NEMS NORTH EAST MEDICAL SERVICES

NORTH EAST MEDICAL SERVICES

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MANAGEMENT SERVICES ORGANIZATION (MSO)

Provider Manual

October 2024

This document contains general information and program requirements for multiple lines of business. ***Please make sure to distinguish the contents and apply the information to the program with which you are affiliated***. If you have any questions regarding the contents of the document, contact NEMS MSO Provider Network team at 1(415) 352 - 5186 Option 3.

TABLE OF CONTENTS

Table of Contents 2
KEY CONTACTS 5
ABOUT NEMS 6
Our Mission 6
NEMS MSO Provider Manual 6
OUR PROGRAMS 7
Medicare Advantage 7
Medi-Cal Managed Care 8
Dual Eligible 9
ACO REACH 10
VERIFYING MEMBER ELIGIBILITY 11
How to Check Eligibility 11
ENROLLMENT AND CREDENTIALING 12
PROVIDER RESPONSIBILITIES 13
Primary Care Provider (PCP) Responsibilities 13
Specialists Responsibilities 13
Requirements for Reporting Provider Changes 14
Network Provider Update Form 14
Timely Access Standard 14
Initial Health Appointment 15
Annual Wellness Exam 15
Cognitive Health Assessment 15
Sensitive Services 16
After-Hours 17
Emergency Services and Urgent Care 17
Provider Appointment Availability Survey 17
Patient Preferred Language 17
Provider Satisfaction Survey 18
Non-discriminatory Practice 18
Services for Members with Disabilities 18
Disease Surveillance 19
Smoking Cessation 19
Medi-Cal EPSDT Requirements 20

PROVIDER NETWORK SERVICES 20
New Provider 20
Provider Credentialing and Re-credentialing 21
Provider Network Management 21
Provider Newsletter 22
UTILIZATION MANAGEMENT 23
UM Staff Availability 23
UM Criteria 23
Medicare Advantage UM Criteria 24
Medi-Cal UM Criteria 26
Prior Authorization 26
Prior Authorization Turnaround Time 27
Authorization Approval/Denial 27
Appeal of UM Decisions 28
CASE MANAGEMENT & CARE COORDINATION 29
Basic Case Management 29
Complex Case Management 29
CLAIMS SUBMISSION 30
Claim Requirements 30
Timely Filing Timeframes 30
Claim Submission 31
General Claims Processing Guidelines 31
Balance Billing 32
Denial of Claims 32
Contested Claims 33
Overpayment and Recoupments 33
Coordination of Benefits (COB) 34
Provider Dispute Resolution Mechanism 34
Medicare Advantage Specific Claim Policies 35
NEMS MSO WEBSITE AND PROVIDER PORTAL 37
CULTURAL AND LINGUISTIC SERVICES AND TRAINING 38
Interpretation Services 38
Cultural and Linguistic Training 38
Provider Compliance 39
Fraud, Waste and Abuse 39

HIPAA 40
MEMBER RIGHTS & RESPONSIBILITIES 41
Member Grievances 43

KEY CONTACTS

NEMS MSO	For general questions or inquires. **Hours of Operation:** Monday to Friday, 8:00am – 5:30pm **Phone:** 1(415) 352-5186, Option 4 **TDD/TYY:** 1-800-735-2929 **Email:** mso-info@nems.org **Mailing Address**: 1710 Gilbreth Road Burlingame, CA 94010
NEMS MSO Provider Network Operations	For questions or concerns about provider issues, network and contracting inquiries, and credentialing. **Hours of Operation:** Monday to Friday, 8:00am – 5:30pm **Phone:** 1(415) 352-5186, Option 3 **Email:** provider.relations@nems.org
NEMS MSO Claims	For questions or concerns about claims payment, claims dispute and other claims related inquiries. **Hours of Operation:** Monday to Friday, 8:00am – 5:30pm **Phone:** 1(415) 352-5186, Option 2 **Email:** mso-claims@nems.org **Paper Claims Mailing Address:** NEMS MSO Claim PO Box 1548 San Leandro, CA 94577
NEMS MSO Utilization Management	For questions or concerns about service authorizations (or TAR), covered medical services, and inpatient concurrent review. **Hours of Operation:** Monday to Friday, 8:00am – 5:30pm **Phone:** 1(415) 352-5186, Option 1 **Email:** MSO-UM@nems.org
NEMS MSO Case Management	For questions related to case management and care coordination. **Hours of Operation:** Monday to Friday, 8:00am – 5:30pm **Telephone:** 1(415) 352-5179 **Email:** casemanagement@nems.org

ABOUT NEMS

North East Medical Services (NEMS) was founded in 1968 in response to the lack of adequate health care services for uninsured and underprivileged Asians in San Francisco. For over five decades, NEMS has grown from a small primary care clinic to a large, comprehensive health care organization consisting of fourteen clinics located in San Francisco, San Mateo, and Santa Clara counties.

To meet the growing demands for its services and strengthen the partnership with managed care plans in the Bay Area, NEMS formed a Management Services Organization (MSO) in 1999 to provide administrative services for Medi-Cal managed care patients who have selected NEMS as the primary care clinic/provider. Since its inception, NEMS and its MSO department continue to grow to bring comprehensive, quality, culturally and linguistically appropriate care to individuals in the Bay Area. Currently, NEMS MSO manages Medicare Advantage and Medi-Cal members for national and local health plans. We partner with major hospitals in the bay area, as well as a large network of specialty care providers to ensure our members can access a full spectrum of care.

Our Mission

To provide affordable, comprehensive, compassionate, and quality health care services in a linguistically competent and culturally sensitive manner to improve the health and well-being of our community.

NEMS MSO Provider Manual

Our provider network is a critical component in serving our mission. We developed this manual to be a useful guide which will offer a general overview of information, tools, and guidance needed for you and your staff to facilitate care and services for NEMS MSO members. This provider manual also describes your responsibilities as a provider to our members and as a contracted partner with NEMS MSO. When utilizing this manual, please be sure to utilize the information that applies to your members, Medi-Cal or Medicare. The Provider Manual is updated periodically, and updates are communicated with network providers through provider newsletters, bulletins, memorandums, or other communication methods. Copies of the latest NEMS MSO Provider Manual can be found on our website, https://nemsmso.org/provider-manual/. All contracted providers are required to fulfill the relevant specified responsibilities explained in this provider manual. If you have any questions about our provider network, provider manual, programs, covered services or member enrollment, please contact NEMS MSO Provider Network Team via email at provider.relations@nems.org or at 1(415) 352-5186 **Option 3**.

OUR PROGRAMS

NEMS MSO contracts with national and local managed care plans to provide Medicare and Medi-Cal services to our patients. Please see below for an overview of the programs NEMS MSO participates in.

Medicare Advantage

Medicare Advantage (MA) Plans is an alternative to original Medicare and covers Medicare Part A and Part B services through the MA Plan's network of providers. Individuals are eligible to enroll into MA plans if they are:

- Living in the service areas of the plan they want to join
- Eligible for Medicare Part A and Part B
- A U.S. citizen or lawfully present in the U.S.

Enrollment and disenrollment activities in Medicare must follow Centers for Medicare and Medicaid Services (CMS) policies. Individuals may enroll into an MA plan during the initial enrollment period or annually during the open enrollment period. Individuals may change their enrollment or disenroll from an MA plan during specific times of the year. See the chart below for more information.

Enrollment period:	Individual can:	Coverage starts:
Initial Enrollment Period (new to Medicare) Starts 3 months before you get Medicare and ends 3 months after you get Medicare.	Join any plan. • You need both Part A (Hospital Insurance) and Part B (Medical Insurance) to join a Medicare Advantage Plan. You need either Part A or Part B to join a Medicare drug plan.	Varies, depending on when the plan gets your request: • If you request to join a plan **before** your Medicare starts: Your plan coverage starts the same day as when your Medicare starts. If you request to join a plan **after** your Medicare starts: Your plan coverage starts the first of the month after the plan gets your request.
Initial Enrollment Period – New to Part B (only if you get Part B after your Part A coverage starts) The 3 months before your Part B starts.	Join any Medicare Advantage Plan with or without drug coverage.	The same day as when your Part B coverage starts.
Open Enrollment Period October 15-December 7.	Join, drop, or switch to another plan. (You can add or drop drug coverage.)	January 1 of the next year.
Medicare Advantage Open Enrollment Period (only if you are already in a Medicare Advantage Plan) • January 1-March 31.	• Switch to another Medicare Advantage Plan with or without drug coverage. • Drop your Medicare Advantage Plan and go back	First of the month after the plan gets your request.

