



# HealthSmart

## Provider Manual

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# Welcome



# About HealthSmart

(a Centene Company)



HealthSmart is the premier provider of customizable and scalable health plan solutions for self-funded employers. We deliver solutions that reduce costs and improve outcomes, all while treating eligible persons with dignity and respect. But that's just the beginning of our story.

## We're a company of innovators.



Our **Network Solutions** known as the HealthSmart Preferred Care group offers national, comprehensive provider networks to provide three million eligible persons access to healthcare products and services.



**HealthSmart Benefit Solutions** delivers benefit plans and solutions to provide worry-free administration, quality coverage, and innovative care.



**HealthSmart Care Management Solutions** provides a full array of care management services that changes lives and helps employers and eligible persons take control of healthcare costs.



**HealthSmartRx Solutions** delivers extremely attractive full-service pharmacy benefit management, coupled with an Rx discount program.



HealthSmart **Casualty Claims Solutions** leverages technology, robust information and unmatched experience to deliver innovative claims management solutions with outstanding results.



We offer **business intelligence and web-based reporting** and a variety of health and wellness initiatives including onsite and remote employer-based clinics.

## Vision and Mission

**Our Vision.** To be the premier administrator for self-funded plans that offers smart alternatives for smart consumers. We want our eligible persons to be educated on their choices for a healthy lifestyle and positive financial outcomes.

**Our Mission.** Our mission is to improve the health of our members while treating them with dignity and respect, and to reduce healthcare costs for our clients and members with innovative solutions and a flexible approach.

### Our Values.

- + **Earned trust** – We use actions, not words, to earn the trust of our clients and members, and we deliver on what we say to keep that trust.
- + **Respect always** – In our daily jobs, we do things that demonstrate respect for the members we serve, our clients and each other.
- + **Do the right thing** – We don't take shortcuts, we don't let things fall through the cracks and when things don't go as planned, we make things right.
- + **Get better every day** – As good as our solutions, processes and workflows are today, we continually search for ways to improve.
- + **Innovation** – We think of new ways to solve problems, old and new, and deliver unique services that protect members and the client from unnecessary health care expense.
- + **Accountability** – We take responsibility for ourselves to own the quality of the jobs we perform, and hold each other to the same standards.
- + **Clients First** – We listen, clarify and confirm to understand our clients and respond with best-in-class service, support, and intelligence.
- + **Handle with Care** – We will treat every member with dignity and respect, whether assisting with claims, providing compassionate and effective care management, or answering questions.



# Quick Reference Guide



# Provider Quick Reference Guide

## Submitting Demographic & Provider Changes

*It is critical that you notify HealthSmart when you have any changes to your demographics and/or rosters.*

**Submit changes to your Regional Provider Relations team**  
(see Provider Relations Contacts below)

Go to [Submission of Provider Updates section](#) for instructions & roster templates

## Joining Our Network

Providers must be registered with CAQH to apply with HealthSmart Preferred Network

**Register with CAQH** at <https://proview.caqh.org/>

**Join our Network form** [Join Our Network](#)

**DENTAL PROVIDER APPLICATIONS** – Email [pr.west@healthsmart.com](mailto:pr.west@healthsmart.com)

+ Subject Line: Dental Provider Application – ‘Provider Name’

+ Please include the following in email

- Provider Name
- Phone
- Specialty
- Tax ID
- Address
- NPI

For complete overview of Credentialing process go to the [HealthSmart Provider Network Management section](#)

## Eligibility

**Refer to the member ID card** on eligibility instructions as details vary by client

For complete overview go to [Eligibility Determination section](#)

## Prior Authorization

Refer to the member ID card for precertification instructions as details vary by client

For complete overview go to [Prior Authorization section](#)

## Submitting Claims

**Refer to EDI instructions on member ID card**

HealthSmart EDI Payor Routing Numbers:

- + 37283
- + 75237 (Accel)
- + HSPC
- + 87815 (C-8 Program)
- + HSPC1

For complete overview go to [Claims](#)

## Claim Status & Appeals

**HealthSmart Online Claims Status Portal (OCS)** provides 24/7 access on claim status, claim detail and repricing

**Set up account at** [Sign up](#)

**OCS Login** <https://secure.healthsmart.com/ocs/ocslgin.aspx>

For complete overview go to the [Online Claim Status Portal \(OCS\) section](#)

## Payments, Remittance Advice & Explanation of Benefits

**We partner with Zelis for payment processing**

**Electronic Funds Transfer Enrollment:** [zelispayments.com](http://zelispayments.com)

For more information on Zelis Payments:

- + Visit [zelispayments.com](http://zelispayments.com)
- + Email [membership@zelispayments.com](mailto:membership@zelispayments.com)
- + Call 877.828.8834

For complete overview go to [Billing & Payments section](#)

# Provider Quick Reference Guide

## Provider Lookup

**HealthSmart Provider Lookup tool** is available to everyone from [HealthSmart.com](https://healthsmart.com)

**HealthSmart Provider Center:** <https://healthsmart.com/Service-Centers/Provider-Center>

**HealthSmart Member Center:** <https://healthsmart.com/Service-Centers/Member-Center>

**Direct Link:** <https://providerlookup.healthsmart.com/searchproviders.aspx>

## Client List

**Request client list at** <https://healthsmart.com/Contact-Us>

## C-8 Program Identifying Eligible Class Members

Participants must submit a C-8 Medical Monitoring Program packet by mail or fax to:

C-8 (PFOA) Medical Monitoring Program c/o GCG

PO BOX 10030

Dublin, OH 43107-6630

Fax: 614.553.1222

### Laboratory Corporation of America (LabCorp)

To find a Lab Corp in your area go to <https://www.labcorp.com/>

## Customer Service

800.687.0500

# Provider Relations Contacts

We have regional Provider Relations teams here to support you

Region	State in which provider practices	Provider Relations Team
Central	IA, IL, IN, KS, MO, MN, ND, NE, SD, WI	<a href="mailto:pr.central@healthsmart.com">pr.central@healthsmart.com</a>
East	CT, DE, KY, MA, MD, ME, MI, NH, NY, OH, PA, TN, VA, VT, WV, RI, NJ	<a href="mailto:pr.east@healthsmart.com">pr.east@healthsmart.com</a>
South	AL, AR, FL, GA, LA, MS, NC, NM, OK, SC, TX	<a href="mailto:pr.south@healthsmart.com">pr.south@healthsmart.com</a>
West	AZ, CA, CO, ID, MT, NV, OR, UT, WA, WY, HI, AK	<a href="mailto:pr.west@healthsmart.com">pr.west@healthsmart.com</a>

## Provider Relations Mail

### HealthSmart

Attn: Provider Relations

222 W. Las Colinas Blvd., Suite 500 N

Irving, TX 75039

## Provider Relations Fax

214.574.2368

Attn: HealthSmart Provider Relations



# Healthsmart Products





# Network Products

HealthSmart owns and manages several provider networks and products. These include but are not limited to HealthSmart Preferred Care, HealthSmart Preferred Physician & Ancillary network, Accel, HealthSmart Worker's Compensation Network, HealthSmart Payors Organization (or HPO). Our networks bring together nationwide healthcare coverage, credentialed providers, seamless administration, state-of-the-art healthcare management services, and a dedication to making a positive impact on our customers.

Your Participating Provider Agreement specifies the HealthSmart provider network(s)/product(s) in which you have agreed to participate. Depending on the applicable health plan, covered services may be covered under the eligible person's in-network benefit or may be considered out-of-network by the health plan. In addition, depending on the applicable health plan, and in accordance with any requirements of state or federal law, the HealthSmart network or HealthSmart affiliate logo may be included on the identification card as the applicable network, or such identification card may be included on the explanation of benefits or explanation of payment only. Whether a provider is eligible for payment under a particular product is contingent on the plan design, the terms of the Participating Provider Agreement and HealthSmart's applicable policies and procedures. The presence of the HealthSmart or a HealthSmart affiliate logo on an identification card is not a guarantee that a provider is enrolled in a particular product; that a particular payor has opted to access a particular product's rates with respect to a provider; or that a provider is entitled to payment for services at a particular product's rates.

HealthSmart makes available to its Participating Providers the list of the parties that have entered into Payor Agreements with HealthSmart, including which network(s)/product(s) said payors/plans participate. A current payor list is available upon request by [Contacting Us](#).

The following are descriptions of the network products and examples of identification cards you may receive, which identify the network product. These are examples only and may not reflect all identification card types you may encounter. In addition, some HealthSmart networks may not require logos to be included on the identification card. Rather, identification of the network may be included on the explanation of payment or explanation of benefits. Please refer to your Participating Provider Agreement and this Provider Manual for more information.



## **HealthSmart Preferred Care II, LP and HealthSmart Preferred Network II, Inc.**

Generally referred to as the HealthSmart Preferred Care Network, this is a nationwide Preferred Provider Organization (PPO) formed to meet the ever-changing and growing need for effective management of cost and quality in the healthcare delivery system. Eligible person(s) may receive medical care from any Participating Provider. Eligible person(s) will not be required to select Primary Care Physician (PCP) and referrals are not required. With a strong focus on customer service, HealthSmart Preferred Care creates a productive and effective business environment to meet the various needs of the health care delivery system for providers, employers, payors, and third-party administrators.



## HealthSmart Accel Network

HealthSmart Accel is a superior managed care provider network designed to facilitate cost containment while offering excellent hospital and physician access. The Accel Network offers an unparalleled solution to meet the various needs of HealthSmart's clients in the areas of network management, pharmacy management and other managed care services. Accel is designed to deliver market leading discounts to HealthSmart's clients in exchange for accurate and timely payments to Participating Providers – joining together the provider's services with real cash flow.

### Accel Highlights

Eligible person(s) may receive medical care from a participating licensed healthcare provider. The enrolled eligible person(s) will not be required to select Primary Care Physician (PCP) and referrals are not required.

Accel Participating Providers must make best efforts to refer within the Accel Network. Benefits may be limited on services rendered outside of the Accel Network. Services received outside of the network will be reimbursed at an RBRVS based fee schedule which will result in a higher eligible person financial responsibility. Precertification will be driven by the Eligible person(s) benefit design.

### Accel Participation Guidelines

- + The Accel product will be identified on the eligible person's ID card.
- + Electronic claim processing, submission, remittance and fund transfer as well as online claim status and eligibility available.
- + Adjudication of all facility claims without requiring an invoice.
- + HealthSmart will reprice all claims submitted by Participating Providers.
- + Payment and audit guidelines are consistent with carrier guidelines.
- + HealthSmart will adhere to predefined payment and service terms as agreed to in the Accel Network Access Agreement.



## HealthSmart Preferred Physician and Ancillary Provider Network

The HealthSmart Physician Ancillary Only PPO Network is a cost savings solution that provides eligible persons access to a HealthSmart Network of primary care physicians, specialists and ancillary provider types. HealthSmart uses the same rate structures the Participating Providers have for the HealthSmart Preferred Care product for the provider's convenience.

- + Hospitals and acute care facilities do not participate in this HealthSmart network product.
- + The eligible person's ID card has a unique logo which identifies the HealthSmart Physician Ancillary Only Network.
- + Please reference the ID card for the contact information to verify eligible person eligibility and benefits, request pre-certification, and submit claims.



## HealthSmart Dental Network

HealthSmart's Dental Network specializes in providing access to dental health care providers for eligible persons, insurance companies, employer groups, third party administrators and other defined groups. HealthSmart is committed to delivering excellent service and customer satisfaction to HealthSmart clients, participating dentists and eligible persons.



## HealthSmart Payors Organization: An Out-Of-Network Claims Solution

HealthSmart Payors Organization, or HPO, applies only to claims falling outside of a Payor's primary (direct) network. In other words, HPO applies only to claims that would be considered "out-of-network" or "non-par" by the applicable payor. HPO applies to those out-of-network providers that are selected by that payor. You may request a list of HPO clients (payors) that have elected to apply HPO rates to your claims by contacting HealthSmart Provider Relations at 800.687.0500.

HPO extends access to patients who wish to receive care from providers that are not in their primary network. Participation in HPO will assist in reducing the time and expense associated with out-of-network claims. HPO customers include national and regional health plans, TPAs, self-insured employers and more. The program focuses on partnering with our network providers by offering solutions which include competitive rates and contract terms. Benefits typically apply at a reduced or out-of-network benefit level, based on the patient benefit Plan.

In some cases, HPO may require a logo to be on the eligible person's identification card. However, in other cases, no logo may be required. In the event no logo is required to be included on the eligible person's identification card, identification of HPO or its affiliates will be included on the explanation of benefits or explanation of payment. Presence of the HPO logo on the identification card does not represent a guarantee of payment under the HPO product, or otherwise. You may request a list of payors that have elected to apply HPO rates to your claims by contacting HealthSmart Provider Relations.



### HPO Highlights

As more financial responsibility shifts to the patients, providers are finding it increasingly difficult to collect the rising patient responsibility. Providers find that managing debt is costly and labor intensive. They may notice that they are not being paid consistent amounts, when a contractual reimbursement is not in place.

- + Participation can reduce bad debt because Payors pay directly to the provider instead of the patient.
- + Participation allows claims to be priced at a contractually negotiated rate resulting in fewer unpredictable reductions.
- + Payors recognize the importance of, and agree to, timely payment provisions.

In summary, you know what you will be paid and when you will be paid.



## Workers' Compensation Network

When a worker is injured, nothing is more important than returning him or her to the workplace as quickly and cost effectively as possible. The strength of our contracts is what significantly differentiates HealthSmart from our competition.

The primary strength of HealthSmart's workers' compensation network is savings, which considerably impacts the cost of claims. HealthSmart's workers' compensation network is comprised of 130,000 directly contracted providers with a broad range of specialties who are committed and experienced in treating work-related injuries. Many of HealthSmart's providers are focused on working with payors and employers not only in addressing medical issues, but also returning the injured employee to the workplace quickly and with optimal outcomes.

