

Quarter 4: December 2023

NEMS MSO Newsletter

The latest updates for NEMS Medical Group!

New Claims Mailing Address

1/1/24 Paper Claim Address Update

Effective January 1, 2024, all paper claims for NEMS MSO should be mailed to the new address indicated below:

OLD ADDRESS	NEW ADDRESS ***Effective 1/1/2024***
North East Medical Services– MSO Attn: Claims 1710 Gilbreth Rd, Burlingame, CA 94010	North East Medical Services– MSO PO Box 1548 San Leandro, CA 94577

Please note, the above change only applies to paper claims. All other mail, including letters, grievances, PDRs, etc., should continue to be sent to 1710 Gilbreth Rd, Burlingame, CA 94010.

This address change will not result in any disruption to MSO services. All paper claims sent to the old address will be forwarded to the new mailing address. There is no need to resend. Please do not send duplicate claims. A memo regarding this change, has been attached for your reference.

GBHP EFT

EFT now available for GBHP Network

On January 1, 2024, Electronic Fund Transfer, or EFT, will be available for the Golden Bay Health Plan (GBHP) network providers. If you are already enrolled in EFT with NEMS, there is no need to complete an additional enrollment form, unless you'd like to use a different bank account for GBHP.

If you would like to enroll in EFT payments or have questions about EFT, please contact Provider Relations at 415-352-5186 Opt. 3 or email Provider.Relations@nems.org.

What's Inside?

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NEMS Care Management

NEMS offers comprehensive Care Coordination and Case Management (CM) services for our members.



[ECM: Enhanced Care Management](#)

ECM addresses the clinical and non-clinical care of the highest-need Medi-Cal or Dual Eligible beneficiaries.



[CCM: Chronic Care Management](#)

CCM focuses on managing chronic care and preventive care services for Medicare FFS beneficiaries.



To make a referral or learn about other NEMS CM programs, please call us at 415-352-5179 or email CaseManagement@nems.org

Medi-Cal TRI

2024 Medi-Cal Rate Adjustments

On January 1, 2024, Medi-Cal Targeted Provider Rate Increases and Investments (TRI) will be effective for eligible providers. This adjustment is meant to advance access, quality, and equity for Medi-Cal members and to promote provider participation in the Medi-Cal program.

To learn more about Medi-Cal TRI, please visit the DHCS site at <https://www.dhcs.ca.gov/Pages/Medi-Cal-Targeted-Provider-Rate-Increases.aspx>.

Alignment Health Plan

New MA Partnership in Santa Clara County

We are proud to announce that NEMS has partnered with [Alignment Health Plan](#) to manage their Medicare Advantage members in Santa Clara County. This partnership will begin on January 1, 2024, for Medicare & Medi-Cal (Medi-Medi) dual eligible members.

Authorizations for Alignment Health Plan Medicare Advantage (AHP MA) members can be submitted via fax or through the [NEMS MSO EZ-NET Provider Portal](#). To access a copy of the Treatment Authorization Request (TAR) Form and to view the Medicare Advantage prior authorization guidelines, visit the [NEMS MSO website](#).

Claims for AHP MA members can be submitted electronically through a partnered clearinghouse or by paper mail. A full list of partnered clearinghouses can be found on the NEMS MSO website [here](#). All paper claims can be mailed to the below address:

North East Medical Services– MSO
PO Box 1548
San Leandro, CA 94577

We are actively recruiting providers to join our AHP MA network in Santa Clara County! If your office is interested in joining or would like to discuss more about AHP MA, please contact the Provider Relations team by email at Provider.Relations@nems.org or by phone at (415) 352-5186 Option 3.



Year End Thank You

NEMS is Grateful for Your Partnership

2023 has been a year of growth and gratitude for NEMS MSO. We have expanded our services and networks in both San Francisco and Santa Clara County. None of this would be possible without you- our valued partner providers, organizations and groups!

In 2023, NEMS MSO served over 63,000 members. These members, and our communities at large, greatly benefit from the quality care they receive from our network providers.

We thank you all for your unwavering commitment, tireless efforts and for the thoughtful care you provide. NEMS wishes you a holiday season filled with well-deserved rest, relaxation, and joy.

We look forward to continuing our partnership in the New Year to come!

NEMS MSO Quick Links



[EZ-Net Provider Portal](#)



[NEMS Provider Manual](#)



[Prior Authorization](#)



[Claims Submission](#)



[Interpretation Services](#)



[NEMS Clinics](#)

Contact Us!



**NORTH EAST
MEDICAL SERVICES**
東北醫療中心
MANAGEMENT SERVICES ORGANIZATION

MSO Main Phone Number:
(415) 352-5186

TDD/TTY:
1-800-735-2929

Hours of Operation:
Monday-Friday, 8:00am-5:30pm

Website:
<https://nemsmso.org/>



DATE: December 26, 2023

TO: All Vendors and Providers

FROM: NEMS MSO

RE: NEMS MSO’s New Claims Mailing Address

We would like to remind you that effective January 1, 2024, all **paper claims** for NEMS MSO should be mailed to the new address indicated below:

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Please note, the above change only applies to paper claims. All other mail, including letters, grievances, PDRS, etc., should continue to be sent to 1710 Gilbreth Rd, Burlingame, CA 94010.

CLAIMS: * Please DO NOT resubmit duplicate claims! *****

Claims mailed to the old address will be forwarded to the new mailing address so you will NOT need to resubmit, if you have already submitted claims to the old address.

We encourage providers to utilize the NEMS Provider Portal to check for real-time claims status, as well as for authorization status and to submit prior authorization requests. To request access to our NEMS MSO Provider Portal, please complete and send back the Provider Portal Access Form found at https://www.nemsmso.org/wp-content/uploads/Provider_Portal_User_Access_Form.pdf.

If you have any questions, please feel free to contact Provider Relations at 415-352-5186 Opt. 2 or email MSO-info@nems.org.

Sincerely,

NEMS MSO