive.

At Advanced Health, primary care providers are charged with the responsibility of discussing the importance of Advance Directives for all patients over the age of majority. Even if the patient elects not to execute an Advance Directive, the medical record must indicate that the offer of an Advance Directive was made, and that related counseling was provided. Dentists are also required to discuss and recommend Advance Directives with patients prior to any oral surgical procedure.

If the Member is also a Medicare beneficiary, CMS rules require that documentation must be prominently displayed in the medical record stating either that an Advance Directive has been signed and is included in the chart, or that an Advance Directive has not been signed. The lack of an entry stating an Advance Directive has been signed is inadequate; if an Advance Directive has not been executed it must be explicitly stated so in a prominent location in the patient's medical record.

Proof of compliance with the above Advance Directive requirements is part of the routine medical record review, which is necessary for the re-certification for participation on Advanced Health's provider panel.

Information for Members and the public about Advance Directives and how to complete one is available on Advanced Health's website at: <http://advancedhealth.com/members/forms/>

Providers of Behavioral Health services shall furnish information to Members on a Declaration for Mental Health Treatment and Advance Directives in accordance with ORS 127.736 *Form of Declaration* and ORS 127.531 *Form of Advance Directive*. A Declaration for Mental Health Treatment is a written statement of an individual's preferences concerning their mental health treatment. The declaration is made when the individual can understand and legally make decisions related to the treatment. It is honored, as clinically appropriate, in the event the individual becomes unable to make treatment decisions. Advanced Health makes a reasonable effort to provide Covered Services on a voluntary basis and consistent with current Declaration for Mental Health Treatment.

AUTHORIZATION REQUESTS AND UTILIZATION REVIEW

Overview

Advanced Health maintains a specialized provider network that includes primary care, medical, dental, behavioral health specialists, and Durable Medical Equipment (DMS) vendors.

Some services, medications, or items that you order may need a prior authorization (PA). A prior authorization request allows a clinical review of requested services to ensure medical necessity. Clinical review requirements have been defined with procedures for the review of requested treatments, surgeries and other health-related items, that follow Oregon Health Authority (OHA) rules and guidelines, the Prioritized List of Health Services and any applicable state and federal laws, as part of the Oregon Health Plan (OHP) Member's benefit package. Please refer to the most current Prioritized List at <http://www.oregon.gov/oha/HSD/OHP/Pages/Prioritized-List.aspx>

An authorization may be required if Advanced Health is secondary to primary health coverage. Advanced Health is a payer of last resort unless the Member also has Indian Health coverage. If a Member has Indian Health, Advanced Health will become primary coverage. If a Member has Medicare or a Medicare HMO primary and services are covered by Medicare, no PA is required. Only covered benefits will be paid for.

Please refer to Advanced Health's Medical Authorization Grid to know what services require prior authorization. The grid is updated annually and is located within **Provider Forms and Resources on our website**, www.advancedhealth.com. Hover over the word Provider and then choose Provider Forms and Resources.

If an authorization is required but was not obtained prior to services being rendered, the service may be denied.

Submitting a Prior Authorization (PA) Request

Forms are located on our Advanced Health website, www.advancedhealth.com: Hover over the word **Provider** and then choose **Provider Forms and Resources** to find the prior authorization request forms. The forms can be downloaded and populated electronically, printed, and faxed to Advanced Health using the number listed on the top right-hand corner of the form (541-269-7174). Provider and staff can use the **DOCS Portal** (www.docshp.com) to ensure faxes are received and an authorization number has been created, or they can call **Customer Service at 541-269-7400**. Please apply to gain access to the DOCS Portal by completing the Online User Registration form within the Provider Forms and Resources, **Online User Registration** listed under Administrative. Once approved, you can go to www.docshp.com to use the portal to look up Member eligibility and authorization status.

Required Information for Authorization: The following information is required for authorizations:

- Patient Name, Date of Birth, Member ID#
- Name of Primary Care Physician
- Name of Referred Provider
- Primary Diagnosis Code(s)
- Date(s) of Service
- Procedure Code(s)
- Chart Notes Attached
- Hospital Notification of Admit or Observation with patient Demographic Sheet (for Inpatient Authorization Request)

Other PA Requirements:

- The Primary Care Provider (PCP) is accountable to submit prior authorizations, with the exception of Behavioral Health. Advanced Health will accept clinical data from any source.
- An out of network specialist provider with a valid authorization, requested by PCP or created by Advanced Health, may request additional follow-up services from Advanced Health with proper documentation showing the need for follow-up.
- The PCP or specialist office can complete and fax the Advanced Health Physician Authorization Request to Advanced Health at 541-269-7147, or the form can be mailed to Advanced Health, Attn: Medical Management, 289 La Clair Street, Coos Bay, OR 97420.
- Upon completion of the authorization, approved services will be given an authorization number. This number must be included on the claim when submitted.
- When a prior authorization is requested by PCP, the PCP is responsible for relaying the outcome of the authorization and the authorization number to the requested provider or facility.

Authorization numbers can be located on the Provider Portal at www.docshp.com.

Utilization Review

The mission of Medical Management/Utilization Review (UR) is to enhance Member health and deliver quality, cost-effective health care services through collaboration with Members, providers, and the community. The program's scope encompasses all health care delivery activities across the continuum of care, including inpatient admissions to hospitals, acute rehabilitation facilities, skilled nursing facilities, home health care services, outpatient care, and office visits.

The UR team reviews the benefits available to the Member under the appropriate rules. The focus is on determining whether a service constitutes a covered benefit, whether criteria for coverage have been satisfied, and whether the service is the most cost-effective option among those available. Clinical specialists with appropriate licenses or certifications perform this function under the direct supervision of the Chief Medical Officer or Behavioral Health Director.

Utilization review for planned and/or scheduled service requests is accomplished using relevant Oregon Administrative Rules, the Prioritized List, CMS' NCD or LCD criteria guidelines, and published national evidence-based guidelines such as those from OHRQ, the Milliman Clinical Guidelines (MCG) and the American College of Radiology's Appropriateness Criteria. Commercial evidence-based resources, such as *Hayes Review* and *Up-to-Date*, are also utilized.

In some cases, a direct review of recently published medical literature is performed in order to identify best practices in areas of medicine and behavioral health that are rapidly changing. Advanced Health's goal is to identify current standards of care and criteria for establishing medical necessity in order to ensure that all Members receive the best possible high-quality care.

At a minimum, Members will be provided those Covered Services that are medically appropriate and described as a funded condition with treatment that pairs on the Prioritized List of Health Services, including Ancillary Services. Any decision to deny a service authorization request or to authorize a service in an amount, duration, or scope that is less than requested, will be made by an individual who has appropriate expertise in addressing the Member's medical, behavioral health, or long-term services and supports needs.

If the PA is approved, Advanced Health will fax a notification to the requesting provider. If the PA is denied, Advanced Health will provide a written notice to the requesting provider and the enrollee informing both of any decision denying a service authorization request, or when a requested service is reduced in an amount, duration, or scope that is less than requested.

Authorizations are typically valid for 90 days from the date of authorization unless an extension to the standard authorization period has been requested.

Authorization is not a guarantee of payment. Payment depends upon Member eligibility on the date of service, contract terms, and compliance with rules, regulations, and policies of Advanced Health and Department of Human Services Department (DHS) as applicable.

Time Frames for Authorization Decisions

Pharmacy authorization requests are reviewed within 24 hours of receipt. If additional information is needed to make a decision, the timeframe may be extended an additional 48 hours.

All other non-pharmacy authorization requests will be determined valid or non-valid within 24 hours of receipt on business days or within 24 hours immediately following a non-business day. Advanced Health reviewers generally finalize a decision on 95 percent of valid PA requests within three working days from the receipt of the request for service.

Advanced Health shall process Standard authorization requests, for services not previously authorized, and provide notice as expeditiously as the Member's condition requires and no later than 14 days following receipt of the request for service. If additional information is necessary to make a decision that is in the Member's best interest, or at the request of the Member or provider, the time frame may be extended up to 14 additional days.

For cases in which a provider indicates, or Advanced Health determines, that following the Standard timeframe could seriously jeopardize the Member's life or health or ability to attain, maintain, or regain maximum function, Advanced Health must make an Expedited decision and provide notice as expeditiously as the Member's health condition requires and no later than 72 hours after receipt of the request for service. Advanced Health may extend the 72-hour time period by up to 14 calendar days if an extension is determined necessary and is in the Member's best interest or is requested by the Member.

If additional information is necessary to provide a complete review and to reach an authorization decision, a fax will be sent to the requesting provider seeking the additional information. The reviewer may also consult with the requesting provider, when appropriate, to allow for a complete and thorough review. If the information requested is not received, the PA may be denied for insufficient information.

If it is necessary to extend the timeframe to allow for a complete and accurate review, Advanced Health will notify the Member in writing to explain the reason for the extension.

Specialty Services Not Requiring Authorization

Direct access to specialists:

For Members with **Special Health Care Needs (SHCN)**, determined through a comprehensive assessment and noted to have ongoing special conditions requiring a course of treatment or regular care monitoring, Advanced Health will allow direct access to a specialist, at no cost to the Member. The specialist should be appropriate for the Member's condition and identified needs. The PCP can simply refer the Member to the specialist without an authorization. The referring provider should also notify Advanced Health of the referral by submitting the **Physician Authorization Form**, found on our website, marking the **SHCN Box** at the top of the form, and providing the name and contact information of the specialist. This will allow the creation of an authorization number to be provided to the specialist for billing purposes. This authorization will include pre-approved visits (i.e., 6 visits in 6 months), allowing the Member to establish with a specialist to receive care. This notification would also provide Advanced Health Intensive Care Coordination (ICC), and Care Management (CM) Teams notification of SHCN Members.

No Prior-Authorizations are required for services related to OB care, family planning, immunizations, women's health exams, or HIV/AIDS testing and prevention services. In addition, no authorization is required for physician services or surgical services provided by a participating provider in Oregon if the primary diagnosis is HIV/AIDS.