### Services/Providers Include:

- + Primary care physicians
- + Neurologists
- + Occupational health and rehabilitation therapists
- + Occupational Specialists
- + Dental Providers
- + Chiropractors
- + Behavioral health care specialists
- + Physical Therapy
- + Ancillary providers
- + Alternative Medicine practitioners
- + Hospitals
- + Pharmacy Networks
- + Diagnostic Networks



## Auto Medical Program

With a comprehensive Auto Medical provider network, HealthSmart understands successful outcomes should include timely access to experienced providers treating trauma-related injuries and special medical needs with maximum cost efficiency.

The primary strength of HealthSmart's Auto Medical network is savings, which considerably impacts the cost of claims. The HealthSmart Auto Medical network connects eligible persons to over 51,000 direct providers and offers a deep contract structure, broad coverage and a level of customer service that fosters professional and efficient working relationships between all entities. The Auto Medical Program is specifically defined as a product line under HealthSmart's Participating Provider Agreement.



## MyDecision®

Elective procedures account for a substantial percentage of the dollars spent on healthcare today. Costs for these procedures vary immensely, which means higher medical claim spend for self-funded plans and high out-of-pocket costs for eligible persons. MyDecision® by HealthSmart is comprised of providers who have agreed to a single payment for an entire episode of care.

Types of Covered Services include orthopedic, general surgery, spinal and neurological, women’s health, advanced imaging, endoscopic procedures and more.

### How it works:

- + HealthSmart contracts directly the providers at aggressively priced bundled rates.
- + HealthSmart’s clinical team provides integrated utilization management to determine medical necessity.
- + HealthSmart’s real-time concierge outreach redirects eligible persons into a MyDecision provider environment.
- + The provider is paid the entire allowed amount within ten days of the service, resulting in savings to the eligible persons and the plan.

For more information, please visit [HealthSmart Provider Center](#) to view the MyDecision Provider Manual



## Ancillary Care Services (ACS)

HealthSmart’s ACS Network is an ancillary network which positively impacts providers, eligible persons, and health plan savings. Utilization of ancillary services is growing at twenty-five percent (25%) annually due to an aging population and changing technologies that make many of these services an efficient and high-quality alternative to hospital-based settings. HealthSmart’s ACS Network leverages HealthSmart’s expertise to lower the administrative costs of ancillary services.

Ancillary Care Services (ACS) is a network manager of ancillary service providers. ACS has been the primary ancillary network solution for HealthSmart clients for the past nineteen years, with more than 4,200 ancillary service providers at over 45,000 treatment sites nationwide.

Because ACS brings additional savings of 8%-15% to HealthSmart’s clients, HealthSmart automatically implements the ACS network on all eligible HealthSmart Benefit Solutions, Inc. TPA clients. It is a valuable addition to our robust suite of services. This grants the participating providers primary access to eligible persons.

ACS offers cost effective alternatives to physician and hospital-based services. It is positioned to lower ancillary healthcare costs and serve our Eligible persons with high quality, cost effective network of providers. The ACS network includes 30 specialties:

- |                                 |                             |                      |                             |
|---------------------------------|-----------------------------|----------------------|-----------------------------|
| + Acupuncture                   | + Specialty Pharmacy        | + Physical Therapy   | + Long-Term Acute Care      |
| + Chiropractic Care             | + Urgent Care Center        | + Sleep Therapy      | + Orthotics and Prosthetics |
| + Durable Medical Equipment     | + Ambulatory Surgery Center | + Speech Therapy     | + Podiatry                  |
| + Hospice                       | + Diagnostic Imaging        | + Vision             | + Skilled Nursing Facility  |
| + Lab                           | + Hearing Aids              | + Cardiac Monitoring | + Transportation            |
| + Massage Therapy               | + Implantable Devices       | + Dialysis           | + Walk-In Clinic            |
| + Pain Management               | + Lithotripsy               | + Home Health        |                             |
| + Rehab – Inpatient/ Outpatient | + Occupational Therapy      | + Infusion Services  |                             |

For more information, please visit [HealthSmart Provider Center](#) to view the ACS Provider Manual



## C-8 (PFOA) Medical Monitoring Program

HealthSmart has been chosen as the independent contractor to provide health care provider network services for the C-8 (PFOA) Medical Monitoring Program (“the Program”).

In February 2005, The Wood County Circuit Court in West Virginia approved a class action settlement (“the Settlement”) between the Plaintiffs and E.I. du Pont de Nemours and Co. (“DuPont”), the defendant, in a civil class action lawsuit styled Jack Leach, et al. v. E.I. du Pont de Nemours and Co., Civil Action No. 01-C-608 pending in the Circuit Court of Wood County, West Virginia (“the Litigation”). The Litigation involves claims arising from alleged contamination of human drinking water supplies with a chemical known as ammonium perfluorooctanoate (hereinafter “C-8”) attributable to releases from DuPont’s Washington Works Plant in Wood County, West Virginia.

As part of the Settlement, Class Counsel and DuPont selected an independent panel of three epidemiologists (“the Science Panel”) to conduct and evaluate studies to answer the question whether a “Probable Link” exists between exposure to C-8 among Class Eligible persons and serious human disease (“Human Disease”). After lengthy studies, in which many class Eligible persons participated, the Science Panel found that there is a “Probable Link” between exposure to C-8 and the following Human Diseases: (1) pregnancy-induced hypertension (including preeclampsia), (2) kidney cancer, (3) testicular cancer, (4) thyroid disease, (5) ulcerative colitis, and (6) diagnosed high cholesterol (hypercholesterolemia). The Settlement Agreement defines a “Probable Link” to mean that, based upon the weight of the available scientific evidence; it is more likely than not that there is a link between exposure to C-8 and these Human Diseases. The Science Panel did not find that a Probable Link exists for any other Human Diseases.

*As a Participating Provider in the HealthSmart network, you may be contacted by a HealthSmart program scheduler on behalf of an Eligible Class Eligible person to schedule an appointment for the screening tests recommended by the independent Medical Panel.*

**Each Eligible Class Eligible person is required to meet with a participating physician and have all the required screening documents completed and signed by a participating physician for the program.** Eligible Class Eligible persons will not present the standard Eligible person identification card. Instead, they will have an Eligible Class Eligible person packet with four forms that include a unique Eligible person identification number and HealthSmart network logos: 1) a Class Eligible person Screening and Questionnaire Form; 2) Instructions for Physicians; 3) Diagnosis Form and 4) a HIPAA Form. Covered medical services provided for C-8 monitoring are paid by the Program in accordance with your HealthSmart Participating Provider Agreement.

The highest concentration of potential Class Eligible persons reside in West Virginia and Ohio, however, potential Class Eligible persons are located across the United States. It is critical that you and your office staff review and familiarize yourself with this program so that you are prepared to perform the screening should you receive calls from Eligible Class Eligible persons. When Covered Services are provided to an Eligible Class Eligible person, **you must sign and return Program documents to the Program Administrator** as notated in the Instructions for Physicians and the Participating Provider C-8 Program Guide. This information is also documented within the [Provider Quick Reference Guide](#).

Below are Program resources specifically for HealthSmart providers and office staff that offer more details about the C-8 Program. The resources prepared for your office are listed below:

### Participating Provider C-8 (PFOA) Program Guide

- + Quick Reference Guide for Provider
- + Provider Frequently Asked Questions
- + Information on the C-8 (PFOA) Program
- + Prepared by the Medical Panel for the C-8 Class Eligible persons
- + Lab Requisition Form for C-8 (PFOA) Testing
- + Lab Requisition Form for Other recommended testing
- + Screening and Follow Up Testing Form
- + Diagnosis Form
- + C-8 (PFOA) Medical Monitoring Program Coding

You may obtain these resources and other Program related documents and information by visiting [www.healthsmart.com](http://www.healthsmart.com). Information regarding upcoming dates for webinars designed to offer program details will also be published on our website. If you have questions regarding the program, you may contact Customer Service at **800.222.1368**.



**All Eligible Class Eligible persons of the C-8 Medical Monitoring Program (“the Program”) will be sent a letter from the Program informing them the Medical Panel has recommended the Program pay for follow up appointments, and the covered diagnostic tests, due to symptoms listed below for thyroid disease, ulcerative colitis, testicular cancer, or kidney cancer that your patients are experiencing that were not present at the time of their initial screening appointment with you.** The Medical Panel has recommended that patients call their screening physicians for an appointment if the following symptoms occur. Accordingly, you may be receiving phone calls from Class Eligible persons to schedule a follow-up appointment to their initial screening appointment.

## **1** Thyroid Disease

- a. Clinical hypothyroidism (thyroid hormone too low): develop several symptoms that include severe fatigue, cold intolerance, unintentional weight gain, constipation, dry skin, muscle pain or weakness, and menstrual irregularities.
- b. Clinical hyperthyroidism (thyroid hormone too high): develop several symptoms that include anxiety, tremor (shakes), heart palpitations, heat intolerance, increased perspiration, and weight loss despite a normal or increased appetite.

## **2** Ulcerative Colitis

- a. Diarrhea (with or without blood) that lasts more than 10 days.
- b. Waking up at night to move your bowels.
- c. Feeling you have to get to the bathroom urgently to have a bowel movement and that you might not make it in time for more than half of your stools over a six-week period.

## **3** Testicular Cancer

- a. Testicular abnormality such as pain, fullness, mass, stone or change in size.
- b. Gynecomastia (male breast enlargement)

## **4** Kidney Cancer

- a. Blood in your urine.
- b. Pain in your abdomen on most days in the last two months.
- c. A fever on most days for the past two weeks.
- d. Recent loss of weight without trying

## **5** High Cholesterol

There are no specific symptoms associated with this condition.

## **6** Pregnancy Induced Hypertension and Preeclampsia

There are no specific symptoms associated with these conditions. All pregnant women should be screened for these conditions as part of regular health care for these conditions during each pregnancy.

If a Class Eligible person has been previously diagnosed with a particular disease, they would not be eligible for coverage for further testing of that particular disease under the Program. Those services should be billed to the patient's primary insurance policy. For more information, please call the C-8 Customer Service line at **800.222.1368**.

# IV

## Healthsmart Provider Network Management





# HealthSmart Provider Network Management

## Join Our Network

Providers can join the Network as an:

- + Individual Provider
- + Group of Providers
- + Hospital Based Group
- + Ancillary / Facility

### To join the HealthSmart Network providers need to:

- 1** Be registered with CAQH (Council for Affordable Quality Healthcare Inc.).
  - a. If not registered with CAQH, please go to <https://proview.caqh.org/>
    - i. The CAQH application can be faxed to CAQH at 866.293.0414
  - b. If registered with CAQH, verify that information is accurate and up to date with CAQH Proview Login
  - c. For more information on CAQH Proview, refer to [User Guide](#)

- 2** Complete the [online Join Our Network form](#)

Upon completion of the form, the HealthSmart Provider Relations team will start the Credentialing process.

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## Provider Nominations

Members can nominate a provider by completing the [online Nominate a Provider form](#).

Upon completion of the form, the HealthSmart Provider Relations team will review the nomination to ensure the provider satisfies our business needs and requirements, including, but not limited to the HealthSmart credentialing and contracting requirements.

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## Credentialing

HealthSmart is committed to build and maintain the highest quality provider network(s). This commitment involves the rigorous credentialing and re-credentialing of certain provider types before accepting them into our networks. Providers are required to participate in and pass our Credentialing process. The HealthSmart Medical Advisory has the responsibility to establish and adopt necessary criteria for participation, termination, and direction of the credentialing procedures, including participation, denial, and termination. HealthSmart conducts a Medical Advisory Committee meeting each month.

The Credentialing process begins once the provider has completed and executed a Participating Provider Agreement. Failure of an applicant to adequately respond to a request for missing or expired information may result in termination of the application process and denial for participation in the network(s). Upon receipt and verification of all required documentation and information, providers will be submitted to the HealthSmart Medical Advisory Committee to review for approval or denial of the providers' network participation.

*The following information and supporting documentation on the next page may be required to complete HealthSmart's credentialing process:*

### **Individual Physicians, Physician Groups:**

- + Provide HealthSmart access to view provider's CAQH profile by completing the [HealthSmart CAQH Access Form](#)
- + Signed attestation as to correctness and completeness on history of license, clinical privileges, disciplinary actions, felony convictions, current illegal substance use and alcohol abuse, mental and physical competence and ability to perform essential functions with or without accommodation
- + Active State License
- + Highest level of Education including residency (including a recent CV)
- + Board Certifications (if applicable)
- + Education/Training required (if provider is not board certified)
- + Current malpractice insurance policy face sheet which includes insured dates and the amounts of coverage
- + Current Drug Enforcement Administration (DEA) registration certificate (if applicable)
- + Complete and signed W-9 form
- + Documentation on any and all state sanctions, restrictions on Licensure and or limitation on scope of practice
- + Listing of malpractice claims and license agency actions
- + Documentation of hospital privileges in good standing or alternate admitting arrangements (where applicable)
- + Documentation of Federal sanction activity including Medicare/Medicaid services (OIG-Office of Inspector General)

### **Hospital, Facility, Ancillary Providers:**

- + State License
- + Accreditation
- + Medicare and/or Medicaid Certification
- + Medicare/Medicaid (Office of Inspector General (OIG)
- + Site Visit (if non accredited)



## **Recredentialing**

HealthSmart initiates a re-credentialing process every 36 months from the date of the providers previous credentialing approval decision. The purpose of this process is to identify any changes in the provider's licensure, sanctions, certification, competence, or health status which may affect the provider's ability to perform services under the contract. This process includes all providers, facilities and ancillary providers previously credentialed and currently participating in the network. In between credentialing cycles, HealthSmart conducts provider performance monitoring activities on all Participating Providers.

