



Health Care From The Heart 細意關懷 與您共走健康之路

NEMS MSO Provider Newsletter

Quarter 1: March 2026

The Latest Updates for NEMS Medical Group!

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2026 Annual Provider Training Materials

2026 Provider Training Materials & Resources

On an annual basis, NEMS MSO network providers must review the NEMS MSO Provider Training materials. For calendar year 2026, please review the following materials with your entire practice:

- [NEMS MSO Provider Training 2026](#)
- [NEMS MSO Provider Manual \(March 2026\)](#)

These materials are intended to provide reeducation on topics such as NEMS MSO authorization/claims, contracted provider responsibilities and health plan,

state and federal managed care guidelines and requirements.

If you would like a refresher training conducted by the NEMS MSO Provider Network Team, please contact us at provider.relations@nems.org.

EPDST Training Reminder

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

EPSDT (or Early and Periodic Screening, Diagnostic, and Treatment) ensures children receive early screening and preventive services to diagnose, avert, and treat health problems as early as possible, regardless of whether the service is covered under Medi-Cal. Effective January 1, 2024, all network providers serving Medi-Cal members under the age of 21 must complete EPSDT Specific Training Every two years.

Per federal and state law, providers rendering services to Medi-Cal members under the age of 21 must inform and provide EPSDT services to Medi-Cal beneficiaries including, but are not limited to, screening services, vision services, dental services, hearing services, case management and care coordination.

Upon joining the NEMS Network, EPDST training is provided during New Provider Orientation. Please review the [EPDST Training](#) on our NEMS MSO website to ensure your practice is retrained. If you would like an in-person or virtual training, this can be provided by contacting the NEMS Provider Network team at provider.relations@nems.org or at 1-415-352-5186, Option 3.



HEDIS Reminder: Annual Wellness/Preventive Care Visits

Prioritize Wellness Visits to Close Care Gaps

As the new year begins, it's time to prioritize Annual Wellness/Preventive Care Visits. Proactive outreach helps ensure patients return for their yearly visits, giving providers the opportunity to identify and close important care gaps. These

visits are a key opportunity to complete preventive screenings, monitor chronic conditions, and improve patient outcomes and quality measure performance.

Examples of care gaps to address during the visit:

- Diabetes care, including HbA1c, kidney health evaluation (both uACR and eGFR), and eye exam
- Hypertension monitoring and blood pressure control
- Breast cancer screening
- Cervical cancer screening
- Colorectal cancer screening
- Depression screening and follow-up
- Medication review and adherence

Sign Up for Electronic Fund Transfer (EFT)

Have you enrolled in EFT with NEMS?

To help your practice receive payments from NEMS more quickly and securely, we invite you to enroll in Electronic Funds Transfer (EFT). EFT is a direct bank-to-bank payment method that provides a faster, safer way for your practice to receive payment from NEMS for authorized services.

Benefits of EFTs over checks:

- **Faster:** Receive payment to your account in 2-3 business days.
- **Safer:** Lessened chance of human error or theft.
- **Convenient:** Completed online so there's no need for physical or paper deposit.

You can enroll for EFT by completing the [EFT Request Form](#). Please send the completed form, along with a copy of a voided check (or a letter from your bank providing confirmation of your account information) to Provider.Relations@nems.org or via fax at 415-233-4892.

SMHC vs NSMHC Screening Tools for Youth

Specialty Mental Health Services vs. Non-specialty Mental Health Services

Effective April 1, 2026, network providers must use a DHCS-approved youth trauma screening tool when a trauma screening is needed to support assessment of Specialty Mental Health Services (SMHS) access criteria for Medi-Cal members under age 21. Standard tool-specific scoring must be used to determine whether the member scores for referral to SMHS or non-specialty mental health services (NSMHS).

As a reminder, SMHS and NSMHS are covered/managed by the county's behavioral health services or the member's health plan, respectively. We are only providing this communication for your information as the screening can be completed by any provider or the member themselves.

For more information, please see [DHCS APL 26-002](#) and its associated [attachment](#).

Managed Care & Out-of-Network Referrals

PCP Reminder on Specialty Referral Process

Patients should be reminded that they will be referred to in-network specialists. Referral requests are reviewed by Utilization Management (UM) for medical necessity, and out-of-network care is approved only when the requested service is unavailable in-network.