Please refer to Advanced Health's **Medical Authorization Grid** to know what services require prior authorization. The grid is updated annually and is located within **Provider Forms and Resources** on our website, www.advancedhealth.com. Hover over the word **Provider** and then choose **Provider Forms and Resources**.

A Second Opinion may be requested by a provider with no PA required. If a qualified Participating Provider cannot be arranged by the referring provider then the Manager of Medical Services, or the Director of Behavioral Health, within Advanced Health can create an authorization with pre-approved visits (i.e.6 visits in 6 months) allowing the Member to establish with specialist and receive care, at no cost to the Member.

Pharmacy Authorizations

When requesting authorization for medications, please use the medication authorization form, which can be found on our website at www.advancedhealth.com. The form can be faxed to our Pharmacy Department at 541-269-7147.

Medications that are listed on Advanced Health's drug formulary and/or for which the Member has a covered diagnosis are covered. Some medications may have step edits, age, or quantity restrictions that may apply. Some medications are on Advanced Health's formulary but may require prior authorization. Medications that require prior authorization are indicated by "PA" next to the medication name. Advanced Health updates the formulary on an annual basis. The current formulary and pharmacy authorization form can be found on our website at www.advancedhealth.com.

Medications used primarily by mental health providers are paid by the State from the "7-11" fund and are not subject to payment by Advanced Health. Injectable and IV medications are covered with prior authorization. Compounded, experimental, investigational, cosmetic, and lifestyle medications are not a covered benefit.

Generic Medications: Advanced Health has a mandatory generic medication plan. Generic medications should always be substituted by the pharmacist if one is available for a name brand.

Non-Formulary Medications/ Medications Requiring a Prior Authorization: An authorization request is required for medications that are not listed on Advanced Health's formulary or are on the formulary but require prior authorization. If a prescription for a non-formulary medication is written after hours or on the weekend and requires prior authorization, pharmacies are instructed to provide a three-day supply and are to submit a prior authorization request. These requests will be reviewed by Advanced Health's on-call staff. Pharmacies are encouraged to call the MedImpact Help Desk at 1-800-788-2949 for assistance at any time.

Discharge Medications: Please refer to Advanced Health’s formulary when prescribing discharge medications. An override for a five-day supply will be provided for hospital discharge medications if the medications are either not on the formulary or require prior authorization. Medications not listed on the formulary must be authorized. If authorization cannot be obtained, then a five-day supply should be provided so that prior authorization can be obtained from the physician. You can also contact the MedImpact Pharmacy Help Desk at 800-788-2949.

Specialty Medications: Specialty medications, such as injectable medications are dispensed through US Bioservices Pharmacy. You may contact US Bioservices at 1-888-518-7246.

Pharmacy Help Desk: MedImpact is Advanced Health’s Pharmacy Benefits Management (PBM) company. They help us monitor our drug utilization and process pharmacy requests for medications. Please feel free to contact the Help Desk with any questions: 1-800-788-2949.

Retroactive Authorization Guidelines

In order to be considered for approval, the authorization must be determined to be medically necessary and appropriate. Retroactive requests will be reviewed for approval under the following conditions:

- The request must be received within 30 days of the date of service. Providers must describe the reason that the authorization was not requested in a timely manner;
- The Member was eligible on the date of service;
- The service and diagnosis are paired and considered above the line in accordance with the Prioritized List and are covered under the Member’s OHP benefit package; and
- Retroactive authorizations will not be granted for pharmacy benefits without a justified reason.

Provider Appeals of Authorization Decisions

Providers may appeal the following medical decisions made by Advanced Health:

- Authorization of procedures, OOA Specialty Visits, or medications;
- Hospital length-of-stay; and,
- Denials of coverage based upon the medical necessity of a service.

Advanced Health treats a provider appeal request, without the Member’s written permission, as a reconsideration request reviewed by an alternate, appropriate clinician. If the Member’s written permission is included with the provider appeal request or is received separately, the request will be handled as a Member appeal requests following the process outlined in the Advanced Health Member Grievance System Policies and Procedures. See the **Member Grievance and Appeal System** section of this Provider Manual for an overview of the process.

All authorization appeals submitted by a provider should include additional information that the provider believes was not previously known or considered by Advanced Health in its decision-making process that

concluded in the denial of the authorization request. Appeals submitted without additional clarifying information are subject to the original denial being upheld without further consideration.

If a treatment has been denied on the basis that it is experimental or investigational, the request for reconsideration must be accompanied by peer-reviewed professional literature supporting the effectiveness of the procedure or treatment at issue. The reconsideration may be subject to review by the Clinical Advisory Panel.

The Provider Appeal Request forms can be accessed at www.advancedhealth.com. Please forward appeals to Advanced Health, Attn: Provider Appeals, 289 LaClair Street, Coos Bay, OR 97420. You may also fax an appeal with any supporting documentation to 541-269-7147. We follow standard timeframe of up to two weeks to process provider authorization appeals.

Authorizations for Behavioral Health Services

Authorizations are not needed for in-network outpatient Behavioral Health services with contracted providers. Timeframes for Members receiving outpatient services are 14 days. All other services, including urgent services, should be received within 72 hours of referral or request. Requests for out of network services, day treatment, psychiatric residential, and inpatient care are required to have prior authorizations and may be submitted to Advanced Health by completing the Behavioral Health Authorization Request form.

Please refer to Advanced Health's Authorization Grid to know what services require prior authorization. The grid is updated annually and is located within **Provider Forms and Resources on our website**, www.advancedhealth.com. Hover over the word Provider and then choose Provider Forms and Resources.

PRACTICE GUIDELINES

Advanced Health uses evidence-based practice guidelines to promote the highest quality clinical and health outcomes for Advanced Health Members. Practice guidelines are adopted in consultation with network providers and the Clinical Advisory Panel. The guidelines are reviewed annually and updated as appropriate. Advanced Health's decisions for utilization management, Member education, coverage of services, or other areas to which the guidelines apply, must be consistent with the adopted practice guidelines.

Clinical practice guidelines may be recommended for the improvement of health outcomes for Advanced Health Members based on prevalent conditions in the community and other identified needs. Clinical practice guidelines may be recommended to the Advanced Health by

- the Advanced Health Clinical Advisory Panel;
- the Advanced Health Board of Directors;
- the Advanced Health Pharmacy and Therapeutics Committee;

- the Advanced Health Interagency Quality Committee;
- physical Health providers, oral health providers, substance use treatment providers, behavioral health providers, or any provider in the Advanced Health network;

Submit any recommendations to the Chief Medical Officer. The Advanced Health Clinical Advisory Panel reviews recommendations for clinical practice guidelines and determines which guidelines to adopt.

Information about current clinical practice guidelines is available on the Advanced Health website <http://advancedhealth.com/providers/clinical-practice-guidelines/>. From the home page, hover over **Providers** and choose **Clinical Practice Guidelines** from the menu. Hard copies of clinical practice guidelines are also available upon request. Providers, please contact Provider Services for information about practice guidelines and to request copies of the information. Members should contact Member Services to request copies of practice guidelines.

Advanced Health monitors data from the Member Grievance system, including Notices of Adverse Benefit Determination, Requests for Appeal, and Member Complaints to ensure coverage decisions and utilization management decisions are consistent with the adopted clinical practice guidelines

CASE MANAGEMENT

Overview

A significant portion of the population served by Advanced Health will require a greater than average amount of available resources. It is anticipated that these needs will be addressed through a robust system of case management services. In times past, these case management services were centralized at Advanced Health; but effective in early 2020, case management services are now embedded in primary care practices. Advanced Health expects that the preponderance of case management services will be performed at the primary care practice level, and carried out by traditional health workers and nurse case managers.

In the Advanced Health network, primary care providers, care coordinators, and case managers work collaboratively, utilizing health information systems to develop plans of care that have the effect of coordinating physical health, intellectual and developmental disability services, DHS-funded long-term care and supports, and ancillary services: between settings of care; with services Members receive from other managed care entities; with services the Member may receive from fee-for-service Medicaid; and with the services the Member receives from community and social support systems. Advanced Health's case management and intensive care coordination services are the primary methods for achieving these ends.

Primary care providers should refer to their case management teams, Members who evidence complex medical and social needs. Early identification of these Members can significantly improve the quality of care, Member satisfaction, and health outcomes while controlling health care costs. Members who may benefit from case management include:

- Patients with a newly diagnosed chronic condition;

- Patients in an acute phase of illness requiring coordination of multiple services;
- Patients with unstable chronic illnesses;
- Patients whose social determinants of health render health care delivery challenges; and,
- Members who request the services of a traditional health worker.

Case managers are charged with the responsibilities of:

- Monitoring all aspects of care;
- Evaluating alternatives to care;
- Developing a problem list and plan of care;
- Managing and coordinating care;
- Documenting care information and actions taken;
- Coordinating care with multiple providers, community resources, and if consent has been granted, with the Member's family, parents, legal guardians, and/or advocates.

Member education may serve as one component of case management services. Member education is provided on a variety of topics and may include general information about disease processes, an analysis of medication usage, or plan-specific information on routine preventative health screenings as well as screening for disease-related complications. Member education may occur in a variety of settings using various resources, depending on the Member's individual needs. Whenever possible, case managers will apprise Members of disease-specific, community-based, educational resources. Disease prevention, disease-specific information, and wellness activities are included on Advanced Health's website, within the Member Handbook, and through mailings and other resources. A monthly calendar of educational offerings is available at Advanced Health's website.

Initial and Annual Health Risk Assessment

When Members are newly enrolled with Advanced Health, Advanced Health's traditional health workers, who are Members of the Member/Customer Services team, will conduct a health and risk assessment within ninety days of enrollment. If health or other risk factors are identified, the primary care team will be notified of these occurrences at the time the Member is assigned to a primary care provider. The primary care team, in turn, will assure that the Member receives case management services from the provider's case management team.