Additionally, HealthSmart can review reports released by the Office of Inspector General to identify any Participating Providers who have been newly sanctioned or excluded from participation in Medicare or Medicaid.

A Participating Provider's agreement may be terminated if at any time it is determined by the HealthSmart Medical Advisory Committee that credentialing requirements or standards are no longer being met.





## Delegated Credentialing

HealthSmart offers delegated credentialing for provider groups and entities that meet HealthSmart's guidelines for initial and re-credentialing of its providers. A pre-delegation audit will be performed prior to granting delegated status. HealthSmart will review the group's policy and procedures for compliance with NCQA standards and may review random sample of the group's credentialing files.

Delegated groups must sign a Delegated Credentialing Agreement upon approval by the HealthSmart Medical Advisory Committee which outlines the standards and obligations to be maintained throughout the term of the delegation arrangement.

### Delegated Monthly Reporting Requirements

On a regular basis, no less than monthly, the Delegated group shall submit a report and roster capturing any actions taken related to providers changes including:

- + Licensing Status
- + Hospital privilege changes
- + Additions to the group
- + Demographic changes
- + Termination from the group
- + Any other changes to the provider roster

### Delegated Program Change Notification

The delegated group is required to provide 15 days advance notice to HealthSmart of any material changes to the organization or to its performance of any of the delegated functions.

### Hospital Status Notification

The delegated group will notify HealthSmart within 10 days if a hospital revokes or suspends the clinical privileges of a physician except in the case of non-compliance with medical record requirements.

### Audit

HealthSmart reserves the right to continually monitor and audit delegated entities performance of credentialing and re-credentialing by examining their policies and procedures and credentialing/re-credentialing files. Audits can be conducted electronically, or onsite with advance written notice in accordance with our Policy and Procedure or the Delegated Provider Agreement. Delegated groups will receive a written notice of their annual audit results within 45 business days of the Medical Advisory Committee approval.

### Corrective Action (Corrective Action Plans)

If a deficiency in service or delegation responsibility are identified by HealthSmart, the delegated group will provide a written response within 15 days that either:

- + Disputes the deficiency and provides supporting evidence or;
- + Submits a corrective action plan, including procedures and timelines.

If the parties fail to reach an agreement on the existence of a deficiency, or the appropriate corrective action and timeframe, HealthSmart reserves the right to terminate the Delegated Credentialing agreement with a 15-day notice.

### Monthly Reporting Requirements

On a monthly basis, the delegated group is required to submit a monthly report and updated roster that captures any actions taken related to providers changes including:

- + Licensing Status
- + Additions
- + Demographic changes
- + Terminations
- + Any other changes significant to individuals credentialing or recredentialing

Delegated groups must include an updated roster of practitioners with changes from the previous roster highlighted and readily identifiable. The updated roster will serve as notice of change in name, address, phone number, fax number, specialty and termination status.

### **Program Change Notification**

The delegated group will provide 15 days advance notice to HealthSmart of any material changes to the organization or to its performance of any of the delegated functions

### **Hospital Based Physician Status Notification**

The delegated group will notify HealthSmart within 10 days if a hospital revokes or suspends the clinical privileges of a physician except in the case of non-compliance with medical record requirements

### **Audit**

HealthSmart reserves the right to annually monitor and audit delegated entities performance of credentialing and recredentialing by examining their policies and procedures and credentialing/ recredentialing files.

Audits will be conducted electronically or onsite with a 30 day advance written notice. HealthSmart access to files will not include information related to peer review committees, or any other confidential information unrelated to credentialing.

Delegated groups will receive a written notice of their annual audit results within 45 business days of the Medical Advisory Committee approval.

### **Corrective Action**

If a deficiency in service is identified by HealthSmart, the delegated group will provide a written response within 15 days that either:

- + Disputes the deficiency and provides supporting evidence or;
- + Submits a corrective action plan, including procedures and timelines.

If the parties fail to reach an agreement on the existence of a deficiency, or the appropriate corrective action and timeframe, HealthSmart reserves the right to terminate the Delegated Credentialing agreement with a 15-day notice.





## Submission of Provider Updates

For HealthSmart to maintain accurate provider profiles, provider directories, and for reimbursement purposes, Participating Providers are contractually obligated to notify HealthSmart of any relevant changes to credentialing information within 10 days of the effective date of the change.

Non-Delegated updates must be submitted using the [HealthSmart Non-Delegated Roster](#)

Delegated updates must be submitted using the [HealthSmart Delegated Roster](#)

**Changes that require notice to HealthSmart may include, but are not limited to, the following:**

### Provider demographic changes:

- + Must include provider name, TIN, NPI for identification purposes
- + Include old information, new information and effective date of change
- + Medicare numbers
- + Hospital privileges
- + National Provider Indicator (NPI) change
- + Address change
- + Office hours change
- + Phone number change
- + Practice name change

### Provider joining existing practice/group:

- + New provider must first be credentialed before rendering treatment to any plan member
- + Information must include provider name, Specialty, Practice Location, Practice Phone, Practice Email, TIN, CAQH for credentialing

### Provider deletions / terminations (provider no longer participating with the practice/group)

- + Must include provider name, Specialty, Practice Location, Remit Address, Practice Phone, TIN, NPI for identification purposes (if available). Include effective date of termination

### Billing Changes

- + Updates pertaining to billing information such as Tax Identification number and billing address must be submitted with an updated W-9

### Tax identification number change

- + Changes in practice name, legal entity or tax ID numbers may require an amendment, assignment or new agreement, depending on the reason for the change

HealthSmart requires that changes such as those outlined above be submitted at least 30 days prior to the effective date of the change to facilitate accurate directory information and claims payment.

**Please submit updated rosters via email to your Regional Provider Relations Team:**

Region	State in which provider practices	Provider Relations Team
Central	IA, IL, IN, KS, MO, MN, ND, NE, SD, WI	<a href="mailto:pr.central@healthsmart.com">pr.central@healthsmart.com</a>
East	CT, DE, KY, MA, MD, ME, MI, NH, NY, OH, PA, TN, VA, VT, WV, RI, NJ	<a href="mailto:pr.east@healthsmart.com">pr.east@healthsmart.com</a>
South	AL, AR, FL, GA, LA, MS, NC, NM, OK, SC, TX	<a href="mailto:pr.south@healthsmart.com">pr.south@healthsmart.com</a>
West	AZ, CA, CO, ID, MT, NV, OR, UT, WA, WY, HI, AK	<a href="mailto:pr.west@healthsmart.com">pr.west@healthsmart.com</a>



## Provider Termination

### Obligations of Participating Provider following Termination:

Participating Providers are responsible for all contractual obligations for all services and transactions that occurred prior to the termination date.

After termination, Participating Providers remain responsible for maintaining confidentiality of and access to medical records, proprietary information, continuation of services, and indemnification, and any other provisions explicitly stated in the Provider Agreement that survive the termination.

### Coordination of Care Following Termination of HealthSmart Participation

If the network participation ends, HealthSmart eligible persons must be transitioned timely and for appropriate care. If an eligible person is receiving ongoing care, continued services may be required for a reasonable time at the in-network contracted rate. Customer Service is available to assist you and our members with this transition.



## Provider Lookup Tool

Participating Providers will be added to the HealthSmart Provider Lookup. Members can access the HealthSmart Provider Lookup from the [www.healthsmart.com Member Center](https://healthsmart.com/Service-Centers/Member-Center) at <https://healthsmart.com/Service-Centers/Member-Center>.

### The HealthSmart Provider Lookup allows members to search by:

1. Network
2. Location
3. Specialty Type, Facility Type and/or Provider Name

Provider Lookup search results will provide a listing of all Participating Providers that meet the search criteria. From the search results, members can click on any provider name to see details.

### The Provider Lookup also has the following features:

- + My Personal Directory Email results – Create PDF file of all providers found in the search and send the file to email or download to the computer.
- + Electronic Business Card (vCard) - Create an Electronic Business Card of a specific provider in vCard format for use in email programs and send the file to email or download to the computer.
- + Print results
- + Google Map of location
- + Driving directions

# Healthsmart Provider Lookup



\* HealthSmart Preferred consists of all of HealthSmart's owned networks known as HealthSmart Preferred Care II, LP, HealthSmart Preferred Network II, Inc., and SelectNet Plus, Inc., and its owned networks formerly known as The Emerald Health Network, Inc.; Interplan Health Group, Inc.; Preferred Plan, Inc.; Physicians Direct Network, Inc.; Accountable Health Plan, Inc.; DirectCare America, Inc.; Plains Health Network, Inc.; Northwest One, Inc.; MMHP; Primary Health Services, Inc.; and North Texas Health Network, Inc. including its products known as HealthSmart GEPO and HealthSmart High Performance Plan.

## Provider Lookup

1 Choose your Network Plan

HEALTHSMART PPOs ▾  
 HealthSmart ACCEL ▾

2 Enter Location

ENTER LOCATION INFORMATION AND CHOOSE DISTANCE.  
  
 City  State   
 OR Zip   
 Find providers within  miles of this location.

3 Choose Provider Options

SEARCH FOR A PHYSICIAN OR FACILITY AND SELECT SEARCH CRITERIA.  
 PHYSICIAN SEARCH OPTIONS  
 First Name  Last Name   
 OR Specialty   
Select up to 10 Physician Specialties.

HOSPITAL OR FACILITY SEARCH OPTIONS  
 Name   
 OR Type   
Select up to 5 Facility Types.

FIND

QUESTIONS? Need Help?  
Get detailed help on using our Provider Lookup.

Help

Is your doctor not in our network? You can [Nominate a Provider](#).

# Healthsmart Provider Lookup – Search Results List



**SEARCH CRITERIA**

NETWORK PLAN  
PPO: HealthSmart ACCEL

LOCATION  
City: dallas  
State: TX  
Distance: 10 miles

PROVIDER OPTIONS  
Physician Specialty: Primary Care (Obstetrics and Gynecology, Family Practice, General Practice, Preventive Medicine, Internal Medicine, Pediatrics)

**CHANGE YOUR SEARCH**

## Provider Search Results

1000 RECORDS FOUND • PAGE 1 OF 100 • 1-10 RECORDS DISPLAYED

Help Print

RESULTS PER PAGE:

NEXT > LAST >>

PROVIDER NAME	ADDRESS	PHONE	SPECIALTY	DISTANCE	MAP
Jane Doe, MD Practice: Health Center	123 Address City, ST Zip	123-456-1234	Endocrinology, Internal Medicine	2 miles	<a href="#">Map</a>
John Doe, MD Practice: Medical Center	124 Address City, ST Zip	123-456-1000	Infectious Disease, Internal Medicine	5 miles	<a href="#">Map</a>

**MY PERSONAL DIRECTORY**

Create a PDF file of all providers found in this search and send the file to your email or download it to your computer.

Send PDF to my email

Save PDF to my computer

## Healthsmart Provider Lookup – Provider Detail Page



### Provider Lookup

**SEARCH CRITERIA**

**NETWORK PLAN**  
PPO: HealthSmart ACCEL

**LOCATION**  
City: dallas  
State: TX  
Distance: 10 miles

**PROVIDER OPTIONS**  
Physician Specialty: Primary Care (Obstetrics and Gynecology, Family Practice, General Practice, Preventive Medicine, Internal Medicine, Pediatrics)

**CHANGE YOUR SEARCH**  
[EDIT](#) [NEW](#)

---

**ELECTRONIC BUSINESS CARD**

Create an Electronic Business Card for this provider in vCard format for use in email programs. Send the file to your email or download it to your computer.

Send vCard to my email  
 [SEND](#)

Save vCard to my computer [SAVE](#)

## JANE DOE, MD

**Details**

Provider Name	Jane Doe, MD
Address	123 Address City, ST Zip
County	County
Phone	123-456-1234
Fax Number	111-111-1111
Practice Name	Health Center
HealthSmart ID	123456
Hours of Operation	8am-5pm M-F
Accepting New Patients	Yes
Handicapped Access	Yes
Years in Operation	20
Website	URL
Worker Compensation Eligibility	Yes
Medical School	School Name
Gender	Female
Languages	English, Spanish
Age	40
Office Email	email address
Billing Email	email address

**Map**

Jane Doe, MD  
123 Address  
City, ST Zip

DISTANCE FROM YOUR LOCATION: 0 MILES  
[SEE LARGER MAP](#) | [GET DRIVING DIRECTIONS](#)

Return to Results [Print](#) [Help](#)

## Healthsmart Provider Lookup – Hospital/Facility Detail Page



### Provider Lookup

**SEARCH CRITERIA**

**NETWORK PLAN**  
PPO: HealthSmart ACCEL

**LOCATION**  
City: dallas  
State: TX  
Distance: 10 miles

**PROVIDER OPTIONS**  
Physician Specialty: Primary Care (Obstetrics and Gynecology, Family Practice, General Practice, Preventive Medicine, Internal Medicine, Pediatrics)

**CHANGE YOUR SEARCH**  
[EDIT](#) [NEW](#)

---

**ELECTRONIC BUSINESS CARD**

Create an Electronic Business Card for this provider in vCard format for use in email programs. Send the file to your email or download it to your computer.

