



NEMS MSO Provider Newsletter

Quarter 3: September 2026

The Latest Updates for NEMS Medical Group!

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Prior Authorization Update

No PA Required for Eligible In-Network Office Visits and Consultations

Effective **October 1, 2026**, prior authorization (PA) will no longer be required for in-network provider consultations and office visits (E&M visits).

This change is part of our ongoing efforts to streamline the utilization management (UM) process, reduce administrative burden for providers, and support timely access to care for our members.

What This Means for In-Network Providers

Beginning October 1, 2026, in-network providers may proceed with consultation and office visit services without submitting a PA request. This includes services billed with:

- Place of Service (POS) 11 (Office)
- Evaluation and Management (E & M) service codes

Important Reminder

This update applies to eligible in-network consultations and office visits effective October 1, 2026. Other services and out-of-network care may continue to require prior authorization. Please refer to the authorization requirement grids on our website to determine if a service requires prior authorization.

Providers should continue to verify eligibility, benefits, network status, and applicable PA requirements before rendering services.

Network Provider Update Form

Keep Your Provider Information Current

To help maintain accurate and up-to-date provider information, NEMS network providers are required to use the NEMS **Network Provider Update Form** to notify us about any changes to your practice information.

The fillable form should be submitted whenever there are changes, including:

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

Please use the **Network Provider Update Form** on the NEMS MSO website to update your provider record whenever changes occur.

If you have any questions, please contact the Provider Network Operations team at 415-352-5186, Option 3, or Provider.Relations@nems.org.

HEDIS Reminder: Annual Wellness Visits

Make Every Visit Count by Closing Care Gaps

As fall approaches, now is the time to prioritize **Annual Wellness and Preventive Care Visits**. Proactive outreach encourages patients to schedule their annual visit and gives 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 health outcomes and quality measure performance.

Examples of Care Gaps to Address:

- Diabetes Care: HbA1c, Kidney Health Evaluation (uACR and eGFR), and Diabetic Eye Exam
- Hypertension: Blood Pressure Monitoring and Control
- Breast Cancer Screening
- Cervical Cancer Screening
- Colorectal Cancer Screening
- Depression Screening and Follow-Up
- Medication Review and Adherence

Help your patients stay on track with their preventive care. Schedule and complete annual wellness visits today!



NEMS Credentialing Process Update

Use Verifiable to Complete Credentialing

NEMS uses Verifiable as our credentialing platform and provider database. Providers who are interested in joining the NEMS network will use Verifiable to complete the online onboarding application.

Tips for a Smooth Credentialing Process

To help prevent delays and ensure your application is complete, providers should:

- **Monitor your email:** New providers should check their **junk or spam folder** for the email containing the link to the Verifiable credentialing application portal.
- **Complete all required information:** Carefully review and provide accurate information throughout the online onboarding process.
- **Keep your information current:** Verifiable is also used to maintain provider information, so please ensure that your professional information remains accurate and up to date.
- **Respond promptly to requests:** Monitor communications from NEMS and provide any requested documentation or additional information in a timely manner.
- **Review before submitting:** Carefully review your application and supporting documents for completeness and accuracy before submission.

Know Your Provider Rights

NEMS is committed to maintaining a consistent and compliant credentialing process. Our Credentialing Program follows applicable **federal, state, health plan, and NCQA requirements**, and the program was **accredited by NCQA in 2024**.

Providers are encouraged to review the **NEMS Credentialing Provider Rights** to understand your rights throughout the credentialing process.

For additional information, please also review the **NEMS MSO Provider Manual**.

If you have questions about the credentialing process, please contact the Provider Network Operations team at 415-352-5186, Option 3, or mso-credentialing@nems.org.

SFHP Care Plus (HMO D-SNP) NEMS EZNET Member Records

One Single Member Record for SFHP Care Plus (HMO D-SNP) NEMS

SFHP Care Plus (HMO D-SNP) NEMS members will have **one** active member record in NEMS EZNET Provider Portal.

D-SNP members are individuals who have both Medicare and Medi-Cal coverage under one plan. As a result, their Medicare and Medi-Cal coverage will be reflected under one member account in EZNET.

Please be sure to select the member's active EZNET record when verifying eligibility and submitting prior authorizations.

