

# PROVIDER RELATIONS NEWSLETTER

Serving our SFCCN Provider Community

Winter Edition 2016

## SPH Provider Survey is Coming!

### • How are we doing?

In order for us to improve **QUALITY** at **SFCCN**, we want to ensure **QUALITY** above the rest. We want to provide **EXCELLENT CUSTOMER SERVICE** to our **PROVIDERS!** Please rank us as **EXCELLENT** or contact us and tell us where we can improve our service to you.

**The Provider Survey begins on March 29, 2016**

## SFCCN has Changed EDI Clearinghouses

As part of our commitment to provide quality care and high customer satisfaction, SFCCN is pleased to partner with Health-e-Web, Inc. (HeW). SFCCN understands that the use of electronic healthcare transactions is of great value to the provider community. Submitting claims electronically saves time and money. Providers may access HeW portal at <https://hewn12prdweb.hewedi.com>



To learn more about these options, please contact Hew at 1-877-565-5457, option 1 or visit [www.hewedi.com](http://www.hewedi.com)



Provider Relations Hotline:  
(855) 819-9506  
Website: [www.sfchp.org](http://www.sfchp.org)

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## Reminders

- Complete SPH Provider Survey-Rate us Excellent!
- SFCCN changed EDI to Health-e-Web, Inc. (HeW)
- HEDIS 2016 is here
- Report office changes prior to effective date



## Practice Changes

It is imperative that you notify your Provider Relations Associate of changes in your practice, prior to the effective date of the change. This information is essential for Provider Directory revisions and ensures continuity of care for the enrollee. This information should include, but is not limited to:

- [Address](#)
- [Phone Number](#)
- [Tax ID Number](#)
- [Change of Name/Practice Name](#)
- [Date Change Effective](#)
- [Provider Leaving/Joining Group Practice](#)
- [Addition/Deletion of Hospital Privileges](#)

## Appointment Access and Availability Audits

South Florida Community Care network providers are required through the Agency of Health Care Administration (AHCA) to meet the following access to care standards:

- ◆ Urgent Care: within one day
- ◆ Routine Sick Care: within one week
- ◆ Well Care: within one month

## Billing Prohibitions

Provider shall accept payment made by the SFCCN, in accordance with the terms and conditions of the “Provider Services Agreement”, as payment in full and accept no payment from SFCCN enrollees the enrollee’s relatives or any other person or persons in charge as the enrollee’s designated representative, in excess of the reimbursement rate made by the agency. This does not include applicable Medicaid co-payments.



In no event, including, but not limited to , non-payment by SFCCN or the Agency, insolvency of SFCCN or termination of your Agreement, shall Provider bill, charge, collect a deposit from, seek compensation, remuneration or reimbursement from, or have any recourse against any Enrollee or the Agency or persons, other than the SFCCN, acting on the Enrollee’s behalf, for contracted services pursuant to your Provider Services Agreement.



# Report Fraud, Waste & Abuse



To print a copy of Medicaid Fraud and Abuse Complaint Form, please go to:

<http://ahca.myflorida.com/Executive/InspectorGeneral/docs/MedicaidFraudandAbuseComplaintForm.doc>

Provider can complete the form online at:

[https://apps.ahca.myflorida.com/InspectorGeneral/fraud\\_complaintform.aspx](https://apps.ahca.myflorida.com/InspectorGeneral/fraud_complaintform.aspx)

For additional information regarding Medicaid's Fraud and Abuse policies, Provider rights relative to abuse and fraud investigations, Provider responsibilities, etc., provider can access the Medicaid General Provider Handbook at: [WWW.MYMEDICAID-FLORIDA.COM](http://WWW.MYMEDICAID-FLORIDA.COM)



SFCCN actively attempts to identify and prevent suspected incidents of fraud, waste and Abuse. All identified fraud, waste and abuse is reported to AHCA's Medicaid Program Integrity Unit (MPI), and State and Federal Law Enforcement as applicable. SFCCN actively monitors provider coding and billing for fraud, waste and abuse using resources such as claims data mining, credentialing/re-credentialing, utilization management and member grievances and appeals. In addition, providers must comply with all aspects of the SFCCN anti-fraud plan, Provider Fraud and Abuse Training, both of which are available on the SFCCN website, [www.SFCHP.org](http://www.SFCHP.org).