Enrollment period:	Individual can:	Coverage starts:
• The first 3 months after you get Medicare, and you are in a Medicare Advantage Plan.	to Original Medicare. You can also join a Medicare drug plan	
Special Enrollment Period Varies. Only for certain situations that happen in your life, like you move to a new address, you lose or have a change to your current coverage, you have Medicaid or get Extra Help paying drugs costs, and more.	Varies. Generally, you can join or switch to another plan.	Varies. Generally, the first of the month after the plan gets your request.

Additionally, each MA plan may have different coverage requirements and optional benefits. For example, some plans may offer coverage for services like transportation to doctor visits, over-the-counter drugs, and services that promote your health and wellness. Plans can also tailor their benefit packages to offer these benefits to certain chronically ill enrollees. These packages will provide benefits customized to treat specific conditions.

Finally, newly enrolled MA members are encouraged to select a Primary Care Physician (PCP) as soon possible. If members do not choose a PCP, or if the selected PCP is not available within the NEMS MSO network, new members will be automatically assigned to a Medical Group or PCP near their home. The PCP selected must be within the NEMS MSO's Medicare Advantage network and must be located within 30 miles or 30 minutes from where the beneficiary lives or works. Members may change their PCP for any reason, at any time. To request a PCP change, please contact NEMS MSO Provider Network team via email at provider.relations@nems.org or at 1(415) 352-5186 **Option 3**.

Medi-Cal Managed Care

Medi-Cal provides free or low-cost health care coverage services to low-income adults, families with children, pregnant women, seniors, people with disabilities, children in foster care, or adults formerly in foster care up to age 26. For more information regarding Medi-Cal eligibility, please refer to the California Department of Health Care Services (DHCS) website at https://www.dhcs.ca.gov/services/medi-cal/Pages/DoYouQualifyForMedi-Cal.aspx.

Individual may apply for Medi-Cal benefits at any time during the year and can apply for Medi-Cal in person, online, via mail, or over the telephone – please see below.

- Apply online at https://www.healthcareoptions.dhcs.ca.gov/enroll/online/ or https://www.coveredca.com/
- Apply over the phone by calling Toll-free – 1-800-430-4263 (TTY 1-800-430-7077)
- By mail:

CA Department of Health Care Services
Health Care Options

P.O. Box 989009
West Sacramento, CA 95798-9850

- By in-person

San Francisco Human Services Agency SF Benefits Net	**San Mateo County Human Services Agency**	**Santa Clara County Social Services Agency Assistance Application Center**
1440 Harrison St. San Francisco, CA 94103 1235 Mission St. San Francisco, CA 94103 (415) 558-4700 (855) 355-5757 Toll Free	400 Harbor Boulevard, Building B Belmont, CA 94002 (800) 223-8383 Toll Free	1867 Senter Road San Jose, CA 95112 (408) 758-3800

There are different types of Medi-Cal coverage, including limited scope coverage (such as pregnancy related services only) and full scope coverage that is inclusive of primary, specialty, behavioral health, acute care services, vision, and dental. To check individual member coverage, please contact NEMS MSO Provider Network team via email at provider.relations@nems.org or at 1(415) 352-5186 **Option 3**.

New members are encouraged to select a Primary Care Physician (PCP) at the time of enrollment. When a PCP is not selected, the managed care plans will automatically assign members a PCP, taking into consideration the member's place of residence, primary spoken language, and other similar factors. Members who are auto assigned to a PCP may select another PCP. All members may change PCPs upon request if the PCP is accepting new patients. For Medi-Cal managed care, PCP Change requests made by the 15th day of the month will be effective on the first day of the following month. To request a PCP change, members can contact their respective Medi-Cal managed care plan or contact NEMS MSO Provider Network team via email at provider.relations@nems.org or at 1(415) 352-5186 **Option 3**.

Dual Eligible

Dual eligible are those who enroll in Medicare Part A and/or Part B, and are also enrolled in full-benefit Medi-Cal. Although Medicare and Medi-Cal cover many of the same services, some services are covered under Medi-Cal but not Medicare, and vice versa. Medicare pays first for Medicare-covered services that are also covered by Medi-Cal because Medi-Cal is generally the payer of last resort. Medi-Cal may cover care that Medicare does not cover (such as a variety of long-term services and supports). All providers, including Medicare providers, must enroll in Medi-Cal for Medi-Cal claims review, processing, and payment of Medicare cost-sharing. See below for more information on Medi-Cal provider enrollment and Coordination of Benefits.

ACO REACH

ACO REACH, or Accountable Care Organization Realizing Equity, Access and Community Health, is a CMS direct contracting model. ACO REACH is designed to advance health equity and improve care quality through better care coordination for Fee For Service (FFS) Medicare beneficiaries. FFS Medicare beneficiaries that are aligned to NEMS ACO REACH will receive comprehensive care coordination and case management services from NEMS, and other in-kind services. The program began on January 1st, 2023 and will run through December 31, 2026.

In order to be eligible to participate in an ACO REACH, Medicare beneficiaries must meet all of the following criteria:

- Enrolled in both Medicare Parts A and B;
- Not enrolled in a Medicare Advantage Plan, Medicare Cost Plan, PACE or other Medicare Health plan;
- Have Medicare as the primary payer;
- Are a resident of the United States;
- Reside in a county included in the NEMS ACO REACH service area (this includes San Francisco, Santa Clara, San Mateo Counties, and the counties adjacent).

Eligible Medicare beneficiaries can align with NEMS ACO REACH by completing a voluntary alignment form issued from NEMS or by choosing NEMS as their "primary clinician" on Medicare.gov. Medicare FFS beneficiaries may also be aligned to NEMS ACO REACH based on historical claim data. For more information on the alignment process please contact NEMS at 1-415-352-5179.

Medicare-enrolled providers or suppliers can participate in NEMS ACO REACH as either a Participant Provider or a Preferred Provider.

To learn more about becoming a Participant or Preferred Provider with NEMS ACO REACH please contact NEMS MSO Provider Network team via email at provider.relations@nems.org or at 1(415) 352-5186 **Option 3**.

VERIFYING MEMBER ELIGIBILITY

How to Check Eligibility

When a NEMS MSO member seeks medical care, it is important that providers verify eligibility on the date of service. A member's eligibility and PCP/Medical Group assignment can change from month to month and beneficiaries will often not communicate or be aware of such changes. **Hence, it is important to verify eligibility:**

- To verify that the member is currently active
- To verify medical group or PCP affiliation
- To ensure that the member is assigned to you or that a referral is on file
- To ensure that you will be reimbursed for providing services to an eligible member

NOTE*: A referral or authorization does not guarantee member eligibility.*

Please refer to the chart below for eligibility verification information NEMS MSO is affiliated with. You may also request a copy of the member's Health Plan ID card.

San Francisco Health Plan (SFHP)	1) Check eligibility using the Secure Provider Portal at www.SFHP.org/providers/ and click on provider login. Please visit the SFHP website and create an account to access the provider portal.
Santa Clara Family Health Plan (SCFHP)	1) SCFHP Online Eligibility Verification: Please contact the SCFHP Provider Services Department at **(408) 874-1788** or providerservices@scfhp.com to obtain a password and instructions for obtaining online verification. Available 24/7. 2) SCFHP Automated Eligibility Verification: Phone system to verify eligibility for the current month as well as the past three months. Call 1(800) 720-3455 using a touch- tone phone. Available 24/7.
Anthem Blue Cross (ABC): Medi-Cal and Medicare Advantage	1) Check eligibility using Anthem's Availity Platform at https://apps.availity.com/availity/web/public.elegant.login For questions about account set up and access, contact Availity Help Desk at 1(800) AVAILITY (282-4548).
Golden Bay Health Plan (GBHP)	1) Check eligibility by using the Provider portal at www.healthnet.com/portal/provider/home.ndo 2) Call 1 (800) 431- 9007 to speak with a representative and verify member eligibility. Hours of operation may differ based on enrollment periods.
Alignment Health Plan (AHP)	1) Check eligibility using the AVA Provider self-service tool at https://avaprovidertools.alignmenthealth.com/verify-eligibility

ENROLLMENT AND CREDENTIALING

All practitioners providing care to NEMS members and participating in NEMS MSO network, including physician and non-physician medical practitioners (e.g., physician assistant, nurse practitioner, certified nurse midwife), must meet NEMS MSO enrollment and credentialing requirements.