Unsatisfactory Immigration Status (UIS) Medi-Cal FFS Transition

Provider Reminder: Prepare for the January 1, 2027 Transition

Beginning **January 1, 2027**, Medi-Cal members with **Unsatisfactory Immigration Status (UIS)** will transition from the Medi-Cal Managed Care delivery system to Medi-Cal Fee-for-Service (FFS). This change affects how members access care but does not mean they will lose their Medi-Cal coverage.

Continuity of Care Pathways

To support continuity of care, providers should be aware of the following:

- UIS Members will be enrolled in Medi-Cal FFS effective January 1, 2027.
- Providers should submit their [Medi-Cal FFS enrollment application](#) and receive approval by January 1, 2027.

For more information, please review the [DHCS UIS FFS Policy Guide](#).

Medi-Cal Pediatric Programs

Know the Programs Available to Support Children and Families

Medi-Cal managed care providers should review the pediatric programs available to Medi-Cal beneficiaries on an annual basis. Below is a brief overview of key programs and resources available to support eligible children, pregnant individuals, and families.

Comprehensive Perinatal Services Program (CPSP)

CPSP provides health services to low-income pregnant and postpartum women, with the goal of improving health outcomes and reducing health disparities in underserved communities. Services may include prenatal care, nutritional counseling, and mental health support. For more information, visit [CDPH CPSP](#).

California Children's Services (CCS)

CCS provides medical services to eligible children and youth under age 21 with certain physical disabilities and chronic health conditions. Services may include diagnosis, treatment, rehabilitation, and financial assistance, helping support improved health outcomes and quality of life. For more information, visit [DHCS CCS](#).

Providers are encouraged to review the [training materials](#) available on the NEMS MSO website for additional information about these programs and applicable requirements.



CMS-0057-F: Provider API Connectivity

Connecting Providers and Health Plans for Prior Authorization Interoperability

NEMS MSO is reaching out to network providers to identify practices that may be interested in establishing API connections with participating health plans in support of the **CMS-0057-F** prior authorization interoperability requirements.

Providers will work directly with the applicable health plans to implement the APIs. However, NEMS MSO can help facilitate connections between interested providers and participating health plans.

If your practice is interested in establishing API connectivity or would like to learn more, please contact MSO-CAP@nems.org by November 15, 2026.

Welcome Our Newly Contracted Providers

New NEMS Network Providers: Q3 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
A1 Pro Home Health Inc.	Home Health	San Francisco, San Mateo & Santa Clara Counties	510-826-1888
Amritha Parthasarathy DO Professional Corporation	Neurology	Santa Clara County	408-657-5620
A1 Pro Hospice	Hospice Care	San Francisco, San Mateo & Santa Clara Counties	510-819-0888
BLC HomeHealth Inc.	Home Health	San Francisco, San Mateo & Santa Clara Counties	510-738-0888
California NeuroInstitute, Inc	Neurosurgery	Santa Clara County	408-540-6861
Schweiger Dermatology Group	Dermatology/Allergy/Plastic Surgery	San Francisco, San Mateo & Santa Clara Counties	844-337-6362
Dr. Athiya Javid OB/GYN	OB/GYN	Santa Clara County	408-729-8111
Exact Science Laboratories, LLC	Clinical Lab	San Francisco, San Mateo & Santa Clara Counties	844-870-8870
Fremont Pain Treatment Center, A Medical Group	Pain Medicine, Interventional & Diagnostic	Santa Clara County	510-818-9237
Golden State Heart & Vascular Associates	Cardiology and Vascular	San Francisco, San Mateo & Santa Clara Counties	650-695-0955

Jiva Health, Inc	Multi-Speciality (Pulmonary Disease/Sleep Medicine/Podiatry/Allergy & Immunology)	San Francisco & Santa Clara Counties	925-685-4224
Kickstart O&P, LLC	Durable Medical Equipment	San Francisco, San Mateo & Santa Clara Counties	510-996-4200
Cai Retina	Ophthalmology	Santa Clara County	408-540-3559
Mission Surgery Center Inc	Ambulatory Surgery Center	Santa Clara County	510-818-9237
Self-Help for the Elderly	Hospice Care/Home Health	San Francisco & San Mateo Counties	415-677-7628
Shahida Mohammad, MD	PCP (Pediatrics)	Santa Clara County	408-270-2100
South Bay Vascular Center and Vein Institute	Vascular Surgery	Santa Clara County	408-376-3626

If you have questions about your existing contract or would like to refer a practice interested in contracting with NEMS, please contact mso.contracting@nems.org.





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