

Quarter 4: December 2024

# NEMS MSO Newsletter

The latest updates for NEMS Medical Group!



## Prior Authorizations

### Visit NEMSMSO.org to Review PA Requirements

Providers are required to submit prior authorization (PA) service requests in accordance with current NEMS MSO policies and procedures.

Prior authorization requirements will vary based on the member’s insurance coverage. Please visit the below links to review PA guidelines for each NEMS MSO line of business.

- [Medi-Cal Managed Care Plan Authorization Requirements \(All Plans\)](#)
- [Medicare Advantage Authorization Requirements: Health Net/GBHP](#)
- [Medicare Advantage Authorization Requirements: Anthem Blue Cross](#)
- [Medicare Advantage Authorization Requirements: Alignment Health Plan](#)

NEMS MSO uses the Medi-Cal criteria, Medicare criteria, Health Plan’s criteria, and MCG guidelines to guide utilization management decisions.

## SFHP Hospital Networks

### Hospital Networks for NEMS SFHP Medi-Cal Members

NEMS MSO would like to remind all providers about the designated hospital networks for San Francisco Health Plan (SFHP) Medi-Cal Managed Care members. Providers can identify a SFHP Medi-Cal Member’s medical group by viewing their SFHP ID card.

Medical Group	Network Hospital
North East Medical Services Medical Group	California Pacific Medical Center
North East Medical Services with San Francisco Health Network	Zuckerberg San Francisco General Hospital and Trauma Center

Referring patients to the appropriate network hospital ensures timely and efficient care. Providers are encouraged to refer patients to their respective network hospitals accordingly. Thank you for your cooperation in supporting our SFHP Medi-Cal members!

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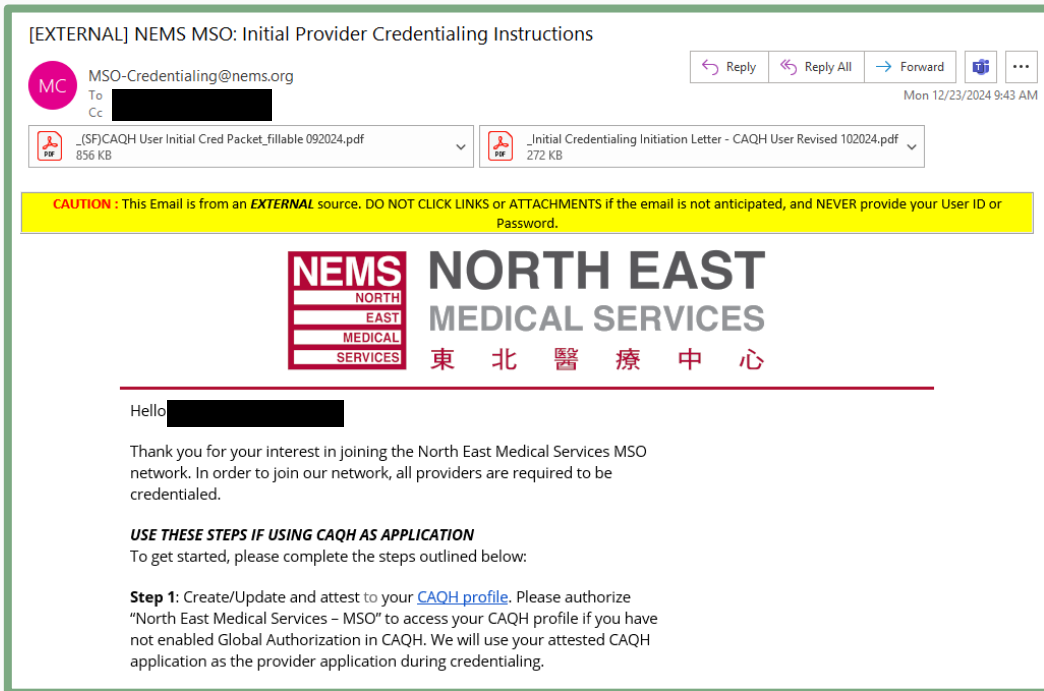
# Verifiable Credentialing Platform

## New Credentialing Platform is Live!

NEMS Provider Network Operations team is excited to announce that we have now gone live with Verifiable for provider initial and recredentialing. Migrating to this platform will enhance communication and streamline the credentialing process!

Below is a screenshot of the email you will receive when the credentialing process is initiated. Please be sure to review these messages, as they will contain important credentialing information from NEMS.

If you do not receive an email like the one pictured below check your junk email folder before reaching out to [MSO-Credentialing@nems.org](mailto:MSO-Credentialing@nems.org).



## Provider Training Materials

### Access Provider Materials at NEMSMSO.ORG

To promote continuous education of our provider network, NEMS MSO publishes various provider education materials on our website. These materials should be reviewed throughout the year by all network providers to ensure they are up to date with NEMS MSO, Health Plan, State and Federal training requirements.

The NEMS MSO Provider Manual and additional training documents can be found at on the NEMS MSO website [here](https://nemsmso.org).





# NEMS EZ-NET Provider Portal

**Scheduled Maintenance:**  
NEMS MSO EZ-NET [Provider Portal](#) undergoes system maintenance every 3rd Saturday of the month from 2:00 pm – 6:00 pm (PT). The provider portal is not available during system maintenance. Please plan accordingly.

## **New User Guides:**

To help users better navigate the EZ-Net Provider Portal, step by step user guides are now available. Click on the links below to view each user guide.

- [Accessing Explanation of Benefits \(EOBs\)](#)
- [Searching Member Eligibility](#)
- [Submitting an Authorization](#)
- [Checking Authorization Status](#)
- [Checking Claims Status](#)

## **Contact Information:**

If you have any questions, please do not hesitate to reach out to our Technical Support Team at [MSOEDI@nems.org](mailto:MSOEDI@nems.org), or via phone at 415-352-5186.



## **Chiropractic Services at NEMS San Jose Clinic**

### **Newly Added Chiropractic Services at 1870 Lundy Ave**

North East Medical Services (NEMS) is excited to announce that Chiropractic Services are now available at our medical clinic, located at 1870 Lundy Avenue in San Jose!

#### **Benefits of Chiropractic:**

- Relieves pain and reduces tension
- Decrease or eliminate use of prescription drugs & surgery
- Improves spinal alignment
- Improves nervous system function
- Improves strength and stability
- Improves flexibility and range of motion

Chiropractic services are available every Monday from 9:00 AM – 1:00 PM and 2:00 PM – 6:00 PM. Accepted insurances include Medi-Cal, certain Medicare Plans and Commercial/Private Insurance Plans (with PCP's referral). If you have any questions, please contact the clinic at (408) 573-9686.

## **Year End Thank You**

### **A Heartfelt Thanks from NEMS MSO**

As 2024 comes to a close, NEMS MSO would like to take a moment to express our deepest gratitude to you, our valued providers. Your dedication, expertise, and unwavering commitment have been the cornerstone of our success this year.

Thanks to your partnership, we've been able to provide care to over 83,000 Medi-Cal and Medicare beneficiaries. Your efforts have made a meaningful impact on the lives of those we serve, and for that, we are profoundly grateful.

We look forward to continuing our work together in the coming year. Wishing you and your loved ones a joyful holiday season and a prosperous New Year!