NEMS MSO implements credentialing standards in accordance with federal and state requirements, contractual requirements with our contracted health plans, and National Committee for Quality Assurance (NCQA) guidelines and standards.

The credentialing cycle is every three (3) years for all providers, who must:

- Be qualified in accordance with current applicable legal, professional, and technical standards
- Be appropriately licensed, certified, or registered and
- Have a good standing in the Medi-Cal and Medicare programs. Providers terminated from either Medi-Cal or Medicare, or who have sanctions pending resolution, cannot participate in the NEMS MSO network.

The practitioner credentialing process includes a comprehensive screening against federal and state sanctions databases, as well as verification of the practitioner's training and education, which may include assessment of quality indicators such as member complaints and facility site reviews. NEMS MSO has ongoing procedures to monitor and act to address issues of quality of care and service.

Providers 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 result in termination from the NEMS MSO network.

NEMS MSO does not make credentialing or re-credentialing determinations based on an applicant's age, gender, race, ethnic/national identity, sexual orientation, or the types of procedures performed by the applicant.

For more information on NEMS MSO credentialing and recredentialing policies, including a status update on your application, please contact our Provider Network team via email at provider.relations@nems.org or at 1(415) 352-5186 **Option 3**.

PROVIDER RESPONSIBILITIES

Primary Care Provider (PCP) Responsibilities

The PCP is the overall coordinator of care for NEMS MSO members and is responsible for the following:

- Assuring reasonable access and availability to primary care services.
- Providing preventive care and CHDP/EPSDT required services in conjunction with other providers, as necessary.
- Completing an Initial Health Assessment/Staying Healthy Assessment within 120 days of member enrollment with NEMS MSO.
- Providing access to urgent care.
- Providing 24-hour coverage for advice and referral to care.
- Making appropriate specialty care referrals.
- Providing coordination and continuity of care after emergency care, outpatient, inpatient, and tertiary care referrals, including:
    - Providing referral, coordination, and continuity of care for members needing mental/behavioral health services, drug and alcohol detoxification and treatment services, or referrals for seriously medically impaired and seriously emotionally disturbed members to the appropriate behavioral health services.
    - Providing referral, coordination, and continuity of care for members requiring Direct Observed Therapy for uncontrolled tuberculosis (TB).
    - Providing referral, coordination, and continuity of care for members requiring services from California Children Service (CCS), Early Start, Golden Gate Regional Center (GGRC), and the Local Education Agency (LEA).
    - Providing referral, coordination, and continuity of care for members requiring hospice care
- Case managing members or referring members for case management services, as necessary.
- Requesting authorizations for specialty care or services as necessary from the medical group or outside the medical group's network, as necessary.
- Communicating authorization decisions to the member.
- Assisting the member in making appointments or other arrangements for specialty care or procedures.
- Tracking and following up on member referrals.
- Utilizing and maintaining results of a comprehensive risk assessment tool for all pregnant women that is comparable to American College of Obstetricians and Gynecologists (ACOG) and Comprehensive Perinatal Services program (CPSP) standards. PCP must have hospital admitting privileges with a network hospital.

Specialists Responsibilities

Specialists must coordinate care with the member's PCP. Specialists are required to communicate their assessments, care provided, and management recommendations to the member's PCP within one week of treating the referred patient.

Requirements for Reporting Provider Changes

NEMS MSO's Responsibilities. Prior to implementing material changes to terms of payment, credentialing, and other rules of participation, NEMS MSO will issue written notice by fax, e-mail, or mail to providers **thirty (30) days** in advance of the effective date.

Provider's Responsibilities. Providers changing or adding a new office location, changing tax identification information, or adding/terminating a provider within the practice, must submit written notification to NEMS MSO at least **ninety (90) days** prior to the effective date of the change.

Providers are also required to notify us within **thirty (30) days** of any change in status such as licensure, malpractice claims settlement, and hospital privileges.

Prior to initiating a contract termination without cause, providers must submit a written notice to NEMS MSO at least **ninety (90) days** in advance of the requested date of the contract termination.

Network Provider Update Form

In compliance with Senate Bill 137, Uniform Provider Directory Standards, NEMS MSO Network 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 are encouraged to utilize the Network Provider Update Form to update their provider record, this can be found on our NEMS MSO website. Contact the Provider Network team at 415-352-5186, Option 3 or at Provider.Relations@nems.org, if you have any questions.

Timely Access Standard

NEMS MSO adheres to timely access and availability requirements set by regulatory agencies based on appointment or type of service. Providers must meet the following timely access and availability standards based on the provider's specialty, appointment type, and service type:

- Access to a PCP 24 hours a day, 7 days a week
- Non-urgent primary care appointments available within 10 business days of request
- Non-urgent specialty care appointments available within 15 business days of request
- Urgent primary and specialty care appointments with no prior authorization requirement available within 2 days of request
- Urgent primary and specialty care appointments with prior authorization requirement available within 4 days of request

For more information on timely access standards, please visit the Department of Managed Health Care (DMHC) website at https://www.dmhc.ca.gov.

Initial Health Appointment

Please note: This is a requirement for Medi-Cal lines of business.

An Initial health Appointment (IHA) is an initial comprehensive preventive clinical visit with a primary care practitioner. PCPs must complete an IHA with new NEMS MSO members within 120 calendar days of enrollment for all ages. The IHA, at a minimum, includes a history of the member's physical and mental health, an identification of risks, an assessment of need for preventive screens or services and health education, and the diagnosis and plan for treatment of any diseases. It enables the member's PCP to assess and manage the acute, chronic, and preventative health needs of the member.

When conducting an IHA, it must be performed by a provider in the primary care setting, provided in a way that is culturally and linguistically appropriate and documented in the Member's medical record. Please note, an IHA is not necessary if the Member's Primary Care Physician (PCP) determines that the member's medical record contains complete information that was updated within the previous 12 months.
Please contact NEMS MSO Provider Network team via email at provider.relations@nems.org or at 1(415) 352-5186 **Option 3** for question.

Annual Wellness Exam

Please note: This is a requirement for Medicare Advantage lines of business.

The Annual Wellness Exam provides an assessment of member's overall health and well-being by a PCP. The primary purpose is prevention – either to develop or update the member's personalized prevention plan. Medicare covers a wellness visit once every 12 months (11 full months must have passed since your last wellness visit), and you are eligible for this benefit after you have had Part B for at least 12 months.

During the Annual Wellness Exam, members will be asked to fill out a questionnaire called a "Health Risk Assessment." Responses to this questionnaire will help inform the members personalized prevention plan. The exam may also include review of medical and family history, review of providers/prescriptions, screening schedule for preventative services and advanced care planning.

Cognitive Health Assessment

Please note: This is a requirement for Medi-Cal lines of business.

Medi-Cal benefits include an annual cognitive assessment for Members, who are 65 years of age and older, if they are otherwise ineligible for a similar assessment as part of an annual wellness visit through the Medicare Program. An annual cognitive health assessment is intended to identify whether the patient has signs of Alzheimer's disease or related dementias, consistent with the standards for detecting cognitive impairment under Medicare and the recommendations by the American Academy of Neurology.

In order to bill and receive reimbursement for conducting an annual cognitive health assessment, providers must complete the DHCS Dementia Care Aware cognitive health assessment training

prior to conducting the cognitive health assessment. In addition, providers must administer the annual cognitive health assessment as a component of an E&M visit, properly document the screening in the member's medical record and use allowable CPT codes as outlined in the Medi-Cal Provider Manual.

Providers are required to provide the appropriate and necessary follow up services, based on assessment scores and may include, but are not limited to, additional assessment or specialist referrals.

