

2011 Provider Manual Changes/Updates

Issue	Comments	Pages Affected
Remove NPI fax #		3,4
Update telephone numbers		5, 6
Update Doral Dental to DentaQuest		5, 37
Detail the process for providers to request exceptions to the inpatient hospitalization limits		20
Change Veterans Administration to TRICARE		21
Update Member Co-Pay Schedule		23
Referrals valid 180 days		25 ,26,28
NaviNet referral process and update paper referral information		26
Prior Auth - updated list		30, 31, 32
Health Clinical Sentinel Line Updates		33
MATP Phone numbers and web site		34
Add dental benefits for children under 21 and update braces coverage statement.		37
Add where to find Non-Par ER Services Payment Guidelines		46
Family Planning - AmeriHealth First Billing reminder		46
Blood Pressure Monitors and Spacers/Peak Flow Meters added		49
Add ONAF instructions		53
Outpatient Lab Services - update language to Quest		54
Delete Epogen prior auth requirements	Removed language from manual	55
EPSDT billing changes - National code S0302 no longer required and newborn codes		59, 60, 61
EPSDT add Updated Requirements for Developmental delays/Autism		66

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Issue	Comments	Pages Affected
Update Lead Level Screen Language		67, 68
MEDTOX Termination	Deleted from Manual	68
Phone & fax numbers for all Pharmacy issues are now the same		69
Remove reference to Epocrates	Service is no longer available	69
Remove reference to pocket formulary	No longer available	69
Update notification of pharmacy prior authorization approval with the following language: For those requests that are approved by an AmeriHealth Mercy pharmacist, AmeriHealth Mercy will contact the prescribing provider by fax to inform him or her of the approval.		70, 71
Update exceptions for injectable and specialty meds: Exceptions include formulary insulin, glucagon, glucagon aloperidol decanoate, fluphenazine decanoate and Epipen		71
Bleeding Disorders Program	Update section	74
Updated Epogen Policy: "AmeriHealth Mercy's Claims Department will automatically adjudicate Claims for payment of erythropoietin. Prior authorization is no longer required."		75
Remove the word "generic"	There are some branded OTC products we cover	75
Remove the word "generic"	Repeated in the Vitamin Coverage section	76

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Update Blood glucose language: Blood glucose monitors made by Ascensia are covered for AmeriHealth Mercy Members with a prescription. Meters, strips, lancets and control solution may be prescribed for members with diabetes and filled at all participating, network pharmacies. Members being managed on insulin products are eligible for 100 strips per month. Members being managed on oral products are eligible for 50 strips per month.		76
Add new Vision Care benefits language		82
Welcome Packet and Continuing Care language updates		87
Update verifying member eligibility process, adding NaviNet		89
Add panel roster available on NaviNet		91
Loss of Benefits - update language		96
Update TTY telephone number		97
Include EFT and ERA information		99
Add instructions and phone/fax number to send demographic changes		101
Add pay for performance language		104
Updated forms available		110
Add 10 rings to requirements for answering machine		113
Add reference to MA Bulletin 99-10-14 Missed Appointments		113

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Specialists updated referral process through NaviNet		117
Update site visit time frame and specialty standards - site re-evaluation visit changed from 3 to 5 years.		120
Medical Records Review Standards - update with current policy		120
TPL - add recovery statement		124
Fraud and Abuse - name changed to Corporate and Financial Investigations		127
ER Dept Payment level reconsideration - add words "For Participating Providers"		128
First and Second Level Appeal Address change to London, KY	Update address to include new OP Appeals PO Box	135, 136
Reminder of the informal Emergency Department Payment Level Reconsideration Process		136
Add "initial", 36 months to recredentialing. Add dietician to credentialing list and delete PCP only from CRNP		160
Add Credentialing direct dial 800 number		162, 164
Provider Application process - add CAQH and update paper process		161, 162
Updated Clinical Guidelines		169
Updated Member Rights/Responsibilities and Advance Directives		182, 183
Update Appendix		Appendix