Primary care providers are required to re-assess the health status and risk factors for all assigned Members at annual intervals. These assessments may be carried out by the provider's case management team and must be documented in the medical record.

Maternity Case Management

Providers may notify Advanced Health when a Member becomes pregnant and receive a ten-dollar incentive for this notification. A pregnancy notification form may be faxed to Advanced Health at 541.269.7147. The form must be submitted within two weeks of the pregnancy test or office visit.

Resources for Health-Related Services

Advanced Health budgets for *health-related services* annually. Typically, health-related services are those non-medical services that would prove beneficial to a Member in addressing the Member's current health status or intervening social determinants of health. To be eligible to receive a *health-related service*, the service must be *non-encounterable*, represent a one-time or time-limited expenditure, be included in the patient's treatment plan with measured outcomes related to treatment plan objectives. Advanced Health's providers and Members of their case management teams may request *health-related services*. Please contact Advanced Health's case management team for information related to current processes governing *Health Related Services*.

INTENSIVE CARE COORDINATION

Overview

New regulations adopted by the Centers for Medicaid and Medicare Services, and the Oregon Health Plan, require Coordinated Care Organizations to provide Intensive Care Coordination (ICC) to all persons who are diagnosed with special health care needs, or who are among the Membership of a priority population if such individuals need or can benefit from such services. By rule, ICC must be centralized at Advanced Health and overseen by an individual who is licensed in Oregon by a mental health licensing board. This individual is assisted by a registered nurse and/or a specialized nurse with an advanced degree in the field of nursing and oversees ICC teams, largely comprised of certified traditional health workers, who are deployed throughout Advanced Health's communities.

At Advanced Health, primary care providers, care coordinators, and case managers work collaboratively, using health information systems. Providers are encouraged to increase their use of health information systems such as the Collective Platform and Activate Care. Each software platform has distinct uses. The Collective Platform details emergency room utilization of our Members and provides an opportunity for personnel to customize tailored case management and care coordination guidelines. Activate Care unifies health and social care providers around each Member's plan of care.

Within the Active Care cloud-based platform, Care Team Members collaboratively develop plans of care that have the effect of coordinating physical health, intellectual and developmental disability services, DHS-funded long-term care and supports, and ancillary services: between settings of care; with services Members receive from other managed care entities; with services the Member may receive from fee-for-service Medicaid; and with the services the Member receives from community and social support systems. Advanced Health's case management, and intensive care coordination services, are the primary methods for achieving these ends.

Assertive Community Treatment (ACT) serves adults who are diagnosed with severe and persistent mental illness. Similarly, the System of Care (SOC) serves children and adolescents who are diagnosed with severe emotional disturbances. Because ACT and SOC provide intensive care coordination, if Members are enrolled in ACT or SOC, it is not required that they also are enrolled in ICC. Coordination between ACT, SOC, and ICC occurs at the Advanced Health level, between the ICC Director and the Behavioral Health Director.

All Members who are enrolled in ICC services are served by written plans of care. Primary care providers may be involved in the development of the plan of care. Primary care providers are required to notify ICC whenever they identify a Member who falls among the *priority population* or who has a special health care need if such Member cannot be adequately served by the primary care provider's case management team. Similarly, primary care providers must notify ICC whenever they become aware of a *triggering event*.

Advanced Health has adopted comprehensive policies and procedures governing ICC. These are presented in Exhibit 9.

Eligible Populations

Every Advanced Health Member who is identified as being a Member of a priority population, or who has *special health care needs*, is entitled to receive Intensive Care Coordination. Advanced Health conducts social health needs assessment within thirty (30) days after receipt of a referral for these services in addition to an initial Health Risk Screening that identifies Members with *special health care needs*, or those who are receiving Medicaid-funded long-term care or support services, or who are Members of a *priority population*. All such Members shall be offered these services if it is likely that the Member can benefit from the service. In the event that a Member is offered ICC services, and elects to forego these services, the information is documented in the Member's file by the care coordinator performing the outreach. A Member's refusal of ICC services will not affect their benefits or ability to enroll or reenroll in ICC services in the future.

Persons with Special Health Care Needs: Persons with *special health care needs* are defined as those individuals, with an emphasis on children and adolescents, *who have or are at risk for a chronic physical, developmental, behavioral, or emotional condition and who also require health and related services of a type or amount beyond that required by other persons, in general.*

Priority Populations: The Oregon Health Plan identifies the following sub-populations for priority consideration in the delivery of coordinated care services (i.e., ICC):

Children

- Aged birth to five years and at risk of maltreatment;
- In need of early intervention services;
- Screen positive for adverse childhood experiences;
- In foster care
- At risk of losing foster care placement, current caregiver placement, or school or daycare placement;

- Children with serious emotional disturbances;
- Youth served by the Oregon Youth Authority;

Adults

- Pregnant women;
- Individuals with intellectual/developmental disabilities;
- Persons in need of targeted support services;
- Persons in need of behavioral health services;
- Persons receiving medication-assisted treatment;
- Individuals diagnosed with severe and persistent mental illness;
- Persons who are IV drug users;
- Individuals diagnosed with HIV/AIDS;
- Individuals diagnosed with tuberculosis;
- Veterans and Members of their families;
- Individuals at risk of first-episode psychosis;
- Dually eligible Members receiving DHS long-term services and supports (LTSS);
- Dually eligible Members receiving DHS long-term care services (LTC);
- Members transitioning from the State Hospital; and,
- Members in the transition from one care level to another.

Triggering Events: Members who are not typically eligible for ICC services may receive those services upon the occasion of a triggering event. In addition, all Members receiving ICC services must be re-assessed, and plans of care updated, whenever a triggering event occurs. Triggering events include, but are not limited to:

- New emergency department visit or hospital admission;
- New pregnancy;
- New chronic disease diagnosis (including behavioral health);
- New behavioral health diagnosis;
- Opioid drug use;
- IV drug use;
- Suicide attempt, ideation, or planning;
- New I/DD diagnosis;
- New reports of abuse, neglect, or adverse childhood experience;
- Recent homelessness;

- Two or more billable primary Z code diagnoses within one month;
- Two or more caregiver placements within the past six months;
- Newly identified risks for involvement in the criminal justice system;
- Children aged zero to six who have been newly excluded from school or daycare (including suspension, expulsion, or seclusion in the school setting);
- Member's child has a new behavioral health need;
- Member newly discharged from LTC to community setting;
- Member newly discharged from a residential setting to a community setting;
- Severe high level of self-reported or detected alcohol or benzo usage while enrolled in a medication-assisted treatment program;
- Two or more admissions to an acute care psychiatric hospital in a six-month period;
- Two or more re-admissions to an emergency department for psychiatric reasons in a six-month period; and,
- Exit from a specialized program (MAT, SOC, ACT).

ICC for Members with SPMI or SED

Assertive Community Treatment: Assertive Community Treatment (ACT) is an evidence-based program that addresses the unique needs of adult Members with Severe and Persistent Mental Illness (SPMI). ACT is a form of ICC services for these Members. Advanced Health provides certified ACT services, as well as ACT-like, services as a behavioral health benefit. All adult Members who are diagnosed with SPMI shall be offered ACT or ACT-like services and shall be encouraged and assisted to accept these services. If a Member is eligible for ACT services and declines participation in the program: the Member's refusal to participate must be documented in the clinical record and, every continuing effort shall be made to enroll the Member in ACT services.

System of Care/Wraparound: System of Care (SOC) is a state-mandated program that addresses the unique needs of children and youth in the foster care system and those youth who are diagnosed with Serious Emotional Disturbances (SED). SOC is a form of ICC services for these Members and is a behavioral health benefit. All children and youth who are diagnosed with SED shall be offered SOC services and shall be encouraged and assisted to accept these services. If a Member is eligible for SOC services and the Member's parent or legal guardian declines participation in the program: the parent or guardian's refusal to participate must be documented in the clinical record; and, every continuing effort shall be made by program staff to enroll the Member in SOC services. Referrals for SOC are staffed by the SOC Wraparound Review Committee. Referrals may be sent directly to the Wraparound provider at Kairos for Coos County residents and Curry Community Health for Curry residents.

FRAUD, WASTE, AND ABUSE

Advanced Health has fraud, waste and abuse policies and procedures in place that enable Advanced Health to help prevent and detect fraud, waste, and abuse activities. This includes operational policies and controls in areas such as claims, authorization, utilization management, Member and provider grievances, credentialing and contracting, provider and staff education, and corrective action plans to prevent potential fraud and abuse activities. Advanced Health has adopted rigorous policies and procedures governing fraud, waste, and abuse, and these are attached as Exhibit 10.

What is the False Claims Act & Why is it Important?

Under the False Claims Act, those who knowingly submit or cause another person or entity to submit false claims for payment of government funds are liable for three times the government's damages, plus civil penalties of \$5,500 to \$11,000 per false claim.

Qui Tam Whistleblower Provisions: The False Claims Act contains qui tam, or whistleblower, provisions. Qui tam is a unique mechanism in the law that allows citizens with evidence of fraud against government contracts and programs to sue on behalf of the government, in order to recover the stolen funds. In compensation for the risk and effort of filing a qui tam case, the citizen whistleblower may be awarded a portion of the funds recovered, typically between 15 and 25 percent. A qui tam suit initially remains under seal for at least 60 days during which the Department of Justice can investigate and decide whether to join the action.

Definitions:

- **Abuse:** Provider practices that are inconsistent with sound fiscal, business, or medical practices and result in an unnecessary cost to health programs or in reimbursement for services that are not medically necessary or that fail to meet professionally recognized standards for health care. It also includes recipient practices that result in unnecessary cost to the health plan.
- **Fraud:** An intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some authorized benefit to him/her, or some other person. It includes any act that constitutes fraud under applicable State or Federal law.
- **Waste:** Over-utilization of services or practices that result in unnecessary costs, such as providing services that are not medically necessary.
- **Incident:** A situation of possible fraud, waste, and abuse which has the potential for liability to Advanced Health, State of Oregon, MAP, or MAP contractors.