For members under 65 years of age who are reporting symptoms or showing signs of cognitive decline, medically necessary and appropriate coverage of assessments, which may include but is not limited to cognitive health assessments, appropriate treatment services, and necessary referrals, billed through established practices, will be provided.

Sensitive Services

Please note: This is a requirement for Medi-Cal lines of business.

Sensitive Services are designated services by Medi-Cal as available to members (minors and adults) without a referral or authorization in order to protect patient confidentiality and promote timely access. These services include, but are not limited to:

- Family planning/birth control (including sterilization).
- Pregnancy testing and counseling.
- HIV/AIDS prevention and testing.
- Sexually transmitted infections prevention, testing and treatment.
- Sexual assault care.
- Outpatient abortion services

Minors and adolescents (12 – 17 years old) have the right to access sensitive services without parental consent. **Medi-Cal members may go in and out of network for sensitive services without prior authorization.** Information and records related to sensitive services are strictly confidential and shall not be released to any third party without the consent of the member involved, including adolescents.

Sterilization Services. CA law requires that individuals who request sterilization (surgery that will end their ability to have children) complete a form (PM-330) attesting that they are giving informed consent for the procedure. Form must be completed and signed prior to the surgery and filed in the medical record. Medi-Cal members may not waive the 30-day waiting period. A copy of the form must be attached to the claim when submitted for payment.

Abortion Services. Medi-Cal members may self-refer for outpatient abortion services since such services are not subject to prior authorization, medical justification, or any other utilization management procedure. Authorization requirements for general anesthesia associated with abortion services will vary by health plan. Please reach out to NEMS MSO Utilization Management for more information.

Members may go to any Medi-Cal Provider of their choice for abortion services, at any time for any reason, regardless of network affiliation. However, there is no requirement for a Physician, health care provider, or person to perform or participate in the performance of an abortion, and no person refusing to perform or participate in performing an abortion is to be subject to penalty or discipline in any form for such a choice. Providers may refuse to provide abortion services. In such cases, NEMS MSO will help the Member find another Provider for the needed services.

After-Hours

All PCPs are required to have after-hours phone coverage 24 hours a day, 7 days a week. After-hours access must include triage for emergency care and direction to call 9-1-1 for an emergency medical condition. A physician or mid-level provider must be available for contact after-hours, either in person or via telephone. All after-hours member calls must be documented in the member's permanent medical records. If a provider who is not the member's PCP treats the member, the treating provider must forward documentation of services received to the member's PCP.

During after-hours or when a provider is not available, member may call their health plan directly. Health contact information including Nurse Advice Line may be found on the back of member's health insurance card.

Emergency Services and Urgent Care

An emergency medical condition is present when absence of immediate medical attention could result in one of the following situations:

- Placing the health of the individual (or, in the case of a pregnant woman, the health of the woman or her unborn child) in serious jeopardy,
- Serious impairment to bodily functions,
- Serious dysfunction of any bodily organ or part,
- Any psychiatric emergency and related medical condition(s).

Emergency services include medical screening, examination, medical and psychiatric evaluation, as well as the provision of care, treatment, and surgery by a provider necessary to relieve or eliminate the emergency medical condition.

In all instances where a member presents with an emergency medical condition, a provider must take all necessary actions to mitigate or eliminate the emergency medical condition. A service authorization is not required for emergencies.

Provider Appointment Availability Survey

On an annual basis, NEMS MSO's contracted health plans administers the Provider Appointment Availability Survey (PAAS) to measure patient access to care against DMHC Access to Care Standards. The survey is conducted over the phone or via fax during the third and fourth quarter of the year. A random sample of primary care physicians, specialists, and ancillary providers is selected to survey. Providers should complete the survey or transfer the call/fax to an alternate staff member who will complete the survey. Any non-response is considered non-compliant and will require a corrective action plan. Should NEMS contact a provider after a corrective action plan is issued, they are expected to provide a response within the specified timeframe.

Patient Preferred Language

Providers must document member's primary language and need for language and/or interpretation services in the member's medical record. Additionally, providers are also required to:

- Document in the medical record if a member refuses professional interpreter assistance.
- Keep on file documentation of language proficiency for any office staff who communicates with members in non-English languages.
- Update NEMS MSO on any changes in your office's language capacity
- Communicate updates on our membership's population noting changes in language, ethnicity, age, and gender.

NOTE: ***NEMS is committed to providing quality healthcare to its culturally diverse membership and we highly discourage the use of adult family member, children, or friends as interpreters. Children cannot interpret unless there is a life-threatening emergency, and no qualified interpreter is available.***

The California Department of Health Care Services (DHCS) requires proper documentation in a member's medical record if a member declines interpreter service.

To ensure access for members of all cultures, NEMS requires all providers and health care staff to complete cultural sensitivity training. The cultural sensitivity training must cover the use of language services, culture's impact on healthcare, working with members with disabilities, LGBT, aging, refugees, and immigrants, and more. Please see provider training section below.

Provider Satisfaction Survey

NEMS MSO conducts an annual Provider Satisfaction Survey to measure provider satisfaction. Results of the survey and recommendations for improvements are shared with NEMS leadership team and Board of Directors. Providers must try their best to complete the provider satisfaction survey in a timely manner.

Non-discriminatory Practice

NEMS MSO providers shall not differentiate or discriminate in the provision of Covered Services to Enrollees because of race, color, national origin ancestry, ethnic group identification, religion, sex, gender, gender identity, marital status, sexual orientation, medical condition, age, mental disability, physical disability, genetic information, or because of any grievance or complaint filed by NEMS MSO members.

Providers shall render services to NEMS MSO members in the same manner, in accordance with the same standards, and within the same time availability, as offered to non-members consistent with existing medical, ethical, and legal requirements for providing care to any patient.

Services for Members with Disabilities

The following criteria must be met for American with Disabilities Act (ADA) compliance and is assessed during the facility site review:

- Wheelchair access
- Water availability
- Elevator with floor selection within reach
- Pedestrian ramps with a level landing at the top and bottom of the ramp
- Designated parking
- Access in waiting rooms, exam rooms and bathroom; and

- Exam table access

When providers are located at sites that do not meet the Americans with Disabilities Act requirements, NEMS MSO assists the provider and the member with special arrangements to allow access to providers to meet their health care needs or provide referral to a provider who has access.

Disease Surveillance

Title 17, California Code of Regulation (CCR) Reportable Diseases and Conditions, requires health care providers to report known or suspected cases of disease or condition. Reporting disease or condition helps public health agencies identify outbreaks before they become epidemics and guide public health decision-making. Providers will report the case to the local health officer for the jurisdiction where the member resides by the required timeframe in accordance with Title 17, California Code of Regulation (CCR) § 2500, §2593, §2641.5-2643.20, and §2800-2812. Healthcare providers must report diseases even if the laboratory has already reported. A current list of reportable communicable diseases as well as reporting forms is available here.

Smoking Cessation

In accordance with DHCS APL 16-014, Medi-Cal managed care beneficiaries are entitled to comprehensive tobacco cessation services. When necessary, providers are required to provide:

- Initial and annual assessment of tobacco use for each adolescent and adult
- FDA-approved tobacco cessation medications (for non-pregnant adults of any age)
- Individual, group and telephone counseling for beneficiaries of any age who use tobacco products
- Prevention of tobacco use in children and adolescents by early education
- Identification of tobacco users via ICD-10 codes
- Track treatment utilization of tobacco users

NEMS encourages providers and/or other office staff to use the “5 A's"(Ask, Advise, Assess, Assist, and Arrange), the “5 R’s” (Relevance, Risks, Rewards, Roadblocks, Repetition), or other validated behavior change models when counseling beneficiaries.

The USPHS “Clinical Practice Guideline, Treating Tobacco Use and Dependence: 2008 Update” should be utilized by providers, as it informs and educates clinicians regarding effective strategies and approaches for providing tobacco cessation treatment for all populations, including specific recommendations for pregnant people.

Specifically for pregnant beneficiaries, they should be asked if they are exposed to tobacco smoke and receive assistance quitting if they personally use it. For tobacco users, this includes offering at least one face-to-face tobacco cessation counseling session per quit attempt and referring them to a tobacco cessation quit line, such as Helpline. These tobacco cessation counseling services must be covered for 60 days after delivery, plus any additional days needed to end the respective month. Providers should refer to the tobacco cessation guidelines by the American College of Obstetrics and Gynecology (ACOG) before prescribing tobacco cessation medications during pregnancy.

