



Quarter 1: March 2024

# NEMS MSO Newsletter

The latest updates from NEMS Medical Group!

## Network Provider Update Form

### Fillable Form Now Available on NEMS MSO Website

NEMS maintains accurate provider data to ensure our members can access timely care and our health plan partners have up to date network information. In compliance with [Senate Bill 137, Uniform Provider Directory Standards](#), providers are required to update NEMS of any changes to their practice, which includes but is not limited to:

- Changes in practice location and/or practice contact information
- Changes in provider specialty, panel, and/or hospital privileges
- Changes in TIN and/or remittance information

Providers contracted with NEMS MSO are encouraged to utilize our [new Network Provider Update Form](#) on our website to update their provider record. Contact Provider Network team at 415-352-5186, Option 3 or at [Provider.Relations@nems.org](mailto:Provider.Relations@nems.org), if you have any questions.

## DHCS EPSDT Provider Training

### Biannual Early and Periodic Screening, Diagnostic, and Treatment Provider Training Requirement

EPSDT (Early and Periodic Screening, Diagnostic, and Treatment) ensures children receive early screening, diagnostic, and treatment services to address health issues, regardless of whether the services are covered under Medi-Cal. Under federal and state laws, providers serving Medi-Cal members under 21 years old must offer a range of services including screenings, vision, dental, and hearing care, as well as case management and care coordination.

Effective January 1, 2024, all network providers serving Medi-Cal members under the age of 21 must complete EPSDT Specific Training every two years. Training materials are provided to you:

- during New Provider Orientation, or
- on an ongoing basis via the [NEMS Provider Manual](#) and [EPSDT Training](#) on our NEMS MSO website.

If your practice would like an in-person or virtual training, this can be provided by contacting the NEMS Provider Network team at [provider.relations@nems.org](mailto:provider.relations@nems.org) or at 1-415-352-5186, Option 3.

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## NEMS EZ-NET Provider Portal

All providers are strongly encouraged to use the [EZ-NET Provider Portal](#) to easily:

- Check authorization and claim status
- Download Explanation of Benefits
- Submit Treatment Authorization Requests

[Click Here](#) to download our Provider Portal Form to obtain access.

### EZ-NET Redesign

EZ-NET has been reformatted (as seen in the photo below). Use the Login button in the upper right corner of the homepage to access all the same functions in a more user-friendly layout!

### Questions?

Please contact us below!

Email: [msoedi@nems.org](mailto:msoedi@nems.org)

Phone: 415-352-5186

Fax: 415-233-4892

## UM Affirmative Statement

### Utilization Management Determinations

NEMS makes utilization management decisions to approve or deny a service based only on appropriateness of care, service, and existence of coverage. NEMS does not reward practitioners or other individuals for issuing denials of coverage or service care. There are no financial incentives for decision makers that would result in underutilization.

Members and providers may request a copy of the policies, procedures, and criteria used to decide for a specific procedure or condition by contacting NEMS UM at (415) 352-5186, option 1. TTY services (800) 735-2929 is available for the hearing impaired. NEMS provides language assistance for members whose primary language is not English.

## UM Staff Availability

### Hours of Operation and Contact Information

NEMS UM (Utilization Management) staff are available to members and providers during regular business hours (Monday through Friday, 8:00am - 5:30pm) to discuss UM issues, including denial decisions.

After normal business hours, UM staff can receive secure voicemail, fax, and email. Messages received after hours are returned within one business day. When initiating or returning calls regarding UM issues, our staff is identified by name, title and organization name. Inquiries can be made via methods listed contact methods below:

- For Inpatient Services: [um-inpatient@nems.org](mailto:um-inpatient@nems.org)
- For Outpatient Services: [um-outpatient@nems.org](mailto:um-outpatient@nems.org)
- Fax: (415) 398-2895
- Phone: (415) 352-5186, option 1
- TTY: (800) 735-2929



# Interpretation Services

## Scheduling Interpretation Services

NEMS offers professional interpretation services to members at no cost. Network providers are encouraged to use NEMS interpretation services, which are available in over 100 languages.

Interpretation services may be requested by:

- Completing the [Interpretation Request Form](#) on the MSO website; or
- Calling NEMS Provider Relations at 415-352-5186, option 3, during regular business hours.

Interpretation requests for routine appointments, should be submitted at least 5 business days prior to the appointment during regular business hours. For urgent appointments (i.e. within 24 hours), please reach out to NEMS Provider Network team as soon as possible to schedule interpretation services.

## NEMS MSO Credentialing & Re-credentialing

### Credentialing/Recredentialing Process Reminder

NEMS MSO follows federal, state, the National Committee for Quality Assurance (NCQA), and contract health plan guidelines and standards for initial provider credentialing and re-credentialing. The credentialing cycle is every three (3) years for independently licensed practitioners and organizations.

The credentialing process includes a comprehensive screening against federal and state sanctions databases, as well as verification of required licensure and certifications. Quality indicators such as member complaints and facility site reviews, are also assessed during credentialing.

NEMS MSO conducts ongoing monitoring of its provider network, which may include addressing quality of care issues. As part of this monitoring, providers will receive periodic notifications prior to expiration of licensure, certifications, and liability coverage, and are instructed to submit renewed copies of the documents. Failure to submit renewed documents prior to expiration may have a negative impact on credentialing status.

For questions regarding credentialing, contact Provider Network team at [mso-credentialing@nems.org](mailto:mso-credentialing@nems.org) or at 1-415-352-5186, Option 3.



Contact  
NEMS  
MSO



MSO Main Phone Number:  
(415) 352-5186

TDD/TTY:  
1-800-735-2929

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