Examples of Potential Fraud, Abuse or Suspicious Activity:

Falsifying Claims/Encounter:

Alteration of Claim
Incorrect Coding (i.e. Upcoding/Down-coding)
Double Billing
Billing for Services Not Provided

Delivery of Services:

Denying/Limiting Access to Services/Benefits
Failure to Refer for Needed Services
Underutilization
Overutilization

Misrepresentation of Service/Supplies
Substitution of Services
Unbundling/Bundling (i.e., Lab Tests)

Administrative/Financial/Broker:

Kickbacks/Start Violations
Fraudulent Credentials
Fraudulent Recoupment Practices
Embezzlement

Member Abuse:

Physical or Mental Abuse
Sexual or Emotional Abuse
Neglect, Discrimination
Providing Substandard Care
Financial Exploitation

Member Eligibility Fraud:

Eligibility Determination Issues
Resource Misrepresentation
Residency
Household Composition
Income
Citizenship Status
Prescription Alteration/Forgery
Durable Medical Equipment Theft
Misrepresentation of Medical Condition
Failure to Report Third Party Liability

Medicare Part D Fraud, Waste, and Abuse: Medicare Part D is the prescription drug benefit as part of the Medicare program. Along with the benefits that come with this program, come opportunities for potential fraud, waste, and abuse. Examples of potential violations include:

- Billing for Services not Furnished and/or Drugs Not Provided;
- Billing for Non-covered Prescription as Covered Items;
- Billing for Expired Drugs;
- Dispensing Without a Prescription;
- Billing for Recycled Prescription Drugs;
- Billing for Brand when Generics are Dispensed;
- Altering Scripts or Data to Obtain a Higher Payment Amount; and
- Misrepresentation of Dates, Descriptions of Prescriptions, or Services.

Advanced Health will assist CMS, the Oregon Health Authority, and any other governmental agencies as needed in providing information and other resources during the course of an investigation of potential fraud and/or abuse incidents.

How Serious is Fraud & Abuse?

Fraud is a crime, and abuse violates other applicable laws and administrative rules. Both undermine the integrity of the program. Some of the applicable State and Federal laws include:

- 31 USC 3729-3733: Federal False Claims Act
- Deficit Reduction Act of 2005, Section 6032
- 31 USC Chapter 38: Administrative remedies for false claims and statements
- 42 USC 1320a-7b: Definition of fraud, waste, and abuse
- ORS 411.670 to 411.690: Submitting wrongful claim or payment prohibited
- ORS 646.505 to 646.656: Unlawful trade practices

- ORS 162: Crimes related to perjury, false swearing, and unsworn falsification
- ORS 164: Crimes related to theft
- ORS 165: Crimes involving fraud or deception
- ORS 165.69 through 165.698: False claims for health care payments
- ORS 166.715 to 166.735: Racketeering
- OAR 410-120-1395 to 410-120-1510: Program integrity, sanction, fraud & abuse; common law claims founded in fraud, including fraud, money paid by mistake, and money paid by false pretenses.

How to Report Potential Fraud, Abuse or Suspicious Activity: If you suspect insurance fraud, abuse, or suspicious activity has occurred, is occurring, or will occur, please report it immediately through any of the following ways:

Advanced Health Phone	541-269-7400
Advanced Health Fax.....	541-269-7789
OHA Fraud Investigation Unit	503-378-2577
DHS’s Fraud & Abuse Hotline	1-800-372-8301
Oregon Department of Justice Medicaid Fraud Control Unit	971-673-1890
DHS’s Fraud Reporting Website: www.oregon.gov/dhs/abuse/pages/fraud-faq.aspx	

Frequently Asked Questions

Q: Can an individual remain anonymous when reporting suspected fraud & abuse?

A: Yes, both the fraud reporting hotline and the fraud reporting website include options to remain anonymous.

Q: Is someone that is reporting suspected cases of fraud and/or abuse protected from retaliation?

A: Yes, State and Federal laws protect those who report against retaliation (discharge, demotion, suspension, threats, harassment, or another manner of discrimination) because of the lawful acts of the employee in reporting under the False Claims Act.

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT

Advanced Health continues to ensure that it conducts business in a manner that safeguards Member information in accordance with the privacy act pursuant to the Health Insurance Portability and Accountability Act (HIPAA) of 1996. The enacted privacy regulations have been fully implemented throughout this organization, and Advanced Health is fully committed to the protection of Personal Health Information (PHI). Advanced Health has adopted policies, procedures, tools, and handbooks to aid in the practice, monitoring, and safekeeping of protected health information. While these documents are too extensive to include as Exhibits to this Manual, they are available for inspection and review by providers and Members.

Advanced Health recognizes that under HIPAA privacy regulations, that only the minimum necessary Member information is to be requested. However, please note that the regulation allows the provision, transfer, and sharing of Member information that the plan may need in the normal course of business activities to make decisions about care. The requested information needed for payment or health operations would include the Member's medical record to make an authorization determination or to resolve a payment issue.

The requested information may be faxed to Advanced Health. Advanced Health's fax system is secure, and only authorized personnel have access to the information. An email should never be used to transfer Member information unless it is encrypted and secured.

The Privacy Notification Statement that is available to all Advanced Health Members is available upon request. If you have any questions, please contact Member/Customer Service at 541-269-7400.

Healthcare providers who transmit or receive health information in one of the HIPAA transactions must adhere to HIPAA privacy and security regulations.

All individually identifiable health information contained in the medical record, billing records, or any computer database is confidential, regardless of how and where it is stored. Examples of stored information include but are not limited to: clinical and financial data in paper, electronic, magnetic, film, slide, fiche, floppy disk, compact disc, or optical media formats.

Health information contained in medical or financial records is to be disclosed only to the patient or legal guardian unless the patient or legal guardian authorized the disclosure to another individual or organization, or a court order has been sent to the provider. Health information may only be disclosed to those immediate family Members with the verbal or written permission of the patient or the patient's legal guardian. Health information may be disclosed to other providers involved in caring for the Member without the Member or Member's legal representative's written or verbal permission.

Patients must have access to and be able to obtain copies of their medical and financial records from the provider.

Information may be disclosed to insurance companies or their representative for Quality and Utilization Review, payment, or medical management. Providers may release legally mandated health information to the State and County Health Divisions and to disaster relief agencies.

All health care personnel who generate, use, or otherwise deal with individually identifiable health information must uphold the patient's right to privacy.

Extra care shall be taken not to discuss patient information (financial and/or clinical) with anyone who is not directly involved in the care of the patient, or involved in payment, or determination of the financial arrangements for care.

Employees (including providers) shall not have unapproved access to their own records or records of anyone known to them who is not under their care.

Advanced Health staff strictly adheres to HIPAA mandated confidentiality standards as well.

Although not contractually required, Advanced Health strongly encourages its providers to assure that all Members of the office staff are annually trained in the protection of confidential, individually-identifiable health information.

SECLUSION AND RESTRAINT

Advanced Health's members must be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation in accordance with federal and state regulations. This requirement is included in Advanced Health Member Rights, Protections and Responsibilities Policies and Procedures and the Privileged Provider and Network Provider Agreements.

24-HOUR MOBILE AND IN-OFFICE BEHAVIORAL HEALTH CRISIS MANAGEMENT SERVICES

Crisis management services are immediate, initial, and of limited duration, and purposed at responding to behavioral health emergencies. To access Behavioral Health crisis services, call the Coos Health and Wellness Crisis Hotline at 888-543-5763, or Curry Community Health's 24-hour Crisis Line 877-519-9322. Responses consist of a brief crisis intervention and safety plan over the phone, or an in-person crisis team consisting of a licensed behavioral health clinician and peer support specialist that can assist with crisis intervention and referral services. The crisis team may request law enforcement assistance if they feel that safety may be compromised. Services are at no cost to the Member and available 24/7. Providers can request a follow up from the crisis team. Services can also be performed in the provider's office.

MEMBER GRIEVANCE AND APPEAL SYSTEM

Advanced Health is responsible for providing a meaningful process for timely resolution of all Member grievances, including complaints, appeals for adverse benefit determinations, and requests for a fair hearing with an Oregon Administrative Law Judge. This includes setting a standard resolution and an expedited resolution timeframe. These grievances can be related to overall concerns about the quality of care, access to services, or appeals for denied services. This process meets all guidelines established by the Centers for Medicare and Medicaid and the Health Services Division (HSD).

Advanced Health notifies Members about the Member grievance system through the Member Handbook, the Advanced Health website, various written notices, and verbally. Advanced Health notifies providers about the Member grievance system through similar means as well as this Provider Manual, contractual provisions, and copies of the Advanced Health Member Grievance System Policies and Procedures.

Advanced Health does not, and requires all contractors, and network providers not to:

- Discourage a Member from using any aspect of the Member grievance system;

- Take any punitive action against a provider who requests an expedited resolution or supports a Member's grievance or appeal;
- Encourage the withdrawal of a complaint, appeal, or hearing request that has been filed, or;
- Use the filing or resolution of a complaint, appeal or hearing request as a reason to retaliate against a Member or to request Member dis-enrollment

Providers may contact the Grievance System Coordinator at 541-269-7400 with any concerns, questions, or complaints.

Information gathered through the grievance system is used for quality improvement and to ensure Members' access to clinically appropriate covered services and coordinated care that meets the Members' needs and respects their dignity. A quarterly report of complaint and appeal data is provided to the Oregon Health Authority as required by contract. The aggregated report data is reviewed by the Clinical Advisory Panel and the Interagency Quality Committee. In addition, providers are furnished with dashboards that illustrate their grievance ratios in comparison to the average of all Advanced Health providers in the same category of service. A review of each provider's grievance and complaint records forms one component of the re-credentialing process and may form the basis for provider counseling or sanctions.