Send vCard to my email  
 [SEND](#)

Save vCard to my computer [SAVE](#)

## FACILITY NAME

**Details**

Provider Name	Facility Name
Address	123 Address City, ST Zip
County	County
Phone	123-456-1234
Fax Number	111-111-1111
Practice Name	Health Center
HealthSmart ID	123456
Hours of Operation	8am-5pm M-F
Accepting New Patients	Yes
Handicapped Access	Yes
Website	URL
Office Email	email address
Billing Email	email address

**Map**

Facility Name  
123 Address  
City, ST Zip

DISTANCE FROM YOUR LOCATION: 0 MILES  
[SEE LARGER MAP](#) | [GET DRIVING DIRECTIONS](#)

Return to Results [Print](#) [Help](#)





## Utilization Management

Participating Providers are required to participate in and observe the protocols of the Utilization Management, Case Management and Quality Improvement Programs adopted by the payor to ensure that the covered services rendered by a Participating Provider meet the requirements of care, treatment and medical necessity consistent with industry standards. Failure to comply with the applicable Utilization Management Program may result in reduction of benefits to the eligible person as well as payment adjustments or denials.

Participating Providers should call the applicable phone number on the eligible person's identification card to request a prior authorization or seek guidance on the plan requirements. For procedures on how to request Prior Authorization, please refer to [Prior Authorization section](#) of manual.

If you or an eligible person do not agree with a determination to not approve or certify a health care service made under the Utilization Management program, you or the eligible person have the right to appeal the determination in accordance with Utilization Management program's appeal process. The appeals process may vary by the health plan's or payor's Utilization Management program and/or as mandated by state or federal law. Contact the number on the eligible person's identification card to request an appeal. For more information go to the [Disputes, Appeals & Grievances section](#) of the manual.

### Concurrent Review

After the admission, the Utilization Management Department will monitor services on a concurrent basis. If the eligible person is not discharged within the number of days initially approved, the Utilization Review personnel will contact the attending physician for additional medical information. Both care and services for each case are monitored. Further certification will depend upon the establishment of medical necessity.

### Discharge Planning

Discharge Planning is the process which assesses an eligible person's need for treatment after hospitalization to help arrange for the necessary services and resources to effect an appropriate and timely discharge from the hospital. Discharge planning is also designed to identify those eligible persons who will need care after discharge from the hospital. This care may include home health services, extended care facilities or home I.V. therapy. Early identification will ensure timely discharge thus providing less expensive yet quality care.

### Emergency Admissions

Notification of Emergency Admission must take place within 48 hours of the admission by contacting the number on the eligible person's identification card.

### Maternity Admissions

The eligible person should contact HealthSmart Care Management Solutions or the company providing Utilization Management Services on behalf of the plan early in the pregnancy with the expected date of delivery. The Utilization Review personnel will work closely with the physician to monitor the pregnancy for potential high risk. If the pregnancy is determined to be high risk, the case should be referred to a Case Management Nurse for potential intervention. The Utilization Management Department should be notified when the eligible person is admitted for labor and delivery. Any other admissions prior to delivery, such as complications of pregnancy, require separate notification. The Utilization Management Department should also be notified if the baby is not going to be discharged with the mother.

### Medical Criteria

A system used by Utilization Management Department personnel that utilizes clearly established, nationally recognized criteria for determining the appropriateness of medical services provided or to be provided. The criteria are reviewed at least annually and revised as indicated. The criteria may contain length of stay parameters based upon expected outcomes of care as specified in Milliman Care Guidelines.

### Case Management

Case Management identifies eligible persons that can benefit from close review and management due to length, severity, complexity and/or cost of healthcare. Case Managers locate and assess medically appropriate settings for the eligible person, arrange for ancillary care and coordinate care of complex health care services so the eligible person's health care benefits can be managed as efficiently as possible.



## Utilization Management *Continued*

### Preventable Errors

In rendering covered services, Participating Provider shall not be entitled to compensation from payor or eligible person(s) if such services or treatment were medically necessary as a result of Participating Provider's preventable error(s), including but not limited to, error(s) arising from surgery, use of medical devices or products, inadequate patient protection, inadequate care management, or unclean or unsafe environmental conditions.



### Retrospective Review

The company providing Utilization Management recognizes that there will be eligible persons who will not have precertification and concurrent review performed. These cases will be reviewed retrospectively focusing on day of admission and continued hospital stay. The Utilization Management Department personnel will contact the hospital or attending physician to obtain all necessary information. Using established medical criteria, the Utilization Management Department personnel will determine the medical necessity of the hospitalization. If the criteria are met, the hospital admission will be certified. If the medical criteria are not met, the denial and appeal procedures for precertification and concurrent review will be followed.

### Review Guidelines

Review Guidelines will be conducted in accordance with the following National Database: Healthcare Screening Criteria for Utilization Management, Geographic Annualized Volume - Milliman Care Guidelines.

V

# Provider Requirements



# Participating Provider Requirements

## Participating Provider Rights & Responsibilities

### Provider Rights:

- + To be treated by HealthSmart, its Eligible persons and Payor clients with dignity and respect.
- + To have HealthSmart Eligible person furnish their ID cards and requested medical information as requested.
- + To expect other HealthSmart Participating Providers to act as partners in Eligible persons' treatment plans.
- + To expect Eligible person to follow their health care instructions and directions.
- + To make a complaint or file an appeal against HealthSmart, Payor and/or an Eligible person.
- + To file a grievance on behalf of a member, with the Eligible person's consent.
- + To contact HealthSmart Provider Services and or Customer Service with any questions, comments, or problems.
- + To collaborate with other health care professionals who are involved in the care of Eligible person.
- + To collect member copays, coinsurance, and deductibles at the time of service.

### Provider Responsibilities:

- + Participating Provider shall provide health care services to patients within the scope of its licensure or accreditation.
- + Participating Provider acknowledges and agrees to participate in the products and plans for which they are contracted and render covered services to eligible person(s).
- + Participating Provider shall make available and provide medically necessary covered services within the scope of Participating Provider's license in accordance with generally accepted medical practices and standards prevailing in the medical community.
- + Participating Provider shall comply with all applicable laws, including but not limited to, the Americans with Disabilities Act.
- + Participating Provider shall provide covered services to eligible person(s) in the same time and manner as customarily and regularly provided by Participating Provider to other patients who are not eligible person(s) and shall not discriminate against, any eligible person on basis of race, color age, religion, sex, national origin, ancestry, marital status, source of payment, disability, health status, utilization of medical or mental health services or supplies, sexual preference or orientation, veteran's status, or any other unlawful basis including, without limitation, the filing of a complaint, grievance or legal action against Participating Provider.
- + Participating Provider shall verify the eligibility of eligible person(s) to receive covered services and obtain preauthorization from payor prior to rendering covered services, as may be required and in accordance with payor's policies and procedures and/or the plan.
- + Participating Provider shall cooperate with, participate in, and observe the protocols of the Utilization Management Program Guidelines, Quality Management Programs, and Provider Manual, and shall provide Covered Services to Eligible person in accordance with the applicable Utilization Management Program, as well as any other policies, procedures, standards, rules or guidelines adopted by Payor.
- + Participating Providers that are a hospital, clinic, outpatient center, laboratory or other health care facility, are accredited, and have and maintain all licenses, permits and certifications required by law for operation of its facility, parts thereof and/or equipment.
- + Participating Providers that are a physician, doctor of osteopathy, or allied health professional, are duly licensed to practice medicine, osteopathy or its applicable specialty and to provide covered services under the terms of this Agreement and shall maintain such licensure at all times it provides services to Eligible person.
- + Participating Provider is in compliance with all applicable local, state, and federal laws relating to the provision of services, and renders services in accordance with all applicable licensing requirements as well as all area standards of professional ethics and practice.
- + Participating Provider abides and will abide by recognized standards of coding and not engage in any unbundling, upcoding or other similar activities.
- + Participating Provider currently complies with and shall continue to meet and remain in compliance with, the HealthSmart participation and credentialing criteria.
- + Participating Provider shall submit provider rosters, demographic, and tax identification changes to HealthSmart on a monthly basis, or thirty (30) days prior to the effective date of such change, as applicable.

- + Participating Provider agrees that, when medically appropriate, Participating Provider shall refer eligible persons to HealthSmart Network Participating Providers for covered services which are not available from Participating Provider.
- + Participating Provider will not bill balance bill eligible person(s) for any amounts over and above the contractual or imposed reimbursement amounts.
- + Participating Provider shall bill or collect from Eligible person(s) deductibles, coinsurance or copayments required by the plan; and/or fees or charges for services that are not covered services; fees which exceed a specific benefit limitation.
- + Participating Provider shall submit clean claims electronically or on paper on a UB-04, CMS-1500 or successor form(s) with an itemized bill when applicable or requested in accordance with applicable law and within the time constraints outlined in their provider agreement.
- + Participating Provider shall maintain medical records in accordance with good professional standards, to the extent necessary for continuity of care, for all other necessary purposes, and in compliance with all applicable laws.
- + Participating Provider shall provide any accounting, administrative, and medical records maintained and pertaining to eligible person and/or to Participating Provider's performance to the Center for Medicare and Medicaid Services (CMS), any Peer Review Organization (PRO) with which HealthSmart and/or Payor contracts as required by CMS, the US Comptroller General, their designees and any other governmental officials entitled to such access by law (collectively, "Governmental Officials") as required by law and as may be necessary for compliance by HealthSmart and/or Payor with the provisions of all state and federal laws.
- + Participating Provider will transfer the medical records of the eligible person(s) to such other Participating Provider acquiring applicable disclosure and following confidentiality laws.
- + Participating Provider shall cooperate with accreditation and credentialing surveys, and compliance monitoring.
- + Participating Provider will maintain policies of comprehensive general and professional liability insurance in amounts reasonably satisfactory to HealthSmart and in accordance with standard industry practice.
- + Participating Provider shall give prompt written notice to HealthSmart whenever they become aware of any claims, suits or disciplinary actions have been taken against them.





## Non-Discrimination

HealthSmart requires Participating Providers to provide covered health care services to all eligible person(s) in the same time and manner as customarily and regularly provided without regard to race, ethnicity, age, religion, sex, national origin, ancestry, marital status, source of payment, disability, health status, utilization of medical or mental health services or supplies, sexual preference or orientation, veteran's status or any other unlawful basis deemed unlawful under federal, state or local law.



## Facility Management

### When providing services to HealthSmart eligible persons:

- + Verify the eligible person's eligibility and benefits before rendering services which can be done by contacting the number on the eligible person's ID card.
- + Prior authorize services when required. Contact the number on the eligible person's ID card.
- + Failure to verify eligibility and obtain prior authorization may result in claim denial or reduction of benefits.

### Office Hours

Participating Providers are expected to provide the same office hours of operation to HealthSmart eligible persons as those offered to PPO and commercial eligible persons. There are a range of primary, specialty, facility and ancillary services available and accessible to HealthSmart eligible persons in their service area.

### After Hours Care

Life-threatening situations require the immediate services of an emergency department. Urgent care can provide quick after-hours treatment and is appropriate for infections, fever, and symptoms of cold or flu. Participating Providers that cannot provide services after hours should refer eligible persons to an urgent care center when appropriate. Physicians or an appropriately licensed professional must be available for after-hours calls.

### Wait Times for Eligible persons

The following expected wait times for HealthSmart eligible persons to schedule an appointment with a HealthSmart Participating Provider should not exceed the following:

- + Twenty-four (24) to forty-eight (48) hours for urgent appointments
- + Four (4) weeks for specialty care appointments
- + Six (6) weeks for routine appointments

### Timeliness Standards for Notifying Eligible person of Test Results

After receiving results, notify eligible persons within:

- + Urgent: 24 hours
- + Non-urgent: 10 business days



## **Data Management**

### **Medical Records**

Participating Providers shall maintain complete and professionally adequate medical records for all patients, in accordance with good professional standards, to the extent necessary for continuity of care, for all other necessary purposes, and in compliance with all applicable laws.

HealthSmart may request and has the right to inspect any accounting, administrative, and medical records maintained by Participating Provider pertaining to eligible persons and/or to Participating Provider's performance.

Participating Provider shall provide such information to the Center for Medicare and Medicaid Services (CMS), any Peer Review Organization (PRO) with which HealthSmart and/or Payor contracts as required by CMS, the US Comptroller General, their designees and any other governmental officials entitled to such access by law (collectively, "Governmental Officials") as required by law and for compliance by HealthSmart and/or Payor with the provisions of all state and federal laws.

HealthSmart, Payor, and Government Officials shall have access to, and copies of, the medical records, books, charts, and papers relating to Participating Provider's provision of health care services to eligible persons, and payment received by Participating Provider from eligible persons (or from others on their behalf).

These records are required to be maintained for least six (6) years after the end of each contract year, or longer period if required by law. Participating Provider shall make readily available to HealthSmart, Payor and/or governmental agencies with regulatory authority, all medical and related administrative and financial records of eligible person(s) who receive Covered Services. Payor (or its designee) may request, and Participating Provider shall not unreasonably withhold or delay, additional records as may be requested in order to verify that Participating Provider's charges are reasonable and in line with prevailing community standards, to the extent not prohibited by applicable law.

Participating Provider shall, upon request of eligible person(s) or other Participating Provider, and subject to applicable disclosure and confidentiality laws, transfer the medical records of the eligible person(s) to such other Participating Provider at no charge to the eligible person(s). This obligation shall survive any termination or expiration of Participating Provider's agreement with HealthSmart.

### **Confidentiality –HIPAA/ PHI**

HealthSmart Participating Providers agree that all Protected Health Information, including that related to patient conditions, medical utilization and pharmacy utilization, available by any means, will be used exclusively for patient care, medical records, claims submissions, and all other related purposes as permitted by the HIPAA Privacy Rule.

### **Confidential or Proprietary Information**

Participating Provider may, from time to time, receive confidential or proprietary information from HealthSmart, including business plans, customers, customer lists, operations, programs, relationships, targets, compensation terms and arrangements described within the HealthSmart Provider Agreement. Participating Provider agrees that such information shall be kept confidential and, unless otherwise required by law (in which case Participating Provider will provide prompt written notice to HealthSmart prior to such required disclosure) shall not be disclosed to any person except as authorized in writing by HealthSmart.