In addition, on a monthly basis SFCCN checks all network providers against the list of Excluded Individuals and Entities (LEIE) and the federal System for Award Management (SAM), to identify excluded parties. On a monthly basis SFCCN also checks the Agency For Health Care Administration (AHCA) listing of suspended and terminated providers on the Agency website to ensure that our network does not include any non-Medicaid eligible providers.

## Report suspected fraud and abuse confidentially and without fear of retaliation to:

1. SFCCN Compliance Hotline: 1-855-843-1106
2. Florida Medicaid Program Integrity Office Fraud and Abuse Hotline: 1-888-419-3456
3. Florida Attorney General's Medicaid Fraud Control Hotline: 1-866-966-7226
4. Department of Health Human Services Office of the
5. Inspector General Federal Hotline: 1-800-447-8477
6. Provider can complete the Medicaid Fraud and Abuse Complaint Form and mail to:

Program Administrator, Intake Unit  
Medicaid Program Integrity  
Agency for Health Care Administration  
2727 Mahan Drive, MS #6  
Tallahassee, Florida 32308



If you report suspected fraud and your report results in a fine, penalty or forfeiture of

property from a doctor or other health care provider, you may be eligible for a reward through the Attorney General's Fraud Rewards Program (toll-free 1-866-966-7226 or 850-414-3990). The reward may be up to 25 percent of the amount recovered, or a maximum of \$500,000 per case (Florida Statutes Chapter 409.9203). You can talk to the Attorney General about keeping your identity confidential and protected.

# SFCCN MMA Provider Alert:

## Update on Medical Supply, Enteral products and Cochlear Implants



Thank you for continuing to provide services to our MMA enrollees. Below please find clarification on the reimbursement of medical supplies with non-classified procedure codes, enteral products and cochlear implants:

- Wheelchair and DME Medical Supply Non-Classified code(s), and/or codes without fees, and/or non-covered medically necessary benefits will pay at Cost plus 10% with invoice.
- Enteral Products will pay Cost plus 15% with invoice.
- Cochlear Implants will pay the lesser of the amount billed or the Florida Medicaid maximum fee, currently \$30,135.00. Unlisted codes will pay at cost + 10% with invoice.



Our Utilization Management Department will review each non-priced item request and confirm that the Medicaid Fee Schedule does not contain a payable code for the requested item. The pricing methodology is effective for date of payment March 01, 2016 and forward.

For more information, please contact Provider Relations at (855) 819-9506.

### Preventative & Practice Guidelines For Providers Clinical Practice Guidelines Related To Mental Health

[Major Depressive Disorders](#)

[Substance Use Disorders](#)

[Panic Disorder](#)

[Bipolar Disorders](#)

[Suicidal Behaviors](#)

[Schizophrenia](#)

[ADHD](#)

[Autism Spectrum Disorders](#)

[Psychiatric Consultation Practice Guidelines](#)

### News You Can Use

**Provider Tool Available -MHS EpicLink you will be able to:**

- a. View patient's clinicals
- b. Review patient demographics
- c. Verify insurance coverage
- d. View benefit information
- e. Review and create patient's referrals/authorization
- f. View claim status:

[https://epiclink.mhs.net/PlanLink/commmon/epic\\_login.asp](https://epiclink.mhs.net/PlanLink/commmon/epic_login.asp)



### Contact Us:

*For more information, please contact our Provider Relations: (855) 819-9506 or Visit us on the web at [www.sfchp.org](http://www.sfchp.org)*