Complaints

If a Member is dissatisfied with Advanced Health, a health care service, or a provider, they may contact Advanced Health Member Services to make a complaint, either verbally or in writing. Members may also make a complaint directly to the OHA. Members can receive reasonable assistance from Advanced Health staff in filing their complaints. Complaint forms are posted on the Advanced Health website in both English and Spanish.

Advanced Health will respond to each complaint, in writing, within 5 business days. If a resolution can't be reached in 5 business days, the timeframe to resolve the complaint may be extended up to a total of 30 calendar days. In the course of investigating and resolving a Member complaint, the Advanced Health Grievance System Coordinator may request information from a provider or clinic.

Complaints are categorized by type: access, provider/plan interaction, quality of care, consumer rights, billing issues, etc. Complaint data is monitored for opportunities to improve services, especially complaints raising issues related to racial or ethnic background, gender identity, sexual orientation, socioeconomic status, culturally or linguistically appropriate service requests, disability status, and other identity factors related to improving services for health equity.

Appeals

If Advanced Health makes a decision to deny, stop, or reduce a medical service, the Member will receive a Notice of Adverse Benefit Determination. This notice will include information on why the decision was made and how a Member can request an appeal or a state fair hearing to review the decision. An appeal request must be filed within 60 days of the Notice of Adverse Benefit Determination. A Member, their representative, or their provider (with written permission) may file an appeal verbally or in writing either with Advanced Health or with OHA. Advanced Health offers reasonable assistance to file an appeal.

To file an appeal, contact Member Services or complete the Appeal and Hearing Request form, OHP form number 3302. It is available on the Advanced Health or OHA websites. All appeal requests are reviewed by different health care professionals than were involved in the original review decision. A Notice of Appeal Resolution is sent to the Member informing them of the outcome of the appeal request within 16 days. If more information is needed and it is in the Member's best interest, the timeframe for the appeal resolution may be extended an additional 14 days.

Continuing Benefits: If a Member was already receiving a service before Advanced Health's decision to stop authorizing the service, the Member may request a continuation of the benefit while the appeal is under review. The appeal must be requested within 10 days of the Notice of Adverse Benefit Determination to be eligible for the continuation of benefits. If the appeal decision upholds the denial decision, then the Member may be required to pay the cost of the services that were received after the effective date of the Notice of Adverse Benefit Determination.

Expedited Appeals: Expedited appeals are available when a Member or provider indicates, or Advanced Health determines, that taking the standard time for resolution could seriously jeopardize the Member's life, health, or ability to attain, maintain, or regain maximum function. Appeals meeting criteria to be expedited are reviewed within 72 hours of the request. Advanced Health ensures that punitive action is not taken against any provider who requests an expedited appeal resolution or supports a Member's appeal. Advanced Health makes reasonable efforts to provide oral notice of each expedited resolution in addition to the written notice. If Advanced Health's medical reviewers determine that a request to expedite an appeal does not meet criteria for an expedited decision, the resolution timeframe will be changed to the standard 16-day timeframe, and a notice will be sent to the Member informing them of the decision.

Contested Case Hearings

After an appeal, a Member, their representative, or their provider (with written permission) may request a state fair hearing with an Oregon Administrative Law Judge by filing the Administrative Hearing Request form, MSC 443, with OHA. The Administrative Hearing Request form is enclosed with the Notice of Appeal Resolution and is also available on the Advanced Health and OHA websites. Advanced Health or OHA can also help to fill out the Hearing Request form. A hearing request must be filed within 120 days of the date of the Notice of Appeal Resolution. Hearings often take more than 30 days to prepare.

OHP Hearings Unit
500 Summer Street NE, E49
Salem, OR 97301-1079
Fax: 503-945-6035

Continuing Benefits: If a Member was already receiving a service before Advanced Health's decision to stop authorizing the service and received continuing benefits during the appeal, the Member may request a continuation of the benefit while awaiting the hearing. The hearing must be requested within 10 days of the Notice of Appeal Resolution to be eligible for the continuation of benefits. If the hearing decision is adverse to the Member, then the Member may be required to pay the cost of the services that were received after the effective date of the original Notice of Adverse Benefit Determination.

Expedited Hearing: A Member or their provider may request an expedited hearing if the standard time for resolution could seriously jeopardize the Member's life, health, or ability to attain, maintain, or regain maximum function. You should receive a decision in 2 working days.

CLAIMS

For the latest news and updates, please visit: <http://advancedhealth.com/providers/claims>

Submission

Advanced Health accepts electronic claims (837P & 837I) for professional and institutional billing for both primary and secondary claims. We work closely with TriZetto Payer Solutions and their many trading partners for electronic claims submission.

The payer ID for professional is DOCSO (all alpha characters) The payer ID for institutional is UOCSO (all alpha characters).

For questions or issues regarding electronic claim submissions, please contact the Advanced Health account representative at TriZetto Payer Solutions:

Kristie Ludgate Senior Account Manager, TTPS

Office: (800) 969-3666 Ext. 1538

Fax: (314) 802-5039

Email: Kristie.Ludgate@TriZetto.com

Please note that claims submitted on paper may have significantly longer processing times. If you are unable to bill electronically, you may send paper claims to the following address:

Advanced Health

Claims Department

P.O. Box 705

Elk Grove Village, IL 60009

Electronic Data Interchange (EDI)

Advanced Health does not accept direct EDI submissions from providers. Most providers will use a clearinghouse that will submit their claims to numerous payers in a HIPAA 5010 compliant ASCX12 837 file. Your clearinghouse will transmit claims for Advanced Health to our clearinghouse (TriZetto Payer Solutions). File acknowledgements (ASCX12 999) and claim acknowledgements (ASCX12 277) will be transmitted to TriZetto for your clearinghouse to obtain. Claim Remittances (ASCX12 835) will be similarly distributed. Please confer with your clearinghouse to ensure that you are receiving these highly informative files.

Claims Rejections

Claims may be rejected for various reasons, such as invalid diagnosis code, invalid procedure code, unknown member, incorrect National Provider Identifier (NPI), etc. Rejected claims are claims that were NOT accepted into Advanced Health's claim system for processing. Your clearinghouse can obtain an

electronic notification of these rejections in the form of an ASCX12 277 file. Claim rejections are not denials and will not show up in an Explanation of Payment (EOP), or an 835 claim remittance file. They cannot be appealed. You must correct the issue and resubmit until the claim is officially accepted.

Timely Filing Requirements

Participating providers must submit all claims to Advanced Health within 120 days from the date of service to facilitate collection of encounter data and effective utilization management. Initial claims may be submitted within 12 months of the date of service under the following circumstances:

- Pregnancy
- Secondary Claims (Medicare, commercial insurance, etc.)
- Billing is delayed due to eligibility issues (retroactive eligibility initiated by the State)
- Cases involving Third Party Recovery

Claims received more than 12 months from the date of service will be systematically denied.

Duplicate Claims

Roughly 10% of all claims received are duplicate claim submissions. This can be because the provider did not process their EOP or remittance in a timely manner, or because the initial claim was denied, and the provider is hoping for a different outcome. Duplicate claims create unnecessary waste in the claims billing and adjudication processes. As such, Advanced Health will not review these claims once they are identified. Duplicate claim submissions will be systematically denied unless submitted as a corrected claim using the appropriate frequency code.

Corrected Claims

Many claims are denied due to the lack of pertinent information, improper coding or other administrative errors. Claims can be submitted for reconsideration within 12 months of the original date of service. The claim must be submitted with a frequency code 7 to indicate that is a resubmission, otherwise it will be systematically denied as duplicate. Medical records may be required if the corrected billing involves changing existing or adding additional diagnosis codes or procedure codes.

If a claim was previously denied for lack of timely filing, sending a corrected claim will not supersede the timely filing denial.

Provider Appeals

If a provider disagrees with an Advanced Health determination, they may file an appeal within 45 days from the date of the EOP, which indicated the claim was denied. Appeals received outside of the 45-day timeframe will not be processed as the original denial will be upheld and the appeal will be considered untimely.

All appeal requests must include the following: 1) Member name and identification number; 2) Claim number assigned by Advanced Health to the claim at issue; 3) Provider/Contact name and phone number; 4) Service denied; 5) Issue or reason for the appeal; and 6) Any pertinent clinical information or related documentation that would be of assistance in reviewing the request to support the reasons for the reversal or the adverse organization determination.

All appeals are reviewed by the Appeals Committee for final recommendation to the Chief Medical Officer, who may uphold the decision, overturn the decision, or request additional information. If the final decision upholds the original denial and the provider does not agree with the decision, then the provider may contact MAP to request an Administrative Review.

The appeal must be in writing with all supporting documentation and any additional information not previously considered or known by Advanced Health. Provider Appeal Request forms can be found on our website at www.advancedhealth.com.

Coordination of Benefits

Other health insurance coverage information is important in the Coordination of Benefits (COB) process. COB occurs when a member is covered by two or more insurance plans. Providers can assist in the COB process by asking the Advanced Health member if they have other coverage.

Secondary Claims

Advanced Health is always the payer of last resort, except for Indian Health Services. If the member has other healthcare coverage, bill the primary carrier prior to billing Advanced Health.

When COB is involved, claims should be filed with the primary insurance carrier first. An EOP is received from the primary carrier, the claim then should be filed with the secondary carrier, attaching the primary carrier's EOP. However, if an Advanced Health member has Indian Health Services (IHS), the claim should be filed with Advanced Health prior to submitting the claim to IHS for secondary payment consideration.

In accordance with HSD rules for COB, Advanced Health will calculate benefit reimbursement by using the Advanced Health allowed amount or the primary carrier's allowed amount (whichever is less) minus the primary carrier's payment. In some instances, the primary carrier's payment exceeds the allowed amount or the primary carrier's payment is 100% of allowable. When this happens, the balance will appear on your Advanced Health remittance as a provider write-off. The patient cannot be billed for this amount.