## Regulatory Requirements

### Incorporation of Other Legal Requirements

Any provisions now or hereafter required to be included in this manual by applicable federal and/or state laws and regulations or by CMS shall be binding upon and enforceable against Participating Providers and be deemed incorporated herein, irrespective of whether or not such provisions are expressly set forth in this manual or elsewhere in Participating Provider's agreement.

### Administrative, Medical and Reimbursement Policy Changes

From time to time, HealthSmart may amend its policies to comply with applicable federal, state or local laws and regulations. HealthSmart will communicate changes to the Provider Manual as technology, procedures, policies and programs change.

These may be communicated through a variety of methods including but not limited to:

- + Periodic Provider Manual updates
- + Letter
- + Facsimile
- + Email
- + Website updates

Providers are responsible for periodically checking HealthSmart's website for policy updates in the Provider Manual and complying with these changes upon receipt of these notices or otherwise becoming aware or informed of such changes.

## Eligible Persons Rights And Responsibilities

**Participating Providers must comply with the rights of Eligible person as set forth below. Eligible persons have the right:**

- 1** To receive accurate information about HealthSmart services, HealthSmart Participating Providers, the rights of eligible persons and Participating Providers, and how to contact HealthSmart with any questions or concerns.
- 2** To be treated with respect and dignity.
- 3** To privacy of their personal health information, consistent with state and federal laws, and HealthSmart policies.
- 4** To communicate with their providers about the medically necessary care and treatments for their condition, regardless of cost or benefit coverage. Eligible persons have a right to know about and understand any costs they will need to pay.
- 5** To register complaints about HealthSmart services or the care provided by a HealthSmart Participating Provider. This includes the right to have their complaints addressed in a timely and appropriate manner.
- 6** To choose the healthcare provider in the HealthSmart network consistent with the terms of their benefit plan and applicable state and federal law.
- 7** To adequate access to qualified medical practitioners and treatment or services regardless of age, race, creed, sex, sexual orientation, national origin, or religion. Sex discrimination includes, but is not limited to, discrimination on the basis of pregnancy, gender identity and sex stereotyping.
- 8** To access medically necessary urgent and emergency services 24 hours a day and seven days a week.

### Eligible person Responsibilities

- 1** To read and understand, to the best of their ability, all materials concerning their health benefits or to ask for assistance if they need it.
- 2** To treat all health care professionals and staff with courtesy and respect.
- 3** To give accurate and complete information about present conditions, past illnesses, hospitalizations, medications, and other matters about their health. Eligible persons should make it known whether they clearly understand their care and what is expected of them. The member needs to ask questions of their provider, so they understand the care they are receiving
- 4** To show their I.D. card and keep scheduled appointments with their provider and call the provider's office during office hours whenever possible if the member has a delay or cancellation.
- 5** To follow all health benefit plan guidelines, provisions, policies, and procedures.
- 6** To give all information about any other medical coverage they have at the time service.
- 7** To pay all deductible amounts, copayment amounts, or cost-sharing percentages at the time of service.



# VI

## Eligibility Determination



# Verification of Eligibility

## Eligibility

Participating Provider shall verify the eligibility of eligible person(s) to receive Covered Services and obtain preauthorization from Payor prior to rendering Covered Services. It is within the sole discretion of Payor to determine the eligibility of any eligible person(s) and whether a service is a Covered Service under the Plan.

HealthSmart recommends you contact the HealthSmart payor located on the eligible person's ID card and if possible, prior to rendering services. Plan design may vary, and restrictions may apply specific to a payor and/or plan. At the time of service, obtain an estimate of patient's coinsurance, deductible, plan design and copay information to determine eligible person's payment responsibility.

To achieve maximum reimbursement for an eligible person, proposed medical care must be certified by the payor's Utilization Management (UM) service. This UM process can be a combination of telephone, written, or online communication. Depending on the urgency of the medical care, notification requirements will vary. Contact the UM vendor number on the eligible person's ID card.

Certifying treatment does not guarantee payment for services rendered to any eligible person. When a determination is made not to approve or certify a health care service, written notification is sent to the attending physician, hospital, eligible person and payor and an appeal may be initiated by the provider and/or the eligible person.

## ID Cards

HealthSmart eligible persons are issued an identification card by the payor. Although each card will differ depending on the HealthSmart payor, in most cases, the HealthSmart logo or name should be visible. As indicated in the Participating Provider Agreement and this Provider Manual, certain networks/products may not require a logo on the patient identification card. Please note that presentation of an eligible person ID card is not a guarantee of eligibility.

Below are examples of the HealthSmart eligible person ID card. ID cards may vary based upon the product, plan and payor.

### HealthSmart Accel ID Card

**"Client Logo"**

**Member**

ABC Company  
Group #: 8999999  
Member Name: JOHN SAMPLE  
Member ID: SMPL9999

**Copays:**  
Network Office Visit \$20  
Non-Network Office Visit \$50

**Pharmacy Plan**

Rx BIN #: 899999  
Rx PCN #: ABC9999  
Rx GRP #: ABCHSRX

**HSP**  
healthsmartinsurancesolutions.com  
Member Service: 800-123-4567  
Pharmacy Service: 800-123-4567

**PPO Network**

HS Accel Provider Info:  
healthsmart.com  
800-123-4567

**HealthSmart**  
ACCEL

**Eligibility & Claims**

**Check Eligibility & Claim Status:** HealthSmart  
healthsmart.com/providercenter  
Provider Support: 800-123-4567

**File Claims electronically to:**  
Payer Name: HealthSmart (ED#99999)

**Or mail to:**  
HealthSmart Accel  
PO Box 987654  
Lubbock, TX 79453-3010  
**Verify Eligibility & Benefits through HealthSmart**

**Pre-Certification**

Notification must be made prior to any inpatient admission (Emergency admission within 48 hours) and for other services as listed in your plan document.

**Pre-Certification Customer Service:**  
877-202-6379, Option #3

**Pre-Certification Customer Service Hours:**  
Monday-Friday 7:00 a.m. - 7:00 p.m. CT

Failure to call may result in reduced benefits.

**Out-Of-Network**

To locate an HPO provider when using out-of-network benefits: **866-511-4757 / healthsmart.com/Service-Centers/Member-Center**

**HealthSmart**  
HPO

**Member Services Information**

**Access digital ID Cards, benefit details, provider lists, claim forms & claims on the Member Portal:**  
Visit: [myhealth.healthsmart.com](#) or download the MyHealth for HealthSmart app available in the Apple App Store or on Google Play.

Member Services: 800-123-4567  
Member Services Hours: 7am - 7pm CT

**PHCS**  
Out of Area

**PHCS Out of Area** - To locate a PHCS provider when outside of your service area: **800-676-7427 / myphcs.com**

**TELEMEDICINE SERVICES**  
24/7/365 Doctor Access  
800-TELAODOC  
Copay \$30  
teladoc.com

**Teladoc**  
HEALTH

*This card does not guarantee coverage.*

BENEFITS ADMINISTERED BY  
**HealthSmart**

### HealthSmart Preferred Care ID Card

**"Client Logo"**

**Employee**

ABC Company  
Group #: SAPL4184  
Member Name: JANE SAMPLE  
Member ID:

**Copays:**  
Office Visit: \$20  
Urgent Care: \$75  
ER: \$250

**Pharmacy Plan**

Rx BIN #: 012324  
Rx PCN #: AMHSR999  
Rx GRP #: MAHSRX

**Copay:** Generic: \$10  
Preferred: \$60  
Non-Preferred: \$100

**HSP**  
healthsmartinsurancesolutions.com  
Member Services: 800-681-6912  
Pharmacy Services: 800-622-1557

**PPO Network**

HS PPO Provider Info:  
healthsmart.com  
800-687-0500

**HealthSmart**  
PREFERRED CARE

**Eligibility & Claims**

**Check Eligibility & Claims Status:** HealthSmart  
healthsmart.com/providercenter  
Provider Support: 888-123-4567

**File Claims Electronically to:**  
Payer Name: HealthSmart (ED# 75250)

**or mail to:**  
HealthSmart Preferred  
PO Box 53010  
Lubbock, TX 79453-3010  
**Verify Eligibility & Benefits through HealthSmart**

**Pre-Certification**

Notification must be made prior to any inpatient admission (Emergency admission within 48 hours) and for other services as listed in your plan document.

**Pre-Certification Customer Service:**  
877-202-6379, Option 3

**Pre-Certification Customer Service Hours:**  
Monday-Friday 7:00 a.m. - 7:00 p.m. CT

Failure to call may result in reduced benefits.

**Out-Of-Area**

To locate an HPO provider when using out-of-area benefits: **866-511-4757 or healthsmart.com/Service-Centers/Member-Center**

**HealthSmart**  
HPO

**Member Services Information**

**Access digital ID Cards, benefit details, provider lists, claim form & claims on the Member Portal:**  
Visit: [myhealth.healthsmart.com](#) or download the MyHealth for HealthSmart app available in the Apple App Store or on Google Play.

Member Services: 888-123-4567  
Member Services Hours: 8am - 6pm ET

**TELEMEDICINE SERVICES**  
24/7/365 Doctor Access  
800-TELAODOC  
Copay: \$0  
teladoc.com

**Teladoc**  
HEALTH

*This card does not guarantee coverage.*

BENEFITS ADMINISTERED BY  
**HealthSmart**

## HealthSmart Physician & Ancillary Only ID Card

"Client Logo"

**Employee**  
 ABC Company  
 Group #: SAPL4184  
 Member Name: JANE SAMPLE  
 Member ID:

**PPO Network**  
 HealthSmart Provider Info:  
 healthsmart.com  
 800-687-0500

**Eligibility & Claims**  
**Check Eligibility & Claim Status:** HealthSmart  
 healthsmart.com/providercenter  
 Provider Support: 888-123-4567

**File Claims Electronically to:**  
 Payer Name: HealthSmart (EDI# 37283)  
**or mail to:**  
 HealthSmart Benefit Solutions, Inc.  
 PO Box 16207  
 Lubbock, TX 79490  
**Verify Eligibility & Benefits through HealthSmart**

**Pharmacy Plan**  
 Rx BIN #: 012924  
 Rx PCN #: AMER9999  
 Rx GRP #: MAAHSRX

**Copays:**  
 Office Visit: \$20  
 Urgent Care: \$75  
 ER: \$250

**Copays:**  
 Generic: \$10  
 Preferred: \$50  
 Non-Preferred: \$100

Member Services: 800-681-6912  
 Pharmacy Services: 800-922-1557

**Pre-Certification**  
 Notification must be made prior to any inpatient admission (Emergency admission within 48 hours) and for other services as listed in your plan document.

**Pre-Certification Customer Service:**  
 877-202-6379, Option 3

**Pre-Certification Customer Service Hours:**  
 Monday-Friday 7:00 a.m. - 7:00 p.m. CT  
 Failure to call may result in reduced benefits.

**Out-Of-Area**  
 To locate an HPO provider when using out-of-area benefits: **866-511-4757** or [healthsmart.com/Service-Centers/Member-Center](http://healthsmart.com/Service-Centers/Member-Center)

**Member Services Information**  
**Access digital ID Cards, benefit details, provider lists, claim form & claims on the Member Portal:**  
 Visit: [myhealth.healthsmart.com](http://myhealth.healthsmart.com) or download the MyHealth for HealthSmart app available in the Apple App Store or on Google Play.

Member Services: 888-123-4567  
 Member Services Hours: 8am - 6pm ET

**TELEMEDICINE SERVICES**  
 24/7/365 Doctor Access  
 800-TELADOC  
 Copay: \$0  
 teladoc.com

*This card does not guarantee coverage.*

BENEFITS ADMINISTERED BY  
**HealthSmart**

## HealthSmart Partners Solution ID Card

**Employee**  
 Sample Co., Inc.  
 Group #: G100  
 Member Name: JOHN SAMPLE  
 Member ID: SMPL9999

**PPO Network**  
 Partner Solutions Provider Info:  
 healthsmart.com

**Eligibility & Claims**  
**Check Eligibility & Claim Status:** HealthSmart  
 healthsmart.com/providercenter  
 Provider Support: 844-763-1340

**File Claims Electronically to:**  
 Payer Name: HealthSmart (EDI#37283)  
**or mail to:**  
 HealthSmart Benefit Solutions, Inc.  
 PO Box 16207  
 Lubbock, TX 79490  
**Verify Eligibility & Benefits through HealthSmart**

**Pharmacy Plan**  
 Rx BIN: 012924  
 Rx PCN: AMER9999  
 Rx GRP: MAAHSRX

**Copays:**  
 Office Visit: \$20  
 Urgent Care: \$75  
 ER: \$250

**Copays:**  
 Generic: \$10  
 Preferred: \$50  
 Non-Preferred: \$100

Member Services: 800-681-6912  
 Pharmacy Inquiries: 800-922-1557

**Pre-Certification**  
 Notification must be made prior to any inpatient admission (Emergency admission within 48 hours) and for other services as listed in your plan document.

**Pre-Certification Customer Service:**  
 877-202-6379, Option #3

**Pre-Certification Customer Service Hours:**  
 Monday-Friday 7:00 am - 7:00 pm CT  
 Failure to call may result in reduced benefits.

**Member Services Information**  
**Access digital ID Cards, benefit details, provider lists, claim forms & claims on the Member Portal:**  
 Visit: [myhealth.healthsmart.com](http://myhealth.healthsmart.com) or download the MyHealth for HealthSmart app available in the Apple App Store or on Google Play.