Additional Provider trainings and resources can be found on page 11 of the DHCS APL 16-014.

Medi-Cal EPSDT Requirements

EPSDT, or Early and Periodic Screening, Diagnostic, and Treatment, assures that children receive early detection and care to diagnose, avert, and treat health problems as early as possible, regardless of whether the service is covered under Medi-Cal, and when medically necessary.

Per state law and regulations, providers rendering services to Medi-Cal members under the age of 21 must inform, comply, and provide EPSDT services to these Medi-Cal beneficiaries. This includes sharing DHCS-approved material that informs beneficiaries about eligible services and additional resources EPSDT Services include but are not limited to:

- Screening Services (e.g., immunizations, physical and mental health exams, etc.);
- Vision Services;
- Dental Services;
- Hearing Services;
- Behavioral Health Treatment;
- Case Management and Care Coordination (e.g., transportation, scheduling assistance, etc.).

All network providers serving Medi-Cal beneficiaries under the age of 21 must review and complete EPSDT-Specific Training every two years and submit an attestation verifying their training completion.

Providers are encouraged to review the Recommendations for Preventive Pediatric Health Care put forth by Bright Futures and the American Academy of Pediatrics. These are recommendations for providers to access and does not serve as an exclusive course of treatment.

For more information about EPSDT, please see DHCS APL 23-005 and visit the EPSDT Webpage.

PROVIDER NETWORK SERVICES

NEMS MSO Provider Network (PN) team is the key liaison between NEMS MSO and our provider community. The PN team is responsible for the following key functions:

- Conduct provider credentialing and re-credentialing
- Respond to provider inquiries and complaints
- Conduct provider orientation, training and education
- Assist providers with navigating the provider portal
- Assist providers with finding in-network providers
- Manage provider contracts and network
- Create and disseminate provider communications on both a regular and ad hoc basis

New Provider

Providers who are interested in joining NEMS MSO provider network may reach out to Provider Network team at provider.relations@nems.org or at 1-415-352-5186, **Option 3**.

NEMS MSO is responsible for credentialing new providers. Additionally, the PN team also conducts new provider training and education to new providers. New provider training covers the following topics:

- NEMS MSO programs

- Member eligibility
- Access to Care
- Referrals, Prior Authorization, and Appeal to UM Decisions
- Members' Rights, including the right to full disclosure of healthcare information and the right to actively participates in healthcare decisions.
- Member Complaints and Grievances
- Benefits
- Initial Health Appointments (IHA)
- Annual Wellness Exam
- Coordination of Care for Medi-Cal and/or Medicare Members
- DHCS Waiver Programs
- Health Education
- Cultural and Linguistic Services
- Seniors and Persons with Disabilities

Provider Credentialing and Re-credentialing

NEMS MSO follows National Committee for Quality Assurance (NCQA) guidelines and standards for initial provider credentialing and re-credentialing. The credentialing cycle is generally every three (3) years for all Primary Care, Obstetrics and Gynecology, High Volume Providers, Ancillary Providers, and Organizational Providers. All providers must be qualified in accordance with current applicable legal, professional, and technical standards and appropriately licensed, certified, or registered and must have a good standing in the Medi-Cal and Medicare programs. Providers terminated from either Medi-Cal or Medicare, or who have sanctions pending resolution, cannot participate in the NEMS MSO network. All licensed independent practitioners providing care to NEMS members, including physician and non-physician medical practitioners (NMP) (i.e., physician assistant, nurse practitioner, certified nurse midwife), must meet NEMS MSO credentialing, screening, and enrollment requirements to participate in the NEMS MSO network. NEMS MSO's credentialing standards are based on federal and California state requirements and comply with our contracted Health Plan's contract with DHCS.

The practitioner credentialing process includes a comprehensive screening against federal and state sanctions databases, as well as verification of the practitioner's training and education, which may include assessment of quality indicators such as member complaints and facility site reviews. NEMS MSO has ongoing procedures to monitor and act to address issues of quality of care and service. Please review Practitioner Credentialing and Recredentialing Rights on the NEMS MSO website here.

The NEMS Credentialing Committee does not make credentialing or re-credentialing determinations based on an applicant's age, gender, race, ethnic/national identity, sexual orientation, or 23 the types of procedures performed by the applicant. Providers 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 result in termination from the NEMS MSO network. For additional questions regarding credentialing contact Provider Network team at provider.relations@nems.org or at 1-415-352-5186, **Option 3**.

Provider Network Management

NEMS MSO establishes and maintains a network of providers to serve our members and meet contractual obligation with our health plan partners. To ensure our provider information is comprehensive and accurate, NEMS MSO maintains a provider roster that will be updated and shared with our contracted health plans regularly. The provider roster includes, but is not limited to the following information about Participating Providers or Individually Contracted Providers (ICPs):

- Name
- National Provider Identification (NPI) Number
- California License Number and Type
- Phone Number
- Address
- Hours of Operation
- Email Address (if available)
- Currently accepting new patients (yes/no)
- Specialty and/or practice area
- Board Certification
- Gender
- Languages spoken by the provider.
- Languages spoken by qualified medical interpreters on the provider's staff.
- Provider group or other affiliation
- Affiliated hospital and/or admitting privileges to a contracted hospital.

Current providers can update or change information in the provider roster by submitting a request with new information via email or fax to the PN team at provider.relations@nems.org or at 1-415-352-5186, **Option 3**.

Provider Newsletter

NEMS MSO utilizes the MSO Provider Newsletter to communicate new policies and managed care regulations, provide education/training resources, reminders about NEMS resources and others. Contracted network providers should be reviewing these newsletters to ensure they are up to date with any and all changes. Administrative contacts from subdelegated groups are expected to share these newsletters with providers contracted with NEMS. If you are interested in receiving the provider newsletter, please contact the PR team at provider.relations@nems.org or at 1-415-352-5186, **Option 3**.

UTILIZATION MANAGEMENT

NEMS MSO Utilization Management (UM) Department oversees authorization requests and monitors services provided to members. The Utilization Management Department processes authorization requests timely and in accordance with federal and state requirements. It is the responsibility of the provider to establish coverage eligibility and medical group assignment prior to delivering services. This avoids the possibility of providers obtaining reimbursement denials for services already rendered. Authorizations are contingent upon the member's eligibility, benefit program, and are not a guarantee of payment.

NEMS MSO and its staff do not compensate, provide financial incentives, or reward individuals performing utilization review for issuing denials of coverage. Additionally, there are no financial incentives for UM staff, or independent medical consultants to encourage utilization review decision resulting in underutilization or denials. All UM decisions are based on appropriateness of care and services, the member's benefit coverage, and by applying clinical criteria to make evidence-based medical necessity determinations.

The below sections contain a summary of NEMS MSO UM processes, for additional information please see our NEMS MSO website at NEMSMSO.org.

UM Staff Availability

NEMS UM 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 and request a copy of the UM criteria.

NEMS MSO UM
Tel: 1-415-352-5186, Option 1
(TTY: 1-800-735-2929)
Fax: 1-415-398-2895
Email: MSO-UM@nems.org

After normal business hours, members and providers can send secure voicemail, fax, and email to the UM department. Messages received are returned within one business day. NEMS provides language assistance for members whose primary language is not English.

UM Criteria

UM criteria are used to assist UM staff in determining the benefit coverage and medical necessity of requested services. NEMS MSO does not create UM criteria. Instead, NEMS reviews and adopts criteria that are based on sound medical evidence and are regularly reviewed and updated.

UM Criteria are available to members and providers upon request to the NEMS UM staff. Requests can be made by phone, fax, in writing, or email. UM staff mails the criteria to providers who do not have fax or email.

Medicare Advantage UM Criteria

For Medicare Advantage (MA) members, NEMS follows the criteria of medical hierarchy, as follows, to determine medical necessity:

- Medicare National Coverage Determinations (NCDs)
- Medicare National Coverage Determinations (NCD) Manual (Publication 100-03)
- Medicare Local Coverage Determinations (LCDs)
- State Laws, if applicable
- Health Plan's national medical policies
- MCG Health Guidelines
- Other Evidenced-Based Clinical Criteria
- Independent Medical Review

Benefit coverage follows Medicare coverage guidelines unless otherwise specified in the member's Evidence of Coverage (EOC), such as carve-outs that may apply for vision, acupuncture or dental. In order to be eligible for coverage under Medicare, all services must meet applicable criteria for medical necessity.