Medicare Crossovers

To reduce the administrative burden on providers and health plans, most secondary claims for Medicare members will be automatically forwarded to Advanced Health by CMS. Please allow 45 days before submitting Medicare secondary claims directly to Advanced Health to avoid duplicate claims submissions.

COB - Commercial Insurance Notification

Please securely notify Advanced Health at cob@advancedhealth.com if you discover that a member has commercial insurance that Advanced Health is unaware of.

Third Party Liability (TPL/TPR)

As described by the Oregon Health Authority, Third Party Resources (TPR) means any individual, entity, or program that is, or may be liable to pay all or part of the medical cost of any medical assistance furnished to a member. Third Party Resources include but are not limited to:

- Private Health Insurance
- Medical Support from Absent Parents
- Medicare
- Court Judgements or settlements from a liability insurer
- Employment Related Health Insurance
- Workers' Compensation
- Auto Insurance

Advanced Health is required by HSD to pursue recovery of Third-Party Resources when it is found that an Advanced Health member has other coverage. If Advanced Health has paid claims for a member, and then upon further investigation finds that the member has other healthcare coverage at the time of service, Advanced Health will recoup the monies paid to the provider that furnished the service.

NOTE: For Workers Compensation cases that have been paid by Advanced Health, regardless if the WC carrier has paid for services or not, Advanced Health will recoup monies from all providers that have submitted claims and were paid. Providers may bill Advanced Health with an itemized claim with a copy of the "Medical Bill Analysis" from the workers compensation carrier, or after a final denial/determination from the WC carrier has been issued. The documentation date must match the date of service on the original claim submission.

Providers are required to comply with this policy per State and Federal requirements. In addition, providers are required to comply with Federal and State confidentiality requirements. HSD considers the disclosure of Advanced Health member claims information in connection with Advanced Health Third Party Resource recovery actions a purpose that is directly connected with the administration of the Medicaid program. Reference: OHP FCHP Contract, Section 27, subsections A-C.

Third-Party Liability - Injury/Illness Notification

Please securely notify Advanced Health at tpl@advancedhealth.com if you discover that a member has sustained injuries or illness for which a third party may be liable, such as a motor-vehicle accident (MVA), on-the-job injury, etc.

COB/TPL State Reporting Requirements

Providers who provide services to individuals covered by Oregon Medical Assistance programs need to report to the Office of Payment and Recovery (OPAR) if they discover COB/TPL information that is different from the information the state currently has on record at:

<https://apps.oregon.gov/dhs/opar>

For additional details, please visit:

<https://www.oregon.gov/dhs/business-services/opar/pages/tpl-hig.aspx>

Member Requirements

Be advised that not all members have the same benefits through Advanced Health. The following explains what benefits are available to which members:

- CCOA - Medical, Mental Health, Dental, Non-Emergent Medical Transportation (NEMT).
- CCOB - Medical, Mental Health, NEMT
- CCOE - Mental Health, NEMT
- CCOG - Mental Health, Dental, NEMT

Provider Requirements

The following billing standards allow for accurate processing and pricing of individual provider's services based on fee schedule and pricing structures within Advanced Health's claims system:

- The rendering provider's NPI, and name must be present and in the appropriate location.
- The billing provider's (vendor) NPI, name, address, and phone number must be present and in the appropriate location.
- All providers listed on the claim (billing, rendering, referring, ordering, supervising, attending, etc.) must have a valid Oregon Medicaid ID on the date of service for the claim to be payable.
- Specialist visits require a referring provider.
- Ancillary services such as lab, pathology, radiology and DME supplies require an ordering provider.
- Claims received with more than one rendering provider's services billed on the claim will be rejected.

Claim Processing

Claim Denial Information: When the determination is made to deny payment for a service, for which the member may be financially responsible, the member and the treating provider will receive a written notification (Notice of Action) within 14 calendar days of the decision to deny payment. Notice of Action letters sent to members are formatted in accordance with HSD regulations and include the following information: 1) Reason for denial; 2) Information regarding Advanced Health's formal patient complaint and appeal process; and 3) the notice of hearing rights (MAP 3030). The denial notification that is sent to the provider will include the reason for denial. The denial reason will be indicated on the provider's EOP from Advanced Health for the service denied.

Claim Review Guidelines: Advanced Health reserves the right to review any claim submitted. Claims are reviewed for but are not limited to the following reasons: 1) Medical necessity; 2) Proper coding; and 3) Medical appropriateness.

Reimbursement

Advanced Health reimburses participating providers based on allowable charges. The allowable charge is the lesser of the billed charge or the contracted rate for the service and provider in question.

835 vs EOP

835: This is a type of electronic transmission of healthcare payment and benefit information. It is also referred to as Electronic Remittance Advice (ERA). It is an electronic file summarizing the claim that was billed, listing the amount billed versus the amount paid, a payment summary and any messages defining the meaning of explanation codes used in the 835. This file can be electronically accepted into a clinic or

facilities healthcare system and allows for the automatic posting of the payment information. These are encrypted and provided to clearinghouses for electronic pickup or distribution.

EOP: Explanation of Payment (EOP) is a physical letter summarizing the claim that was billed, listing the amount billed versus the amount paid, a payment summary and any messages defining the meaning of explanation codes used in the EOP. These are mailed to the payment address or encrypted and emailed to the email address of the payees choosing.

Paper Check vs EFT

Paper Check: For payees who choose to receive a paper check payment this is mailed to the payees verified address of their choosing.

EFT: Electronic Funds Transfer (EFT) are electronic payments conducted through Automated Clearing Houses (ACH). These payments are direct deposited to the payees verified bank account of their choosing. EFT's are generally preferable to paper checks. Please contact Advanced Health if you would like to begin receiving EFT payments directly instead of paper checks.

Refunds

Provider Refunds

If a payment error is identified, please refund the full amount promptly. Enclose a copy of the EOP highlighting or marking the claim. Please provide a brief explanation or reason for the refund. If the claim requires reprocessing, Advanced Health will handle it promptly.

Advanced Health Requests Refund

Advanced Health may request provider refunds up to one year from the date of service if refund is due for an administrative reason. For refund requests generated due to the member having other medical coverage, Advanced Health may request a refund if the provider may bill the other coverage based on the primary carrier's timely filing limit. Refunds are due within 30 days from the date of the request letter. If payment is not received within that time frame, a "punch credit" may be taken from your next claims payment and will be reflected on the EOP provided by Advanced Health.

General Refund Information

If the refund is based on an Advanced Health processing error, the provider is not required to resubmit the claim. Advanced Health will review the refund and reprocess the claim.

Refunds may be mailed to:

Advanced Health
Attention: Claim Refund
289 Laclair St
Coos Bay, OR 97420

Billing Guidelines

Advanced Health follows HSD and Medicare guidelines for all lines of business. Below are some common Medicare guidelines that are considered when processing claims:

- Multiple Procedure Reduction
- Assistant Surgeon Allowances
- Global Billing Period
- ASC List of Medicare-Approved Procedures

Billing Modifiers

When using the following modifiers, providers are asked to attach a medical or operative report, or applicable medical records, and an explanation of why the modifier is being submitted. Without this information, the claim may be denied.

- 22 (Increased Procedural Services)
- 24 (unrelated evaluation and management service by the same physician during the post-operative sessions)
- 25 (significant, separately identifiable evaluation and management service by the same physician on the same day of the procedure or other service)
- 52 (reduced service)
- 53 (Discontinued Procedure)
- 73 (Discontinued Outpatient Hospital/Ambulatory Surgery Center (ASC) Procedure Prior to the Administration of Anesthesia)
- 74 (Discontinued Outpatient Hospital/Ambulatory Surgery Center (ASC) Procedure After Administration of Anesthesia)

Billing Practices Subject to Reduction

Unbundling occurs when two or more CPT® or HCPCS codes are used to describe a procedure performed when a single, more comprehensive code exists that accurately describes the entire procedure. Claims identified as having unbundled procedures will be denied.

Reductions in payment for multiple surgical, bilateral and combined procedures are not collectable from the Advanced Health Member. These reductions are considered contractual write-offs.

Co-surgery is defined as two surgeons of different specialties operating together to perform a single surgery, expressed under one CPT® code. Advanced Health allows 125 percent of the allowable charge, which is divided equally. Additional surgical assistants are not covered.

Incidental coverage procedures, such as the removal of appendix at the same time of other intra-abdominal surgery with no pathology, are not reimbursed separately. The incidental procedure requires little additional physician resources and/or is clinically integral to the performance of the more extensive procedure. The allowable charge for the primary procedure includes coverage for the incidental procedure(s). If the primary procedure is not covered, any incidental procedure(s) will not be covered.

Mutually exclusive procedures are two or more procedures that usually are not performed at the same session, on the same patient and on the same date of service. Mutually exclusive procedures also may include different procedure codes and descriptions for the same type of procedures in which the physician should be submitting only one of the codes.

Evaluation and Management (E&M) rules apply to the E&M services included in CPT® code ranges 99201-99499 and Miscellaneous Services codes 99024-99025. The separate billing of and E&M service will not be allowed when a substantial diagnostic or therapeutic procedure has been performed on the same date of service by the same provider.

Specialty Guidelines

Ambulance Provider Guidelines

Medically appropriate ground or air ambulance services are covered when rendered in accordance with the most current HSD Medical Transportation Service Guide and HSD General Rules.

Emergency Medical Transportation

A service will qualify for Advanced Health reimbursement as an emergency ambulance transport when a sudden, unexpected occurrence creates a medical crisis requiring immediate transportation to a site, usually a hospital, where appropriate medical care is available. When transport occurs, the patient must be transported to the nearest appropriate facility able to meet their medical needs. (OAR 410-136-0200).

Base Rate

Advanced Health reimbursement for ambulance base rate includes any procedures/services performed, all medications, non-reusable supplies and/or oxygen used, all direct and indirect costs including general operating costs, personnel costs, neonatal intensive care teams employed by the ambulance provider, use of reusable equipment and any other miscellaneous medical items and special handling that may be required during transport. Reimbursement of the first ten miles included in the payment of the base rate (OAR 410-136-3180(3aB)).