Member Services: 844-763-1340  
 Member Services Hours: 8 am - 5 pm CT

**TELEMEDICINE SERVICES**  
 24/7/365 Doctor Access  
 800-TELADOC  
 Copay \$0  
 teladoc.com

*This card does not guarantee coverage.*

BENEFITS ADMINISTERED BY  
**HealthSmart**

## Services that Require Prior Authorization

To verify if a service requires prior authorization, please contact the number on the eligible person's identification card.

It is the responsibility of the facility in coordination with the rendering provider to ensure that an authorization has been obtained for all inpatient and selected outpatient services. All inpatient admissions require prior authorization.

Anesthesiology, pathology, radiology, or hospitalist services related to a procedure or hospital stay requiring a prior authorization will be considered downstream and will not require a separate prior authorization.

Services related to an authorization denial will result in a denial of all associated claims. It is the responsibility of the facility in coordination with the rendering provider to ensure that an authorization has been obtained for all inpatient and selected outpatient services. All inpatient admissions require prior authorization.



## Procedure for Requesting Prior Authorizations from HealthSmart Care Management

Please note, the contact information below is specific to HealthSmart's owned Care Management Department. Clients may utilize different vendors and it is important to contact the number on the eligible person's ID card to avoid any misdirected requests that could result in a delay.

**Prior authorizations through HealthSmart Care Management can be requested by phone, secure email or fax.**

**Phone:** The HealthSmart Care Management Department is available Monday through Friday from 7:00 AM to 6:00 PM Central Standard Time (CST) at 877.202.6379

**Fax:** Fax prior authorization requests utilizing a completed HealthSmart Prior Authorization Request Form along with supplemental clinical information to 214.574.2355. The form can be found in the Provider Manual Appendix.

**Please note:** *Faxes will not be monitored after hours and will be responded to the next business day.*

**Email:** Prior authorization requests can be sent by secure email utilizing a completed HealthSmart Prior Authorization Request Form along with supplemental clinical information to [hsprecert@healthsmart.com](mailto:hsprecert@healthsmart.com). The form can be found in the Provider Manual Appendix.

**Please note:** *Emails will not be monitored after hours and will be responded to the next business day.*

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## Referrals

To prevent a potential reduction in health benefits, please make best efforts to refer eligible persons to HealthSmart Participating Providers. In addition, Participating Providers shall admit eligible persons to participating facilities within the HealthSmart Network except in the case of an emergency. For assistance in finding other HealthSmart Participating Providers for referral purposes, contact HealthSmart Provider Customer Service at 800.687.0500 or through the Provider Lookup online at [www.healthsmart.com](http://www.healthsmart.com).

In the event the Participating Provider does not have hospital privileges with a participating network facility and an eligible person requires hospitalization, Participating Provider must make best efforts to refer the eligible person to another Participating Provider with hospital privileges at a facility within the same network. Inform the eligible person whenever a referral is made to an out-of-network provider.

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## Coordination of Benefits

Eligible persons are sometimes covered by more than one insurance policy. Always obtain complete benefit information from each payor when verifying an eligible person's health plan benefit and precertification requirements.

# VII

## Billing & Payments



# Billing & Payments



## Reimbursement

Participating Provider should bill for services for an eligible person at their normal retail rate. Participating Provider shall accept the applicable reimbursement amount from the payor as specified in their contract with HealthSmart as payment in full for services rendered. Payments are less applicable copayments, deductibles or coinsurance amounts payable by the eligible person. Payor's plan may exclude or reduce benefits for some types of medical care. Therefore, Participating Provider should verify an eligible person's plan coverage requirements by calling for eligibility and benefits using the toll-free number on the eligible person's identification card.

Participating Provider may not charge an eligible person for covered services beyond copayments, coinsurance or deductibles, as described in the applicable benefit plan.

Eligible persons should be billed directly for services which are not covered by the eligible person's health benefits plan.

If applicable, Participating Provider shall be reimbursed by the payor upon application of benefits. Prompt claim processing by the payor is contingent upon Participating Provider submitting a clean claim (as defined by the provider agreement), including completing each claim form accurately and completely. HealthSmart must also have all the necessary patient and insured information in order to reprice the claim timely.

## Electronic Fund Transfer (EFT) & Electronic Remittance Advice (ERA)

Electronic payment and remittance options saves time and simplifies reconciliation. HealthSmart utilizes an ePayment vendor, Zelis Payments, for payment and remittance transactions, as well as compliance with PPACA Section 1104. Through HealthSmart's ePayment vendor partnership with Zelis, HealthSmart provides simpler, more efficient payment solutions, plus uniform remittances which are available to help you maximize revenue and profit, reduce costs and errors and increase payment efficiency.

- + Zelis offers payments by: ACH, Virtual Payment Card or Check
- + Zelis offers Remittance Advice by: 835, Excel or PDF

## Electronic Funds Transfer (EFT) Enrollment

Providers who have received a payment from Zelis Payments:

- + Register online at [zelispayments.com](https://zelispayments.com) by choosing "Get Started" and following the steps as a "Verified User"

### Providers Who Have NOT Received a payment from Zelis Payments:

- + Submit a registration request online at [zelispayments.com](https://zelispayments.com) by choosing "Get Started" and follow the steps to "Request User Registration"

### Helpful Hints for a Seamless EFT Enrollment:

- 1 Be sure to have the TIN (Tax I.D. Number) associated with the account you are registering
- 2 Ensure that you are an authorized representative of the designated provider
- 3 Have your contact, organization and financial account information available
- 4 Review all terms, pricing and authorization forms prior to submitting them to Zelis Payments

For more information on Zelis Payments:

Visit [zelispayments.com](https://zelispayments.com)

Email [membership@zelispayments.com](mailto:membership@zelispayments.com)

Call 877.828.8834



## Explanation Of Payment / Remittance Advice

The Explanation of Payment (EOP) / Remittance Advice (RA) is generated by the payor and details how the eligible person's claim was processed. It identifies the date(s) and services provided, billed charges, the contract allowable, the eligible person's out of pocket responsibility and the payor's bundling rules, modifiers and/or edits. If you believe an error has been made in the adjudication of an eligible person's benefits, please contact the appropriate HealthSmart Payor listed on the eligible person's ID card or Explanation of Payment (EOP).

## Healthsmart Benefit Solutions, Inc. – Provider's Remittance Advice

Zelis Payments  
18167 US 19 North, Suite 300  
Clearwater FL 33764

### Remittance Advice

#### Forwarding Service Requested

Name  
Address  
City, State, Zip

JOSE 2

#### Customer Service

Questions for Customer Service, please call  
(877)782-6828 between the hours of  
8:00 a.m. - 5:00 p.m. CST Monday - Friday  
Or visit us at [myhealth.healthsmart.com](http://myhealth.healthsmart.com)

#### Participant Information

Group: HEALTHSMART BENEFITS  
MANAGEMENT LLC  
Group No.:  
Location No.:  
Location: ALL EMPLOYEES  
Plan No.:  
Paid Date: 06/26/2020

Zelis™ Payments is our ePayment vendor to assist us in expediting payment and remittance transactions, as well as complying with PPACA Section 1104. To sign up for ePayments using ACH or Virtual Payment Cards, as well as electronic remittances (835, Excel, PDF), please visit [ZelisPayments.com](http://ZelisPayments.com), email [membership@zelispayments.com](mailto:membership@zelispayments.com), or call Zelis Payments Membership Department at 1-877-828-8834.

Dates of Service	Proc. Code	Amount Billed	Not Covered	Rmk Code	Discount Amount	Discount Code	Allowed Amount	Deductible Amount	Co-pay Amount	Covered Amount	Paid At	Payment Amount
06/18-06/18/2020	99214	\$229.00	\$0.00		\$154.41	AV	\$74.59	\$0.00	\$40.00	\$34.59	100%	\$34.59
06/18-06/18/2020	38415	\$17.00	\$0.00		\$11.00	AV	\$6.00	\$0.00	\$0.00	\$6.00	80%	\$4.80
06/18-06/18/2020	99000	\$25.00	\$12.43	05	\$12.57		\$0.00	\$0.00	\$0.00	\$0.00		\$0.00
<b>Column Totals</b>		<b>\$271.00</b>	<b>\$12.43</b>		<b>\$177.98</b>		<b>\$80.59</b>	<b>\$0.00</b>	<b>\$40.00</b>	<b>\$40.59</b>		<b>\$39.39</b>

Patient's Responsibility: \$41.20

#### Remark Code Description

- AV Discount Amount: AETNA CONTRACTED RATE APPLIED.
- \*x Zelis codes editing reduction \*\*Appeals go to Zelis, 2 Crossroads Dr. Suite 101-B, Bedminster, NJ 07921 or 866-489-9444
- X8 ZELIS 00504: INCIDENTAL TO PROCEDURE/SERVICE AND IS BUNDLED, NO SEPARATE PAYMENT WARRANTED.

<b>HealthSmart</b> Get Better	BANK	Check #
<b>PAY</b> Dollars and Cents		(DATE) 06/26/2020
<b>TO THE ORDER OF</b> Name Address, City, State, Zip		VOID AFTER 180 DAYS
<b>Claim #:</b> <b>Patient #:</b>		AMOUNT Amount \$5
		Authorized Signature

# VII Claims





# Claims

## Claim Submission

Claims should be sent by following the instructions on the eligible person's identification card. As a Participating Provider, you agree to submit claims for payment timely as defined in your Participating Provider Agreement (or as otherwise required by state or federal law). Incomplete claims or claims received late may be denied for payment by client or payor. Participating Providers shall not bill client, payor, HealthSmart or eligible person(s) for such denied claims. All claims should be submitted using Participating Providers normal billed charges and the appropriate procedure code per American Medical Association (AMA) and Center for Medicare and Medicaid Services (CMS) standards.

### Participating Providers are required to:

- + Submit clean claims in a timely manner, for services rendered to eligible persons.
- + Submit claims using normal billed charges and the appropriate procedure codes per American Medical Association (AMA) and Center for Medicare and Medicaid Services (CMS) standards.
- + Submit HealthSmart clean claims electronically or on a UB-04, CMS-1500 or successor form(s).
- + Submit all claims in accordance with applicable law, and at Participating Provider's normal rate.
- + Submit claims for payment within ninety-five (95) days of the date healthcare services were provided (or as otherwise required by state or federal law, your Participating Provider Agreement or within the eligible person(s) plan). Claims received after this time period may be denied for payment, and Participating Providers shall not bill the eligible person(s).

Prompt repricing and routing of your claims is contingent upon a Participating Provider completing each claim form accurately and completely.

### Submitting Claims Electronically

Submission of claims electronically is the recommended method for Participating Providers as it is faster and more accurate than paper claims submission. CMS-1500 and UB-04's may be submitted electronically through transaction networks and clearinghouses in a process known as Electronic Data Interchange (EDI). The EDI payor routing number on the Eligible persons ID card should be used for claim submission.

### HealthSmart EDI payor routing numbers:

- + 37283 (Change Healthcare)
- + HSPC
- + HSPC1
- + 75237 (Accel)

### Submitting Claims by Mail

If, despite best efforts, Participating Provider cannot submit claims electronically, Participating Provider shall submit paper claims using a UB-04, CMS-1500 or successor form(s).

Claims must be submitted to the physical address on the Eligible persons ID card.

### Reason for Returned or Rejected Claims

In order to process the claim, the information filed must be complete and accurate. Some examples for returned or rejected claims are listed below:

- + Unable to identify employer group listed on the claim
- + Employer group is not effective for the date of service
- + Employer group terminated prior to this date of service
- + Patient no longer has access to the HealthSmart network
- + Patient/ insured not valid for this date of service for this group
- + Payor has requested that claims be submitted directly to them
- + Missing claim elements

# HealthSmart Repricing & Coding Guidelines

**Anesthesia Payment Guidelines** - All anesthesia services shall be repriced using ASA Guidelines, units, and modifiers inclusive of A, P and Q modifiers. In the event an appropriate ASA code is not available, Participating Provider shall use appropriate CPT-4 coding and/or modifiers.

**AWP** - All drugs and biological (HCPCS) codes shall have rates set utilizing Red Book AWP pricing. This pricing shall be maintained with updates no more than quarterly (Jan., April, July, and Oct) or as per effective dates indicated by the state of Texas for state supplied vaccines as appropriate.

**Coding Guidelines** – HealthSmart shall recognize standard DRG, APC, ADA, NCCI, CPT-4, ASA, ICD-9, ICD-10 Medicare guidelines to re-price claims.

**CPT Modifiers** - HealthSmart shall recognize standard insurance HCPCS, CPT-4, ADA, and ASA modifiers in accordance with Medicare standards.

**Coding Methodologies** - HealthSmart shall recognize the following coding methodologies in accordance with published coding manuals and guidelines described in the Participating Provider's Agreement. HealthSmart recognizes these publications will change from time to time. Therefore, HealthSmart shall utilize current year at the time of service as a guide for re-pricing claims. Additional information on such coding methodology may be found at the following website locations:

- + CPT-4 [www.ama-assn.org/go/cpt](http://www.ama-assn.org/go/cpt)
- + ASA [www.asahq.org](http://www.asahq.org)
- + HCPCS [www.cms.hhs.gov/medicare/hcpcs](http://www.cms.hhs.gov/medicare/hcpcs)
- + ICD-9 [www.cms.hhs.gov/medlearn/icd9code.asp](http://www.cms.hhs.gov/medlearn/icd9code.asp)
- + ICD-10 [www.cms.hhs.gov/ICD10IC](http://www.cms.hhs.gov/ICD10IC)
- + DRG [www.cms.hhs.gov](http://www.cms.hhs.gov)
- + Revenue Codes [www.cms.hhs.gov](http://www.cms.hhs.gov)

**Down Coding and Rebundling** - HealthSmart does not currently apply down coding or rebundling methodologies in its re-pricing of claims. These guidelines are in no way intended to represent subsequent payor claims processing procedures, guarantee of payment or imply covered benefits. For payor claims processing procedures and covered benefit information please contact the payor directly.