1. National Coverage Determinations

To determine medical necessity, the UM team must first consult Medicare NCDs, which apply to Medicare members in all regions. NCDs are located on the CMS website at www.cms.gov by:

- Selecting documents to view.
- Selecting the region in which the service is performed.
- Searching by keyword, phrase or procedure codes.

Providers may use criteria from this page to state whether a specific request is a covered medical benefit or to support the medical necessity decision. If there is no documented NCD, providers must determine medical necessity by referring to the next step in the hierarchy, which is the NCD Manual.

Medicare Coverage Articles for Medicare under Federal oversight can also be used for determination.

2. National Coverage Determinations Manual

The NCD Manual describes whether specific medical items, services, treatment procedures, or technologies are covered under Medicare. The manual is located on the CMS website at www.cms.gov. If a service is not specifically listed in the NCD Manual, providers must determine medical necessity by referring to the next step in the hierarchy, the LCDs.

3. Local Coverage Determinations

LCDs are written coverage decisions of local Medicare Administrative Contractors (MACs) with jurisdiction for claims in the geographic area in which services are covered under Health Plan's MA plans. Medicare LCDs apply to members in specific regions. Accompanying articles are used in conjunction with LCDs and are not meant to be used alone. LCDs are located on the CMS website at www.cms.gov by:

- Selecting documents to view.
- Selecting the region in which the service is performed.
- Searching by keyword, phrase or procedure codes.

Providers may use criteria from this page to state whether a specific request is a covered medical benefit or to support the medical necessity decision. If a service is not specifically mentioned, providers must determine medical necessity via the next step in the hierarchy, evidence-based clinical criteria (such as Health Plan's national policies).

An MAC outside of the plan's service area sometimes has exclusive jurisdiction over a Medicare-covered item or service. In some instances, one Medicare Part A and Part B MAC processes all of the claims for a particular Medicare-covered item or service for all Medicare beneficiaries around the country. This generally occurs when there is only one supplier of a particular item, medical device or diagnostic test (for example, certain pathology and lab tests furnished by independent laboratories). In this situation, NEMS must follow the coverage requirements or LCDs of the MAC that enrolled the supplier and processes all of the Medicare claims for that item, device or test.

4. State Law, if applicable

When state requirements exceed federal requirements, NEMS follows state law that is more stringent and extensive.

5. Health Plan's National Medical Policies

If providers do not find results from the NCDs, NCD Manual or LCDs search, they should refer to the Health Plan's national medical policies. Updated policies feature a grid and instructions that outline what resources can help to determine medical necessity. Resources are listed in the order that they should be utilized. If a resource is blank, it may be due to the fact that at the time of writing or revising the policy no Medicare coverage criteria existed, in which case providers must conduct a more specific search of the NCDs, NCD Manual or LCDs site.

6. MCG Health Guidelines

If no results appear or the results are vague in the NCDs, NCD Manual, LCDs, and Health Plan's national medical policies, providers may contact NEMS for the MCG Health criteria. Currently NEMS has adopted the latest version of the MCG Health Guidelines.

7. Other Evidence-Based Clinical Criteria

In the case of no guidance from the above guidelines, the MSO Medical Director may consider other evidence-based clinical guidance/guidelines:

- Reports from peer reviewed medical literature, where a higher level of evidence and study quality is more strongly considered in determinations
- Professional standards of safety and effectiveness recognized in the US for diagnosis, care, or treatment
- Nationally recognized drug compendia resources such as Facts & Comparisons®, DRUGDEX®, and The National Comprehensive Cancer Network® (NCCN®) Guidelines
- Medical association publications
- Government-funded or independent entities that assess and report on clinical care decisions and technology such as Agency for Healthcare Research and Quality (AHRQ), Hayes Technology Assessment, Up-To-Date, Cochrane Reviews, National Institute for Health and Care Excellence (NICE), etc.
- Published expert opinions
- Opinion of health professionals in the area of specialty involved

- Opinion of attending provider in case at hand

8. Independent Medical Review
If the medical necessity is not addressed by the above guidelines or when the UM guidelines are not appropriate, the UM team sends the case to an independent medical reviewer in the same specialty for review. The independent medical reviewer is a board-certified practitioner who have extensive knowledge about the requested service. NEMS physician reviewer reviews the recommendation and supporting documentation provided by the independent medical reviewer and makes a decision to approve or deny the service.

Medi-Cal UM Criteria

For Medi-Cal members, UM staff will adhere to the following UM criteria in this hierarchy order:

- Federal/State mandates (Medi-Cal/CMS) criteria
- State law – When state requirements trump or exceed federal requirements, NEMS follows the state law that is more stringent and extensive.
- Health plan adopted Guidelines
- MCG Health and other evidence-based guidelines
- External reviewer – The NEMS MSO physician reviewer reviews the evidence in consultation with relevant external, independent specialty expertise when there are no available criteria.

For further information on NEMS MSO UM policies and procedures or general questions regarding UM, please contact NEMS MSO UM via **email at MSO-UM@nems.org, or 1-415-352-5186, Option 1**.

Prior Authorization

Prior authorization requests must be submitted to the NEMS MSO UM Department. The UM staff reviews prior authorization requests and makes decisions based on eligibility criteria, benefit criteria, and medical necessity of the requested service. UM staff may request additional information from the requesting provider if the information submitted is not sufficient to make a decision. Most denials involve non-covered services, and unless specifically indicated, NEMS MSO does not authorize or pay for services that are not covered by Medi-Cal and/or Medicare, including cosmetic services, infertility treatment, and experimental and investigational procedures. Per state regulations, **a prior authorization is not required for emergency services and sensitive services (e.g., family planning, sexually transmitted disease services, HIV testing).**

Please visit the link below to access the authorization grid for the listing of procedures requiring prior authorization: https://www.nemsmso.org/prior-authorizations/

All requests for Prior Authorizations (PA) can be submitted online using the provider portal or by submitting via fax with all supporting clinical documentation/ medical records to the Utilization Management

- By fax: 1-415-398-2895
- By EZ-Net Provider Portal link (https://eznet.nems.org/EZ-NET60/Login.aspx)

EZ-Net Portal is a web-based administrative tool for providers to communicate information with NEMS MSO and perform tasks via the internet without compromising security. Providers may use the Portal to

submit Prior Authorization Requests, inquire about claims and authorization status, and download explanation of benefits (EOB). For additional information on how to create an account for the NEMS MSO Provider Portal, visit our website and follow the instructions for requesting access.

Prior Authorization Turnaround Time

All prior authorization approvals require written notification of the decision to approve, deny, defer, or modify the authorization depending on the request type (urgent, routine, retrospective).

The standard turnaround time for processing prior authorizations for Medi-Cal members is as follows:

- Routine requests – five (5) business days
- Urgent/concurrent requests – within seventy-two (72) hours of receipt
- Retroactive requests – thirty (30) calendar days from date of receipt

For Medi-Cal members, the UM staff may issue a Retroactive authorization to a provider for services rendered if:

- The service is medically necessary and appropriate at time of treatment.
- It is outside of NEMS MSO's normal business hours, and it is required on an urgent basis. Documentation must include an explanation as to why the procedure was urgent.
- The service is related to continuity of care.

Please note, retrospective authorization requests must be submitted no later than 30 calendar days after the date of service and are subject to the same review criteria for medical necessity. Retrospective authorization requests received later than 30 calendar days after the date of service will be denied.

The standard turnaround time for processing prior authorizations for Medicare members is as follows:

- Routine requests – fourteen (14) calendar days
- Urgent/concurrent requests – within seventy-two (72) hours of receipt
- Retroactive requests – not accepted for Medicare
- Part B drugs (urgent requests) – within twenty-four (24) hours of receipt
- Part B drugs (routine requests) – within seventy-two (72) hours of receipt

Medicare does not allow retrospective UM process.