Please visit our directory for in-network providers: <https://nemsmsso.org/doctor-directory/>

Key points for PCPs to communicate with patients:

- Explain to patients which specialists and services are in-network to set expectations regarding specialty referrals.
- Advise that UM evaluates referrals for medical necessity and network availability and that out-of-network approvals are granted only when no equivalent in-network service exists.

UM Staff Availability and Updates

Hours of Operation and Contact Information

NEMS UM staff is 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 are returned within one business day. Our staff is identified by name, title and organization name when initiating or returning calls regarding UM issues. Inquiries can be made via methods listed contact methods below:

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

Retroactive Authorization Update

Effective April 1, 2026, NEMS MSO UM will begin reviewing retrospective authorization requests for Medicare Advantage members.

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.



NEMS MSO Mailing Addresses

Direct Mail to the Appropriate NEMS MSO Address

NEMS MSO has two mailing addresses for the processing of different documents. Please ensure that your mail is sent to the correct addresses to ensure timely handling.

Paper Claims:

NEMS MSO
PO Box 1548
San Leandro, CA 94577

All other mail (e.g. refund checks, PDR):

NEMS MSO
1710 Gilbreth Road
Burlingame, CA 94010

Claims Reminder: Submission of Requested Information

Submit Missing Information Within 60 Days

To ensure timely processing of claims, please submit requested information and/or missing information within 60 calendar days of the first notification or date of remittance advice. The remittance advice will provide the reason for adjustment.

A claim is subject to denial of payment if the requested and/or additional information is not received within this timeframe.

Welcome Our Newly Contracted Providers

New NEMS Network Providers: Q1 2026

We're pleased to welcome several new providers to the network this quarter. These new partners bring diverse expertise, expanded access, and a shared commitment to delivering high-quality, patient-centered care.

For more information on these providers, including network participation, please visit the [NEMS MSO Provider Directory](#).

Practice Name	Specialty	Service Area	Office Phone
Alkimiya Surgical Systems, PC	Colon & Rectal Surgery	Santa Clara County	408-707-1410
Daniel Yung Tse, M.D.	Internal Medicine	Santa Clara County	408-261-3736
Huy N. Trinh MD Gastroenterology & Hepatology, Inc	Gastroenterology	Santa Clara County	408-430-1688
Indian Health Center	FQHC - Multispecialty	Santa Clara County	408-445-3400

Practice Name	Specialty	Service Area	Office Phone
KAAJ Healthcare	Multispecialty	Santa Clara County	408-937-9000
Kyaw Min, MD	Family Medicine	Santa Clara County	408-540-3933
NovoMed Primary Care and Aesthetics, Inc	Internal Medicine	Santa Clara County	833-668-6633
Premier Brain & Spine Institute, Inc	Neurological Surgery; Orthopedic Spine	Santa Clara County	408-333-9350
Ravenswood Family Health Network	FQHC - Multispecialty	Santa Clara County	650-330-7400
8th Element Hyperbaric Medicine	Hyperbaric Oxygen Therapy	San Francisco County	650-777-8656
Family Care Podiatry	Podiatry	San Francisco County	415-212-9166
University of the Pacific	Audiology & Hearing Aids	San Francisco County	415-780-2001
Air For Life LLC	DME	San Francisco & Santa Clara County	510-383-0274
Apria Healthcare, LLC	DME	San Francisco & Santa Clara County	888-492-7742
Bay Area Foot Care	Podiatry	San Francisco & Santa Clara County	800-871-8606
Expressable Speech-Language Pathology, P.C.	Speech & Occupational Therapy	San Francisco & Santa Clara County	512-377-6318
Lifewave Psychiatry	Psychiatry	San Francisco & Santa Clara County	415-483-9223
Ruth Doing White, SLP-CCC	Speech Therapy	San Francisco & Santa Clara County	415-225-6152
OT Park Occupational and Physical Therapy Inc	Occupational/Speech/Feeding Therapy	Santa Clara County	669-888-3636
Airship Electrolysis Inc	Electrology	San Francisco County	510-812-7084
Gerald R Sydorak, MD	Vascular Surgery - Wound Care Only	San Francisco County	650-697-7003
ATG-Rehab Specialists, Inc ATG-Designing Mobility, Inc	DME - Wheelchairs	San Francisco & Santa Clara County	800-500-9150



North East Medical Services
Management Services Organization
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Burlingame, CA 94010

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