**Multiple Surgeries** - If more than one surgical procedure is performed during a single surgical episode, the claim will be priced in accordance with the Provider Agreement and claims logic applied by the payor.

**Repricing Guidelines** - The above represented claims re-pricing procedures reflect those of HealthSmart only and are subject to change from time to time. Such procedures shall remain consistent with and in accordance with the Agreement, and applicable State and Federal law. These guidelines are in no way intended to represent subsequent payor claims processing procedures, guarantee of payment or imply Covered Services. For payor claims processing procedures and Covered Benefit information please contact the payor directly. For a complete list of HealthSmart Payors, please visit [www.healthsmart.com](http://www.healthsmart.com).

HealthSmart Repricing Sheet can be viewed at HealthSmart's Online Claim Status Portal (OCS).

For more information or to access OCS, go to the [Online Claim Status Portal \(OCS\) section](#) of manual.

HealthSmart Repricing Sheet



14215

PPO Claims Transmittal : HCFA  
36898126

**Mail To :**

HEALTHSMART BENEFIT SOLUTIONS  
PO BOX 93670  
LUBBOCK, TX 79493-3670

**Patient Name :** LAST NAME, FIRST NAME  
**Insured Name :** LAST NAME, FIRST NAME  
**Insured ID :** 123-45-6789  
**Provider Name :** TEST PROVIDER  
**Provider Specialty :** LAB  
**Federal Tax ID :** 38-2084239  
**Client Name :** HEALTHSMART HOLDINGS INC  
**Parent Company :** HEALTHSMART BENEFIT SOLUTIONS

**Receive Date :** 06/29/2020  
**Process Date :** 06/29/2020  
**Claim ID :** 36898126  
**Processor :** HSGNE  
**Printed By :** HSGNE  
**Claim Form :** HCFA  
**Print Type :** NIW  
**Service Start Date :** 06/01/2020  
**Service End Date :** 06/01/2020

Dates Of Service Begin End	CPT Code	Modifier(s)	Description	Days or Units	Billed Charges	PPO Discount	Adjusted Charges
06/01/2020 06/01/2020	99213		OFFICE/OUTPATIENT VISIT EST	1	175.00	87.50	87.50
<b>Total :</b>					<b>\$175.00</b>	<b>\$87.50</b>	<b>\$87.50</b>

Discount from : HEALTHSMART ACCEL

External Claim ID :

**Message(s) :**  
Repriced Claim.

**Pay to Provider**

HEALTHSMART PREFERRED NETWORK II INC  
PO BOX 207656  
DALLAS, TX 75320  
TIN : 061621470

This form represents a claim that has been processed by a HealthSmart PPO network. The adjusted charges reflect the rate applied from the provider's contract with the network shown above. This form does not guarantee benefits or eligibility.

HealthSmart Network Solutions PO Box 53010 Lubbock, TX 79453-3010 1-800-346-3141

PUser: HSGNE@HSNT-DEFAULT  
TDate: 6/29/2020 3:12:27PM (6/29/2020 3:12:36PM)

DAI.TX13-WEBIMPRINT5.9.4-V5.3.10  
BNo: 574610.33-543806 QNo: 38501189

# Online Claim Status Portal (OCS)

HealthSmart Online Claims Status Portal provides 24/7 access on claim status, claim detail and repricing to our Network Providers.

## Online Claim Status Portal (OCS) - Sign Up

- 1 To sign up for HealthSmart Online Claim Status (OCS) go to: [Sign up](#)
- 2 Click to sign up for Online Claim Status "[Click Here](#)" option

Home + About Us Contact Us

**HealthSmart**

Online Claim Status

E-mail Address:

Password:

Submit

Fill in your e-mail address and password to check the status of claims. This service requires registration. If you would like to register, click here.

To sign up for Online Claim Status [Click Here](#).  
Forgot Password? [Click Here](#)

This is a service provided to Payors and Providers that participate in the HealthSmart Preferred Care network. The Online Claims Status is a feature only available to providers who are contracted with the HealthSmart Preferred Care network. Please contact our Customer Service Department at 800-687-0500 for assistance. HealthSmart Preferred Care network is not the claims payor and is not responsible for claims payment. Please refer to the member ID card to contact the appropriate payor for claims payment information.

\*Note: Repriced amount may not reflect actual payment received from client or client's payer due to adjudication of health benefit plan design. Claims processed at HSPC are posted into the Online Claims Status Website at 8:00 AM central standard time the day after the claims are processed. All claims may not be available for viewing through the Online Claims Status Website.

- 3 Read Acknowledgment page, Check Box and Submit

Home + About Us Contact Us

**HealthSmart**

Online Claim Status

**Acknowledgment**

Session cookies are used on the Online Claim Status site. Session cookies last only for the duration of a login on the site and are used only to assist the user in navigating the site. No personally identifiable information of any kind is stored in a session cookie. Session cookies do not write any information to your hard drive and are destroyed whenever the user logs out of the site or closes their web browser.

Online Claim Status must be allowed to store session cookies by your browser or Online Claim Status will not function for you. Please indicate that you have read and understand the above by checking the box below and then clicking the Submit button. You will only be allowed to continue with the registration process if you acknowledge the use of session cookies.

If you do not wish to allow the use of session cookies, please DO NOT check the box below and you will not be signed up for Online Claim Status.

I acknowledge the use of session cookies and wish to be signed up for Online Claim Status.

Submit Cancel

4 Complete the required contact information. Select **Provider Signup** and **Submit**.

HealthSmart Online Claim Status

**Contact Information**

\* denotes a required field

\*First Name:

\*Last Name:

\*Phone Number:  Ext:

\*Zip Code:

\*E-mail Address:

\*Password:

\*Retype Password:

\*Select a password reminder question:

\*Answer to reminder question:

\*Provider or Payer?  Provider Signup  Payer Signup

Submit Cancel

5 Complete the requested provider information and select **Finish**

HealthSmart Online Claim Status

**Requested Provider Information**

\* denotes a required field

Provider's First Name:  Provider's Last Name / Facility Name:

Provider's Tax ID (Enter the Number only. No dashes.):

\*Zip Code:  Provider's City:  State:

Add Provider

Enter the required information for each provider for which you would like to have access to the claim status.  
Press "Add Provider" to add to the list of requested providers.  
Press "Finish" when you are finished adding provider requests.

Finish Cancel

6 Registration Confirmation

Thank you for registering for **Online Claim Status**.  
You will be contacted by e-mail when your registration has been processed.

[Back to Login](#)

7 Upon receipt of request HealthSmart will review your request. Provider will be notified via e-mail of approval or denial. Please allow 24-48 hours for a response.

## Online Claim Status Portal (OCS) - Login

Providers can access the OCS Portal by going directly to the login page or going through [www.healthsmart.com](http://www.healthsmart.com).

Go directly to login page: <https://secure.healthsmart.com/ocs/ocslogin.aspx>

Go to healthsmart.com: <https://healthsmart.com/Service-Centers/Provider-Center>

+ Click on **Select Service** dropdown

+ Click on **Access HealthSmart's Network Claim Status (OCS) Network Providers ONLY**

The screenshot shows the HealthSmart website header with navigation links: WHO WE SERVE, HOW WE HELP, RESOURCE CENTER, WHO WE ARE, and SERVICE CENTERS. A purple arrow points to the SERVICE CENTERS link. Below the header is a 'Service Centers' section with a 'Provider Center' link. To the right is a 'JOIN OUR NETWORK' banner with a 'CLICK HERE' button and a 'Quick Links' section listing: HealthSmart Provider Lookup, HealthSmart Provider Manual, and Ancillary Care Services Provider Manual.

### Online provider access to member health benefits and claims information

With our growing provider base, members have better access to the best care available. We are committed to providing the best care for our members and the best provider services, including expedited claims turnaround times. HealthSmart providers have access to a variety of services, including real-time, online access to useful patient information.

Here, you can:

- View eligibility status of patients
- Determine status of claims
- Confirm payment of claims
- And much more

Simply select from the dropdown menu below, and you're on your way!

The screenshot shows a dropdown menu with the following options: Select Service, Access Patient Medical, Dental, or Vision eligibility and claims, Access HealthSmart's Network Claim Status (OCS) Network Providers ONLY, and Manage my HealthSmart Provider Only. A purple arrow points to the 'Access HealthSmart's Network Claim Status (OCS) Network Providers ONLY' option.

To request a client list please Contact Us

## Online Claim Status Portal (OCS) – Claim Search

- 1 Once logged in, click on the appropriate provider's name
- 2 Enter 'Date of Service'
- 3 'Patient's Last Name' not required but recommended for a quicker search
- 4 'Search'

The screenshot shows the HealthSmart Online Claim Status search interface. It includes a header with 'HealthSmart' and 'Online Claim Status'. Below the header are links for 'Logout', 'Change Password', and 'Admin Menu'. The main search area contains the following information: SMITH MD, JOSEPH M; Tax ID: 123456789; HealthSmart ID: 10014887. There are input fields for 'Date of Service' (4/12/2018) and 'Patient's Last Name', and a 'Search' button. A tip at the bottom reads: 'TIP: Enter a Date of Service to begin the search. You can fill in the Patient's Last Name, but it is not required.'

## Online Claim Status Portal (OCS) - Viewing Claim Details

The claim detail screen provides the following information:

- + Patient's Name
- + Patient Date of Birth
- + Submitted Charge – Charge submitted by provider
- + Date Received – Date HealthSmart received claim
- + Date Processed – Date HealthSmart processed claim
- + Status – Current status of the claim with HealthSmart

**A Adjusted** – Claim has been adjusted and processed

**D Duplicate** – Indicated claim is a duplicate and will not be processed

**R Repriced** – Claim has been repriced (Click on the 'R' to see Repricing Sheet)

**R Reversed** – Repricing has been reversed

**? Pended** – More information is required to process the claim

**X Closed** – Claim not processed

- + Appeal Repricing – Click on the 'A' to submit a request to appeal

- + Claim Payor – Claim Administrator. If underlined, you can click to be connected to their website

**Scanned Image** – Click on the scanned Image to see copy of claim (UB/HCFR) and any attachments received

The screenshot shows the HealthSmart Online Claim Status Portal interface. At the top, there is a navigation bar with 'Logout', 'Change Password', and 'Admin Menu'. Below this, there are search fields for 'MCKINNEY MD.', 'Tax ID: 123456789', and 'HealthSmart ID: 12120422'. A search bar contains 'Date of Service: 4/12/2018' and 'Patient's Last Name: Jones'. A table displays claim details for 'John Jones' with columns for Patient Name, Date of Birth, Submitted Charge, Date Received, Date Processed, Status, Appeal Repricing, Claim Payer, and Scanned Image. The Status column shows 'R' (Repriced) and the Appeal Repricing column shows 'A'. A purple arrow points to the 'R' in the Status column, and a callout box explains that clicking the 'R' leads to a repricing sheet.

Patient Name	Patient Date of Birth	Submitted Charge	Date Received	Date Processed	Status	Appeal Repricing	Claim Payer	Scanned Image
John Jones	04/04/1983	\$204.00	5/14/2018	5/14/2018	R	A	ABC Claims	

NOTE: This is not a guarantee of claim payment. We do not pay claims. Please contact the Claim Administrator for more information.

TIP: Click on A to appeal the repricing of that claim.  
If the Claim Payor's name is underlined, click on the name to see the Payor's website.

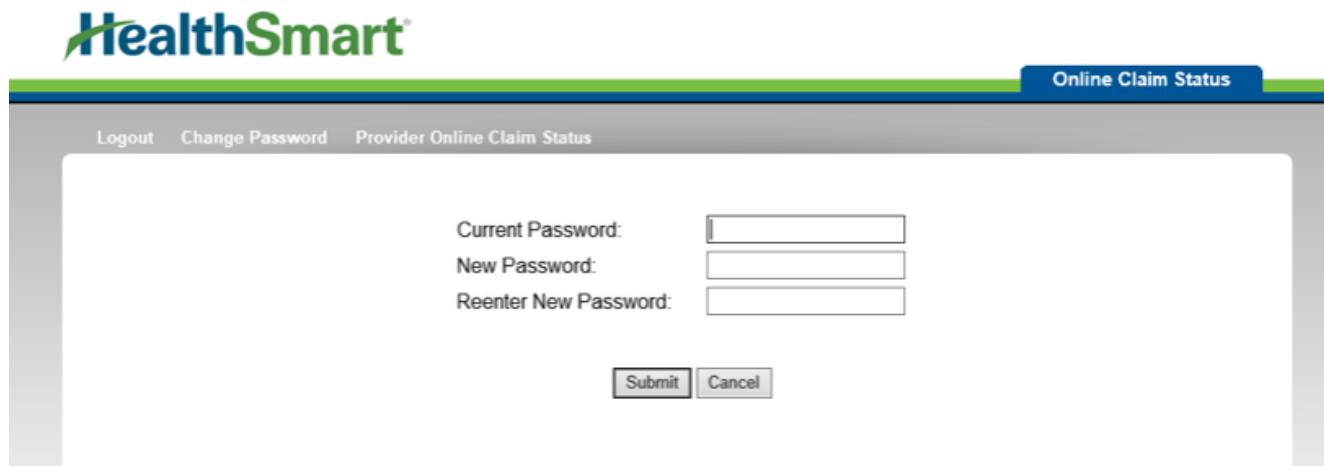
Claim Status:  
A - Adjusted D - Duplicate R - Repriced R - Reversed ? - Pended X - Closed  
Click on the image to view repricing sheet.

If 'Claim Payor is underlined, you can click to be connected to their website.