Authorization Approval/Denial

The NEMS MSO UM department reviews all prior authorizations requests to ensure all requests meet eligibility criteria, benefit criteria, and medical necessity of the requested service. The UM staff may request additional information from the requesting provider if a determination cannot be made from the information submitted.

Upon approval of the authorization, NEMS MSO UM department will generate an approval letter for each specific request, and send a copy of the approval letter to the following individuals on the next business day:

- Requesting provider
- Member's PCP
- Member

For routine prior authorization requests with an extension, such as those requiring additional clinical information or consultation by an expert reviewer, the decision may be deferred and the decision time limit is extended to fourteen (14) calendar days from the date of receipt, not to exceed twenty-eight (28) calendar days from the date of receipt. The member and practitioner will receive notification of decision to defer, in writing, within five (5) business days of receipt of the request. The referring practitioner will have fourteen (14) calendar days from the date of receipt of the original request to provide the additional information requested. If after twenty-eight (28) calendar days from the receipt of the request for prior authorization, the practitioner still has not complied with the request for additional information, NEMS will provide the member and provider a notice of denial.

For denials, the requesting provider receives notification of the decision via the provider portal or facsimile, and the reference number for the case is provided. The member will also receive notification of the routine prior authorization denial, and a signed copy of the denial letter will be sent to the member within two (2) business days, not to exceed three (3) calendar days of the denial decision. The member will receive notification of the urgent prior authorization denial, and a signed copy of the denial letter will be sent to the member within twenty-four (24) hours of the denial decision, not to exceed seventy-two (72) hours from the receipt of the request for service. The denial notification also includes an explanation of the denial, and it provides guidance to the member of the appeal process.

Appeal of UM Decisions

Providers may appeal authorization denials for clinical services that do not meet administrative policy requirements, medical criteria, or other reason(s), and were denied by the NEMS MSO Medical Director or designated physician. Contracted and non-contracted providers have the right to appeal the authorization review determination, except in the following instances:

- The appeal is submitted more than 90 calendar days following the date of the Notice of Action (NOA).
- The denial was based on untimely notification for inpatient admission.
- The service is not covered by Medi-Cal (under the evidence of coverage) at the time of the authorization request.

Provider appeals will be submitted to NEMS' contracted health plans for review and resolution. For further information on how to submit provider appeal, please contact NEMS MSO UM via **email at MSO-UM@nems.org, or 1-415-352-5186, Option 1.**

CASE MANAGEMENT & CARE COORDINATION

NEMS Case Management strives to assist patients and families navigate through the managed healthcare system. NEMS MSO Nurse Case Managers and Care Coordinators provide advocacy for patients and interact with healthcare team members to find solutions in providing effective, quality, and efficient care. The objectives are to facilitate timely discharges, coordinate care across the continuum, prompt and efficient use of resources, and quality improvement activities that lead to optimal patient outcomes.

Our Case Management Program includes, but is not limited, to the following activities:

- Assessment/reassessment and Care Plan development
- Care coordination and medical interpretation at critical appointments
- Patient education of disease process; coaching of self-management
- Medication reconciliation
- Home visit after hospital discharges
- Assistance in accessing community resources, e.g., Paratransit, CCS, LEA, IHSS, GGRC

Basic Case Management

The member's primary care provider in collaboration with NEMS MSO Case Management team provides Basic Case Management services. Case Management is the coordination of care and services provided to members who have experienced a critical event or diagnosis requiring extensive use of resources, and who require assistance navigating the Health Care system to facilitate appropriate delivery of care and services.

Complex Case Management

The primary goal of complex case management is to help members regain optimum health or improved functional capability in the right setting. Complex Case Management involves comprehensive assessment of the member's medical condition; determination of available resources and benefits; and development and implementation of a case management plan with assessments, performance goals, monitoring and follow-up. The Complex Case Management Program is an optional service and NEMS members can decline to participate at any time.

Complex Case Management staff work collaboratively with other members of the healthcare team, including the Primary Care Provider, Specialist Providers, and Discharge Planners at the affiliated hospitals, and Utilization Management staff at NEMS MSO.

Providers may refer patients with complex medical needs to the NEMS MSO Case Management team by **email to CaseManagement@nems.org or by phone at 1-415-352-5179.**

CLAIMS SUBMISSION

For all questions or issues related to claims and payments, please contact NEMS MSO Claims at 1-415-352-5186, **Option 2.**

The below sections contain a summary of NEMS MSO claims processes and requirements, for additional information please see our NEMS MSO website at https://nemsmso.org/claims-pdr/

Claim Requirements

To be considered a valid claim, each claim must be submitted within the timely filing period and meet the following criteria:

- All required claim fields must be completed.
- Submitted on a standard current version (red drop-out ink) of a CMS-1500 (professional providers) or UB-04 (hospital and institutional providers)
- Claim is for an eligible NEMS MSO member at the time of service.
- Claim contains national standard coding, including but not limited to CPT, HCPCS, revenue codes, and ICD-10 codes.
- Claim must not be altered or contain handwritten additions or changes to procedure codes.
- Claim must be printed in black ink that is dark enough to be electronically imaged.
- Standard claim forms must be printed in Flint OCR Red, J6983 (or exact match) ink.

Any claim(s) that does not meet the required criteria listed under claim requirements will be rejected, and a letter indicating the reason for the rejection will be sent to the provider along with the original claim.

Timely Filing Timeframes

All claims must be submitted timely for consideration of payment. Claims submitted after the appropriate filing deadline, prior to the actual date of service, and/or prior to delivery of supplies will be denied.

- Contracted or in-network providers must submit all claims (inpatient and outpatient) 90 days post service. Post service is defined as after the date of service.
- Non-contracted providers or out-of-network providers must submit claims within 180 days post service.

Claims submitted outside of the timely filing timeframes will be subject to timely filing denials. NEMS MSO policy requires that providers check eligibility to ensure that the member does not have primary insurance coverage with another health insurance provider. If it is determined that the member has a different primary coverage, providers are required to bill the member's primary health insurance prior to billing NEMS MSO.

NOTE: *The timely filing period and claims processing time is the same for both electronic and paper claims.*

Claim Submission

Claims may be submitted on paper or electronically.

- By paper: All medical paper claims for **NEMS MSO** must be submitted to the following address:

NEMS MSO Claim
PO Box 1548
San Leandro, CA 94577

- By electronically (preferred method): NEMS MSO offers providers the speed, convenience, and lower administrative costs of electronic claims filing via Electronic Data Interchange (EDI), which is a powerful tool used for communicating claim information that was traditionally submitted on paper. It is preferred that all claims be submitted electronically. Providers interested in submitting claims electronically should contact **NEMS MSO Provider Network team at 1 (415) 352-5186 Option 3**, to request information on how to enroll.

General Claims Processing Guidelines

- Acknowledgement of Claims. NEMS MSO acknowledges receipt of electronic claims, whether the claims are complete, within two (2) business days; paper claims acknowledgement occurs within fifteen (15) business days. The same manner and timeframe noted above applies for claims received from a provider's clearinghouse, and the claims acknowledgment is sent directly to the clearinghouse.
- Claim Processing Time. All clean claims will be processed and paid within forty-five (45) business days of receipt.
- Clean Claim. A claim submitted for payment that contains all necessary information in the required fields, including attachments if required for the claim, and any documentation required to determine payer liability.
- Unclean Claim. Any claim lacking sufficient information to pay or deny, resulting in the Claims Staff requesting additional information to adjudicate the claim will be rejected and returned to the provider.
- Interest on Claims. NEMS MSO will calculate and automatically pay interest, in accordance with the rate and formulae determined by the Treasury Department on a 6-month basis, effective January and July 1st, to all providers within forty-five (45) business days after the receipt of their clean claim. The interest period begins on the day after payment is due and ends on the day of payment.

  NEMS MSO does not pay interest on the following:
  - Claims for which no payment is due.
  - Claims denied in full.
  - Claims for which the provider is receiving Practice Improvement Program (PIP) funds

- Misdirected Claims. Claims incorrectly sent to NEMS MSO but are the responsibility of the health plan for payment, will be forwarded back to the provider within ten (10) business days from date of receipt.
- Billing Members. State law prohibits the provider from billing the member for any sums owed by NEMS MSO or managed care plans. Providers may not seek reimbursement from the member

for a balance due for covered services, open bills, balances in any circumstance, including when a claim is denied.