Equipment, Devices and Supplies

Advanced Health will not reimburse non-hospital providers for equipment, devices or supplies used in conjunction with hospital inpatient or outpatient services. Reimbursement for these services is included in the hospital's payment.

Durable Medical Equipment (DME) Billing Guidelines

Durable Medical Equipment (DME) are items used to serve a specific therapeutic purpose in the treatment of an illness or injury, that can withstand repeated use, are generally not useful to a person in the absence of illness, injury or disease and appropriate for use in the patient's home.

DME and medical supplies typically require prior authorization. Please see the current authorization grid for current coverage information.

DME benefits are not provided for repair or maintenance of rented equipment. The repair or maintenance of rented DME is the responsibility of the participating DME supplier at no additional charge to the member. For purchased equipment, when medically necessary repairs or maintenance are required, an authorization must be requested by the DME supplier. The DME supplier agrees to provide all DME services and supplies and orthotic and prosthetic devices, if applicable, according to the following standards: 1) Free delivery; 2) Free installation; 3) 24/7 emergency services; 4) Rental equipment repair and maintenance services; 5) Clinical professionals for patient education and home

management, as well as written educational materials and instruction manuals; and 6) Availability of standard/economical models that meet the patient's medical needs and quality standards.

Benefits for DME are provided in accordance with the OHP benefit package. Benefits will be provided if the prescribed equipment meets Advanced Health's DME and medical necessity requirements. DME rental will not exceed the purchase allowance.

Rental vs. Purchase

Advanced Health has the option of approving either rental or purchase of DME. Based on medical necessity, rental may be approved for a specified number of months, rental may be approved up to the purchase allowance, or purchase may be approved.

Payment Allowance

Benefit payment for rental of DME is based on Advanced Health monthly rental allowance (not to exceed the purchase allowance). Benefit payment for the purchase of DME is based on the Advanced Health purchase allowance. Rental DME is considered purchased once the monthly rental allowance equals the purchase allowance. The patient then owns the DME and neither the member, nor Advanced Health can be billed for the additional rental or purchase of the equipment.

Therapy and Rehabilitation Services

Outpatient therapy (physical, occupational and speech) benefits are subject to member eligibility, OHP benefits and HSD guidelines. Providers are responsible for verifying eligibility and benefits prior to rendering service to Advanced Health members. See current authorization grid for current coverage information.

Benefit Limitations

Services must be covered by member's OHP benefit package. Services must be performed by a licensed therapist or a therapy assistant under direct supervision of a therapist who must be in constant attendance while therapy treatments are being performed. Therapy treatments must not exceed one hour per day, per each type of therapy. Up to two modalities will be authorized per day of treatment and must be billed in conjunction with a therapeutic procedure code. Maintenance therapy is not a covered service.

Home Health Agency Billing Guidelines

Advanced Health recognizes the need to maintain consistency of billing requirements for Advanced Health and HSD whenever possible. Therefore, we require home health agencies to file claims using the UB-04 claim form in accordance with HSD guidelines.

Services must be prescribed by a physician and the signed order must be on file at the home health agency. The order must include the ICD-10 diagnosis code indicating the reason that home health services are being requested. The orders on the plan of care must specify the type of services to be provided to the member with respect to the professional who will provide them, the nature of the individual services, specify frequency and specific duration. The orders must clearly indicate how many times per day, each week or month they are to be provided.

Authorization is required for all home health care with exception of initial nursing evaluation or therapy evaluations when provided by a local provider. The authorization will include the service, revenue codes,

ICD-10 codes and the quantity/units of visits requested. Authorizations will be approved for the 60-day certification period upon medical review.

The following services or items are covered when administered in accordance with HSD's therapy guidelines and the member's benefit coverage, if the diagnoses are above the line on the prioritized list:

- Skilled nursing services
- Skilled nursing assessment (including OASIS assessment)
- Home health aide services
- Occupational therapy services
- Physical therapy services
- Physical therapy evaluation (including OASIS assessment)
- Speech and language pathology services
- Speech and language evaluation (including OASIS assessment)

Vision Services Guidelines

Vision services, including routine visual exams for children up to age 20 and pregnant women, retinal exams for diabetics, eyeglasses and contacts do not require authorization when administered by a local provider, and in accordance with Advanced Health guidelines. Advanced Health uses MAP's visual services rules and will authorize payment for vision services for covered services that are subject to member eligibility and benefit package limitations and exclusions. Providers are responsible for verifying member eligibility and benefit package prior to administration of vision services.

Hearing Services

Advanced Health utilizes HSD's speech-language, pathology, audiology and hearing aid service guidelines for the administration of hearing and audiology services. All benefits are subject to member eligibility and OHP benefit plan limitations and exclusion. Routine hearing exams do not require authorization when administered by a local provider. Hearing aids and repairs must be authorized. Services must be an OHP covered service and are subject to member eligibility and benefit limitations.

Services Not Requiring Authorization:

- One basic audiology assessment per calendar year
- One basic comprehensive audiometry per calendar year
- One hearing aid evaluation, tests, selection per calendar year
- One electroacoustic evaluation for hearing aid, monaural, per calendar year
- One electroacoustic evaluation for hearing aid, binaural, per calendar year
- Hearing aid batteries (limited to a 3-month supply, not to exceed 30 at one time)

Services Requiring Authorization:

- Hearing aids
- Repair of hearing aids - including ear mold replacement.
- Assistive listening devices
- Cochlear implant batteries (except disposable zinc air batteries)

Additional Information:

- All hearing services must be performed by a licensed audiologist or hearing aid dealer

- Reimbursement is limited to one (monaural) hearing aid every 5 years for adults who meet the following criteria: 1) Loss of 45 decibel (dB) hearing level or greater in two or more of the following frequencies 1000, 2000 and 3000 Hertz (Hz) in the better ear.
- Adults who meet the criteria above and have vision correctable to no better than 20/200 in the better eye, may be authorized for two hearing aids for safety purposes. Providers are required to submit a vision evaluation with the authorization request.
- Two (binaural) hearing aids will be reimbursed no more frequently than every three years for children who meet the following criteria: 1) Pure tone average of 25dB for the frequencies of 500 Hz, 1000Hz and 2000Hz; or 2) High frequency average of 35dB for frequencies of 3000Hz, 4000Hz and 6000Hz.
- An assistive listening device may be authorized for individuals aged 21 or over who are unable to wear, or who cannot benefit from a hearing aid. An assistive listening device is defined as a simple amplification device designed to help the individual hear in a listening situation. It is restricted to a hand-held amplifier and headphones.
- Adjustments to hearing aids are included in the fitting and dispensing fee and are not reimbursable separately.
- Aural rehabilitation therapy is included in the fitting and dispensing fee and is not reimbursable separately.

CLAIM AND COMPLIANCE AUDITING

Claim Auditing: Advanced Health is required to engage in both random and focused claim auditing. Random claim auditing occurs on a random and episodic basis, while focused claim auditing occurs whenever Advanced Health has detected potential irregularities among submitted claims. Providers will always receive an advance notification when random claim auditing functions are being performed, and auditing staff will contact the provider to schedule a mutually agreeable time for an on-site review. The process for focused claim auditing does not always permit advance notification to the provider, depending on the circumstances. Focused claim auditing will always occur during normal business hours, between 8:00 AM and 5:00 PM, Mondays through Fridays. Providers are contractually required to make medical, claim, and financial records available and to cooperate in the claim auditing function.

Consistent with its privileged provider agreement, Southwest Oregon Independent Practice Association will be the entity performing claim auditing of physicians, physical therapists, nurse practitioners, physician assistants, and most behavioral health specialists.

Compliance Auditing: Advanced Health is required to engage in contractual compliance auditing that covers a broad range of potential concerns, e.g., implementation of Member rights and responsibilities; internal policies and procedures governing HIPAA, quality and accountability, freedom from seclusion and restraint; verification that staff Members have completed required in-service training; adequacy and safety of health information technology systems. Providers will always receive at least fourteen (14) days advance notification of compliance auditing, and a mutually agreeable time will be established for the compliance auditing process. In most cases, providers will be asked to submit various documents for desk review, thereby reducing the amount of time the provider is required to expend in the on-site compliance auditing function.

QUALITY MANAGEMENT AND PERFORMANCE IMPROVEMENT

Advanced Health's culture, systems, and processes are structured around its overarching purpose of improving Member's care, their health outcomes, and their experiences of care. The Quality Management and Improvement (QMI) Program utilizes a systematic approach to quality improvement initiatives using reliable and valid methods of monitoring, analysis, evaluation, and improvement in the delivery of health care provided to all Members, with a specific emphasis on those Members with diverse ethnic or cultural backgrounds or special health care needs.

The QMI system incorporates a continuous cycle of assessing the level of care and service for Members through initiatives including preventative health, acute and chronic care, behavioral health, oral health, over- and under-utilization, continuity, and coordination of care, patient safety, and administrative and network services. This includes the implementation of appropriate interventions and the designation of adequate resources to support the interventions. Advanced Health requires all practitioners and providers to cooperate with all quality improvement activities, as well as to allow Advanced Health to use practitioner and/or provider performance data to ensure the success of the QMI Program.

Advanced Health will arrange for the delivery of appropriate care, with the primary goal being that of improving the health status of its Members. This will include the identification of Members at risk of developing conditions and the implementation of appropriate interventions. Whenever possible, Advanced Health's strategies will be evidence-based and designed to achieve demonstrable and sustainable improvement in the health status of its Members.

Advanced Health annually publishes a Transformation and Quality Strategy plan which incorporates all required elements of the Quality Assurance and Performance Improvement plan and the OHA's Health System Transformation strategies. The Transformation and Quality Strategy is reviewed and adopted by the Advanced Health Board of Directors.