To obtain a re-pricing sheet, click on the "R"

## Online Claim Status Portal (OCS) – Change Password

You can change password on the site. If you are unable to login and need to reset your password, contact us at 800.687.0500.



The screenshot shows the HealthSmart Online Claim Status portal. At the top left is the HealthSmart logo. At the top right is a blue navigation bar with the text "Online Claim Status". Below this is a grey navigation bar with links for "Logout", "Change Password", and "Provider Online Claim Status". The main content area is white and contains a password change form with three input fields: "Current Password:", "New Password:", and "Reenter New Password:". Below the fields are two buttons: "Submit" and "Cancel".





# HealthSmart's Network Clients

HealthSmart Network Solutions has many and variety of customer types. We work directly with our clients to customize a plan that meets their needs and the needs of their customers. Our goal is to be as flexible and affordable as possible while providing a high-quality product. HealthSmart expects its clients to consider and observe the terms and conditions of our Participating Provider Agreements.

## The customers who access our network products include but are not limited to:

- + Third Party Administrators (TPA)
- + Health Plans
- + Network Aggregators
- + Self-funded Unions
- + Bill Review Vendors

## Client/Payor List

To obtain a current client list, please go to [healthsmart.com/contact-us](http://healthsmart.com/contact-us). When completing the form choose "Request Client List" in the "Type of Inquiry" drop down box.

**HealthSmart** WHO WE SERVE HOW WE HELP RESOURCE CENTER WHO WE ARE SERVICE CENTERS

## Contact Us

### How can we help?

If you have questions about working with HealthSmart, we can help!

Contact us to request a demo, submit an RFP, inquire about partnering with us, or to simply request more information from HealthSmart.

**BEFORE YOU FILL OUT THIS FORM...  
DO NOT use this form for questions  
about member benefits or coverage,  
client support or provider questions!**

- **Benefits/Coverage Questions:** For members, students, employers, payers and providers, seeking information regarding service-related issues, please visit the HealthSmart Service Center or call the number on the back of the member ID for assistance.
- **Provider Network Questions:** For questions regarding our provider network, or to join the HealthSmart PPO Preferred network, contact HealthSmart Provider Relations at 800-887-0500.

First Name:  Required

Last Name:  Required

Company Name:  Required

Title:

Email:  Required

Phone:  Required

Comments:  Required

Type of inquiry:  
Schedule a product demo, submit an RFP or speak with sales

**Submit**

**HealthSmart Corporate Headquarters**  
222 West Las Colinas Boulevard  
Suite 500N  
Irving, Texas 75039

**Corporate Headquarters**  
214-574-3545

**HealthSmart Preferred Care**  
800-887-0500

**Smart Casualty Claims**  
304-556-1100

**Flex Benefits**  
800-821-5197

**Student Member Services**  
800-331-1095

**Provider Relations**  
800-887-0500

For questions about benefits, eligibility or claims, call the number on the back of the member ID card.

# IX

## Disputes, Appeals & Grievances



# Disputes, Appeals & Grievances

## Claim Appeals

The claim appeal and resolution process is available to any Participating Provider that wishes to initiate the process. The appeals process may vary by the client, so it is best practice for you to contact the payor on the patient's ID card. Providers can also submit an appeal through the HealthSmart Online Claim Status Portal (OCS).

### Submitting an Appeal through Online Claim Status Portal (OCS)

- 1 Login
- 2 Search for claim to appeal
- 3 Claim must have a 'Status' of 'R' Repriced in order submit an appeal
- 4 Click on the 'A' under 'Appeal Repricing'
- 5 Complete the Appeal request and hit submit
- 6 To register for access to the Online Claim Status Portal (OCS), please see full instruction in the Online Claims Status Portal (OCS) section of the manual.

The appeal will be reviewed by HealthSmart and/or the appropriate party. Once a disposition and finding is reached, a HealthSmart or payor representative will notify the requestor. If a secondary review is required, the initial appeal and review findings may be submitted for next level review. When a final disposition has been reached, notification is sent to the requestor of the appeal/complaint. If the review resulted in a change to the reimbursement of the claim(s), notification of the resolution is submitted to the payor to reprocess the claim in accordance with the findings of the appeal.

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## Credentialing Disputes

**HealthSmart may deny participation or terminate participation during the credentialing or re-credentialing process for the following:**

- + Failure to meet the standards and criteria set forth in HealthSmart's Credentialing Policies and Procedures.
- + Failure of an applicant to adequately respond to a request for missing or expired information.
- + Providers accepted or treated a patient prior to being fully credentialed.
- + Failure to meet credentialing standards conducted every 36 months.
- + Failure to meet annual audit process standards (Delegated groups).
- + Failure to meet monthly reporting standards (Delegated groups).
- + Failure to provide notice to HealthSmart of any material changes to their organization.
- + Failure to provide demographics or roster changes.

**Corrective Action Notifications indicate a deficiency in a providers credentialing documentation, application or delegated responsibilities. Notified providers are required to submit a written response within 15 days of receipt of a Corrective Action Notice, outlining:**

- + A disposition and response to the deficiencies stated in the Notification.
- + Dispute of the deficiency with valid supporting evidence.
- + A corrective action plan to address the deficiencies, including procedures and timelines.

If the parties fail to reach an agreement on the existence or resolution of a deficiency, HealthSmart reserves the right to terminate the credentialing process, the Participating Providers status or the Agreement in question with Notice.

For questions regarding a provider credentialing status, termination or correction action notification please contact the issuing party on the Notice or our Provider Relations Team.

Region	State in which provider practices	Provider Relations Team
Central	IA, IL, IN, KS, MO, MN, ND, NE, SD, WI	<a href="mailto:pr.central@healthsmart.com">pr.central@healthsmart.com</a>
East	CT, DE, KY, MA, MD, ME, MI, NH, NY, OH, PA, TN, VA, VT, WV, RI, NJ	<a href="mailto:pr.east@healthsmart.com">pr.east@healthsmart.com</a>
South	AL, AR, FL, GA, LA, MS, NC, NM, OK, SC, TX	<a href="mailto:pr.south@healthsmart.com">pr.south@healthsmart.com</a>
West	AZ, CA, CO, ID, MT, NV, OR, UT, WA, WY, HI, AK	<a href="mailto:pr.west@healthsmart.com">pr.west@healthsmart.com</a>



## Clinical Or Medical Necessity Appeals

An appeal is a request to the health insurer or plan by either an Eligible person or Participating Provider to review an adverse benefit determination.

The appeal process is available to any provider that wishes to initiate the process. The appeals process may vary by the client or payor's Utilization Management program and/or as mandated by state or federal law. If you or an eligible person do not agree with a determination to not approve or certify a health care service made under the Utilization Management program, you or the eligible person have the right to appeal the determination in accordance with Utilization Management program's appeal process. Please contact the appropriate Utilization Management vendor on the member's ID card. Failure to observe the protocols of the Utilization Management program may result in a reduction of benefits to the Eligible person.

### **Disputes, Appeals & Grievances of any nature can be mailed to:**

HealthSmart | Attn: Client Service – Provider Appeals | 222 W. Las Colinas Blvd., Suite 500 N | Irving, TX 75039

### **Please provide the following information when submitting an appeal/complaint:**

- + Contact information (name, phone number, fax number and email address of the submitter)
- + Description of the issue and appeal/complaint with relevant and supporting documentation
- + An EOB and/or a copy of the claim(s) in question



X

# Appendix





# CAQH Access Form

To ensure that HealthSmart can access your CAQH application, please complete this form and return to the appropriate email address based on your practice location indicated below.

**Contracted Group Name:** \_\_\_\_\_

**State Practice Location:** \_\_\_\_\_

**Provider Last Name:** \_\_\_\_\_ **Provider First Name:** \_\_\_\_\_

**Degree:** \_\_\_\_\_ **Specialty (as it relates to the practice):** \_\_\_\_\_

**CAQH Number:** \_\_\_\_\_ **Date of Birth:** \_\_\_\_\_

**Individual NPI:** \_\_\_\_\_ **Practice TIN:** \_\_\_\_\_

**If provider is a mid-level provider (NP, PA, CRNA, CNS), please provide the name of his/her supervising physician as required by state.**

**Attestation and the following are current:**

- + License #
- + NPI #
- + SSN #
- + Tax ID #
- + Explanation of gaps in work history  Yes  No
- + Explanation of gaps in education
- + Certificate of Insurance (COI)
- + Copy of Board certification
- + References
- + Curriculum vitae (CV)
- + W9

**Access granted to HealthSmart to access CAQH application**  Yes  No

**Do you practice exclusively within the inpatient setting? (e.g. Pathology, ER, Anesthesiology, Radiology, Nurse Practitioner, Physician Assistant, etc)**  Yes  No

**Completed by (print):** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**For additional information on CAQH, please see below.**

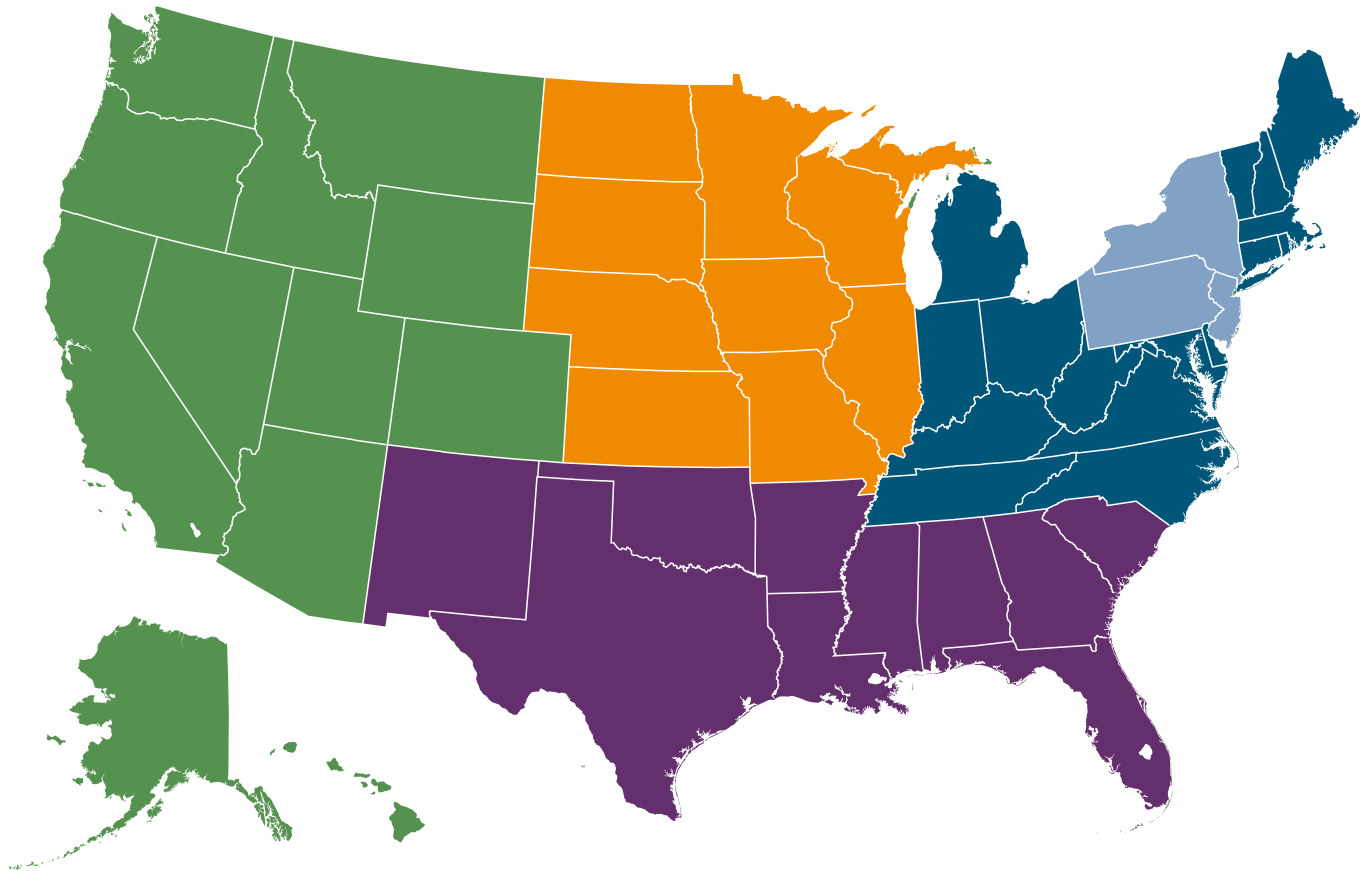
**CAQH Website:** <https://upd.caqh.org/oas/>

**CAQH Provider Help Desk**  
Phone Number: 888.599.1771  
Email address: [caqh.updhelp@acsgs.com](mailto:caqh.updhelp@acsgs.com)

**CAQH Provider Help Desk Hours**  
7am-9pm EST – Monday – Thursday  
7am-7pm EST – Friday

# Provider Relations Territory Map

## Territory Assignment by Region



**West Region**  
Email: [pr.west@healthsmart.com](mailto:pr.west@healthsmart.com)  
Fax: 214.574.2368

**South Region**  
Email: [pr.south@healthsmart.com](mailto:pr.south@healthsmart.com)  
Fax: 214.574.2368

**Central Region**  
Email: [pr.central@healthsmart.com](mailto:pr.central@healthsmart.com)  
Fax: 214.574.2368

**East Region** **WTC**  
Email: [pr.east@healthsmart.com](mailto:pr.east@healthsmart.com)  
Fax: 214.574.2368

# Roster Templates



download file

**Roster - DELEGATED Group or Facility**



download file

**Roster - DELEGATED Individual Provider**



download file

**Roster - NONDELEGATED Group or Facility**



download file

**Roster - NONDELEGATED Individual Provider**