QMI Program Structure

Advanced Health's board of directors has the ultimate oversight for the care and services provided to Members. The board of directors assigns accountability of the QMI Program to the Chief Medical Officer and the Senior Executive for Quality Assurance (the Executive Program Director). To support the QMI and engage stakeholders, Advanced Health convenes the Interagency Quality Committee which includes representatives from all sectors of the Advanced Health provider network. The purpose of the Interagency Quality Committee is to:

- Identify opportunities to transform the quality of care for Advanced Health's Members;
- Identify areas of improvement within the organization;
- Function as quality leaders to ensure information regarding improvement is dispersed and implemented among staff, providers, and clinics; and,

- Promote safe clinical practices.

This is accomplished through: a comprehensive, network-wide system of ongoing, objective, and systematic monitoring; the identification, evaluation, and resolution of process problems; the identification of opportunities to improve Member outcomes; and, the education of Members, providers, clinics, and staff regarding the Quality Improvement (QI), Utilization Management (UM), and Credentialing and Re-Credentialing programs.

Practitioner Involvement

Advanced Health recognizes the integral role that practitioner involvement plays in the success of the QMI Program. For this reason, there is an intentional overlap in the roles of the Interagency Quality Committee and the Clinical Advisory Panel, as the Clinical Advisory Panel, by design, includes provider representation from mental health, substance abuse and addictions, oral health, medical specialty services, and primary health care.

Quality Management Goals and Objectives

Advanced Health's integrated medical, behavioral, and oral health care model is committed to Continuous Quality Improvement (CQI) to conduct meaningful activities internally and externally to ensure Members receive appropriate care to improve their health and well-being. A focus on, and attitude toward, improvement processes to enhance the quality of Member outcomes is embedded in how Advanced Health conducts internal and external business. QMI Program activities include review and evaluation of medical, behavioral, and oral health care furnished to Members. The QMI Program is structured to aggregate, monitor, analyze, process, and implement quality measures internally and externally to improve outcomes and the overall health of the community.

Advanced Health's commitment to the integrated model is reflected in the following objectives:

- Build and promote quality throughout Advanced Health's organizational structure, processes, and practitioner/provider community;
- Promote Member safety through monitoring data, collaborating with practitioners, evaluating qualifications and clinically appropriate decision-making, and educating Members on clinical safety and health care programs;
- Ensure timely access to appropriate health care services, availability of services, and second opinions;
- Ensure that cultural needs and preferences are delivered;
- Ensure that Members receive quality care in a culturally and linguistically appropriate manner;
- Ensure that Members receive care that is trauma-informed;
- Ensure access to services for Members of priority population groups or those with special or complex health care needs and/or serious behavioral health care needs;
- Ensuring the timely and comprehensive completion of a Health Systems Architecture Equity Assessment and resultant plan;
- Ensure Member and provider satisfaction; and,
- Maintain compliance with state and federal regulatory requirements and accreditation standards.

Performance Improvement Process

Advanced Health's quality team reviews and adopts an annual Quality, Accountability, and Performance Improvement (QAPI) Plan based on managed care industry standards. The QAPI incorporates traditional quality/risk/utilization management approaches to identify problems, issues, and trends, with the objective of developing improvement opportunities. Most often, initiatives are selected based on data that indicates the need for improvement in a particular clinical or non-clinic focus area and includes targeted interventions that have the greatest potential for improving health outcomes or service standards.

Performance improvement projects (PIPs), focus studies, and other QI initiatives are designed and implemented in accordance with principles of sound research design and appropriate statistical analysis. The results of these studies are used to evaluate the appropriateness, level-of-care, and services delivered against established standards and guidelines for the provision of that care or service. Each QI initiative is also designed to allow Advanced Health to monitor improvement over time.

At any time, Advanced Health's providers may request additional information on the QAPI, including a description of current QMI priorities and a report on Advanced Health's progress in meeting QAPI objectives.

Patient-Centered Primary Care Home (PCPCH)

The Patient-Centered Primary Care Home (PCPCH) Program is but one component of Oregon's efforts to fulfill a vision of better health, better care, and lower health care costs for all Oregonians. By recognizing clinics that offer high-quality, patient-centered care, Advanced Health can begin breaking down the barriers that stand between patients and good health. The PCPCH Program is housed in the Oregon Health Authority's Transformation Center. The PCPCH Program administers the application, recognition, and verification process for practices applying to become recognized PCPCHs. PCPCHs are governed by OAR 409-055-000 to 409-055-0090. All primary care practices within Advanced Health's network are encouraged to attain PCPCH recognition. Practices that already hold PCPCH recognition are encouraged to pursue the attainment of a higher PCPCH tier status than the one currently recognized. Technical assistance is available from Advanced Health staff through the Quality Department.

Patient Safety and Level-of-Care

At Advanced Health, patient safety is a key focus, and this focus is shared by providers, hospital administrators, and health care executives. Monitoring and promoting patient safety are integrated through multiple activities, but primarily through the identification of potential and/or actual level-of-care events. A potential level-of-care issue is any alleged act or behavior that may be detrimental to the level of the safety of patient care, is not compliant with evidence-based standard practices of care, or signals a potential sentinel event, up to and including the death of a Member.

At Advanced Health, level-of-care issues are addressed by the Chief Medical Officer and the Clinical Advisory Panel. Advanced Health employees, participating providers, panel practitioners, facilities, ancillary providers, and Members or Member representatives may directly advise the Chief Medical Officer or board of directors regarding any potential level-of-care issue.

Healthcare Effectiveness Data and Information Set (HEDIS)

HEDIS is a set of standardized performance measures developed by the National Committee for Quality Assurance (NCQA). It is used to evaluate the effectiveness of a managed care plan's ability to demonstrate an improvement in preventive health outreach to its Members. As federal and state governments move toward a health care industry that is driven by quality, HEDIS rates are becoming increasingly important, not only to the health plan but to individual providers.

HEDIS rates are calculated in two ways: administrative data; and hybrid data. Administrative data consists of the claim and encounter data. Examples include breast cancer screening (routine mammography), use of disease-modifying anti-rheumatic drugs for Members with rheumatoid arthritis, osteoporosis management in women who have had a fracture, access to primary health care services, and mental health utilization. Hybrid data consists of both administrative data and a sample of medical record data. Hybrid data requires a review of a random sample of medical records to extract data regarding services rendered but not reported to the health plan through claims or encounter data. Accurate and timely claims and encounter data, and submission using appropriate CPT II, ICD-10, and HCPCS codes can reduce the necessity of medical record reviews. Examples of HEDIS measures typically requiring medical record review include adult BMI assessment; comprehensive diabetes care (screenings and results including HbA1c, nephropathy, dilated retinal eye exams, and blood pressure), medication review post-hospitalization, and colorectal cancer screening.

Except as required by the annual quality incentive metric process, Advanced Health does not additionally acquire hybrid data through a records review process. However, should Advanced Health seek national accreditation as a Managed Care Entity (MCE), record review processes may become necessary. Under such a circumstance, the provider's prompt cooperation with the medical record review process will be greatly needed and appreciated.

Consumer Assessment of Healthcare Provider Systems (CAHPS) Survey

The CAHPS survey is a Member satisfaction survey that provides information about the experiences of Members in relationship to Advanced Health and its provider network and gives a general indication of the degree to which Members' expectations are being met. OHA fields an annual CAHPS survey for all CCOs and reports results on a number of patient experience of care quality measures. Member responses to the CAHPS survey are used in various aspects of the quality program, including monitoring access and availability. CAHPS survey material that may reflect on the services furnished by individual providers includes, but is not limited to:

- Wait times for appointments;
- Whether Members perceive that they are receiving needed care, including diagnostic tests, referrals to specialists, and prescriptions; and,

- How well the provider communicated with the Member.

Health System Equity Architecture Assessment and Plan

Advanced Health will perform a comprehensive organizational and systemic health equity assessment. The results of the assessment will be used identify strengths and opportunities and will inform the annual Health Equity Plan. The process is designed to examine Advanced Health's overall health systems architecture, with an eye toward equity and inclusion. In the process of completing the assessment, Advanced Health may distribute surveys to providers. Thoughtful completion and timely return of the surveys will be appreciated.

Annual CCO Quality Incentive Program

On an annual basis, the Oregon Health Authority establishes incentive and performance metrics for its coordinated care organizations. The Oregon Health Authority uses quality health metrics to document how well the State is improving care, making quality care accessible, eliminating health disparities, and curbing the rising cost of health care services. This documentation is required under Oregon's waivers for the Oregon Health Plan with the federal Centers for Medicaid and Medicare Services. In the interests of transparency, annual metric attainment and performance rates are calculated and publicly posted by the Oregon Health Authority, thereby permitting Members and potential Members to identify those coordinated care organizations that are performing at the highest rates. The Oregon Health Authority withholds capitation payments to Advanced Health and returns those withheld amounts in direct proportion to the degree to which Advanced Health has attained its performance metrics. For this reason, the performance metrics are often referred to as *incentive metrics*. Advanced Health's contract with the Oregon Health Authority requires that providers participate in the distribution of any financial incentives earned through the performance metric program. In addition, those community-based social service organizations that contribute to the attainment of certain incentive metrics are required to be rewarded for their work from among the pool of financial resources made available to the coordinated care organization for metric attainment.

Performance and incentive metrics for 2020 include or relate to:

- Childhood immunization status;
- *New* immunizations for adolescents;
- *New* well-child visits during the third through sixth years of life;
- Prenatal and postpartum care;
- Screening for clinical depression and follow-up;
- Cigarette smoking prevalence;
- Alcohol and drug misuse: screening, brief intervention, and referral to treatment;
- *New* Members receiving preventive dental services;
- Oral evaluations for adults with diabetes;
- Mental, physical, and oral health assessments for children in state custody;
- Comprehensive diabetes care;
- *New* initiation and engagement in substance use disorder treatment; and,
- Disparity monitoring: emergency department utilization among Members with mental illness.

Providers requiring additional information regarding the performance and incentive metrics program should immediately contact the Chief Medical Officer, Provider Services Representative, or Executive Program Director.