Balance Billing

The state and federal law, along with the Health Plan, and NEMS policy prohibit balance billing to eligible members. Balance billing occurs when a participating provider bills a member for fees and surcharges beyond a member's copayment and coinsurance responsibilities for services covered under a member's benefit program, or for claims denied by NEMS MSO. Participating providers are prohibited from initiating or threatening to initiate a collection action against a member for non-payment of a claim for covered services. Participating providers agree to accept reimbursement from NEMS MSO for services as payment in full and final satisfactory, except for applicable copayments, coinsurance, or deductibles. Participating providers may bill a member for non-covered services when the member is notified in advance that the services to be provided are not covered and the member, nonetheless, requests in writing that the services be rendered. Participating providers who exhibit a pattern and practice of billing members will be contacted by NEMS MSO and subject to disciplinary action.

Billing Medicare-Medi-Cal Members Prohibited
Providers are prohibited from collecting Medicare Parts A and B deductibles, coinsurance, or copayments from members enrolled in the qualified Medicare beneficiaries (QMB) program, which exempts members from Medicare cost-sharing liability. Providers can either accept the NEMS MSO payment as payment in full or bill the state for applicable Medicare cost-sharing for members who are eligible for both Medicare and Medicaid.

This prohibition applies to all Medicare Advantage providers, not only those that accept Medicaid. In addition, balance-billing restrictions apply regardless of whether the state Medicaid agency is liable to pay the full Medicare cost-sharing amounts.

Denial of Claims

NEMS MSO notifies the rendering providers in writing of a denied claim no later than thirty (30) calendar days after receipt of the claim. The denial date is the day when the denial is transmitted electronically or by U.S. mail.

A denial notice contains the following elements:

- Date of denial notice
- Member name
- Provider name
- Specific service denied
- Date of service
- Denied amount
- Member responsibility amount
- Information regarding the providers' appeal rights with health plan. Include plan name, address, and telephone number for appeals

The Centers for Medicare & Medicaid Services (CMS) approved Integrated Denial Notice - Notice of Denial of Payment (IDN-NDP) letters must be sent to members when the claim denial results in any member financial liability. The IDN-NDP letter includes the denial notice page, accompanying member appeals language and Notice of Non-Discrimination and multi-language insert.

For both the denial notice and appeals page, NEMS MSO is not permissible to omit any standardized language, nor alter the template, including font size, without contracted health plan and CMS approval. Minor changes to the denial notice page that do not affect the intent of the document may be allowed upon approval from the Medicare Compliance Department. NEMS MSO shall not send denial notices to capitated members if they are not financially liable for the services.

Information required in the space reserved for the explanation of a denial must specify the reasons for the denial, as required under 42 CFR 422.568 (e)(2). For Medicare Advantage providers, the CMS-approved Industry Collaboration Effort (ICE) standardized Single Service Claim Denial Letter and Multiple Services Claim Denial Letter are located under Approved ICE Documents on the ICE website at www.iceforhealth.org/library.asp. Additional information is available on the CMS website at www.cms.gov or from the ICE website at www.iceforhealth.org .

Contested Claims

A contested claim is one that NEMS MSO cannot adjudicate or accurately determine liability because additional information is required from either the provider, the claimant, or the third party. NEMS MSO notifies the provider of service in writing of a contested claim no later than thirty (30) calendar days after receipt of the claim. The contested date is the date when the contest was transmitted electronically or by U.S. mail.

You may contest incomplete claims or claims requiring additional information in writing to NEMS MSO in the form of an Explanation of Payment/Remittance Advice (EOP/RA). NEMS MSO may send, in some circumstances, additional written communication within the timeframes noted above. Each EOP/RA includes instructions on how to submit the required information to complete the claim if NEMS MSO has contested it. Each EOP/RA reflecting a denied, adjusted, or contested claim includes instructions on how to file a provider dispute, including the web link to procedures for obtaining provider dispute forms and the mailing address for submission of the dispute.

Overpayment and Recoupments

Overpayments can happen for various reasons, including but not limited to the following:

- Processing error
- Services paid by another third party (i.e., COB)
- Retroactive change to member eligibility
- Duplicate payment

A provider who has identified an overpayment should send a refund with supporting documentation to the following address:

NEMS MSO
Claims Refunds
1710 Gilbreth Road
Burlingame, CA 94010

If NEMS MSO identifies an overpayment, a notice will be sent to the provider with the following information:

- Member's name and ID number
- Provider's account number
- Claim number
- Date of service
- Overpayment amount
- Date of payment
- Detailed explanation for the refund request

The provider has thirty (30) days from receipt of payment to submit a written explanation contesting the overpayment notification. If the overpayment request is not contested within thirty (30) days of receipt of the overpayment notice, and a full refund is not received within forty-five (45) days from the overpayment notification, NEMS MSO will recoup the amount of the overpayment on future claims.

Coordination of Benefits (COB)

Coordination of benefits is the practice of two or more plans coordinating their provision of health benefits to members who have multiple coverage. Coordination of benefits is used to determine the order of payment responsibility when more than one health plan or insurer covers a NEMS MSO member. Federal laws require practitioners to bill other health insurers prior to billing NEMS MSO for Medi-Cal coverage. Since all other coverages are primary for eligible Medi-Cal members, NEMS MSO is always the payer of last resort for Medi-Cal members.

All claims must be submitted to NEMS MSO within ninety (90) days from the date of payment on the primary payer's Explanation of Benefits (EOB) form, and a copy of the EOB must accompany the claim. Under the secondary payer COB rules, NEMS MSO will pay the lesser of the following amount for covered services:

- The amount that would pay if another coverage did not exist.
- The actual charge from the provider, less the amount paid by the other coverage.
- If primary insurance payment exceeds the allowed contracted rate, neither NEMS MSO nor its member are financially responsible for additional payment.

Currently, all the health benefits provided for NEMS members are subject to COB provision.

Provider Dispute Resolution Mechanism

A provider claim dispute is a written notice appealing or requesting reconsideration of an unfavorable determination made by NEMS MSO for a prospective, concurrent, or retroactive request for service of an enrollee. The appealing provider must submit a written appeal request, using the Provider Dispute Resolution (PDR) form within 365 days from the receipt of a service or claim denial, along with any

relevant and supporting documentation. NEMS MSO ensures that punitive action is not taken against providers who either submit appeals or support a member's appeal.

Providers wanting to dispute a claim payment or denial can submit a written dispute to the following address.

North East Medical Services MSO
Attn: Provider Claims Dispute
1710 Gilbreth Road
Burlingame, CA 94010

All supporting documentation submitted with the dispute must be legible and include the following information:

- Claim number from EOB and/or authorization number
- Provider's NPI, Name, contact Information and NPI
- Copy of other coverage EOB's/ RAs or denials
- Copy of original claim being disputed
- Reason for dispute
- Copy of medical records if disputing for medical necessity
- Other pertinent documentation supporting the appeal or copies of all correspondence to and from NEMS MSO documenting timely follow-up

NEMS MSO will acknowledge receipt of the PDR within fifteen (15) working days of receipt of the dispute, and will issue a written determination, including a statement of the pertinent fact and reasons, to the provider within forty-five (45) business days after receipt of the claim dispute. Claims denied due to the provider's submission error or omission (e.g., missing modifier, incorrect CPT/ICD-10/ revenue codes, place of service) do not qualify for the provider claim dispute resolution mechanism. Such claims must be resubmitted within the specified timeframe for claim submission as a "corrected claim," with a brief explanation of the error noted either on the claim or as an attachment. Failure to submit a claims dispute within the specified timeframe will result in denial of the dispute.

Medicare Advantage Specific Claim Policies

Non-Contracted Provider Appeals (Waiver of Liability)

In accordance with CMS regulations, non-contracted providers with a Medicare Advantage organization may file a standard appeal for a claim denied completely or in part, but only if they submit a completed **Waiver of Liability Statement** (page 33). If provider completes a Waiver of Liability Statement, provider waives the right to collect payment from the member, except for any applicable cost sharing, regardless of the determination made on the appeal.

If provider of service submits an appeal and NEMS MSO upholds the denial completely or in part, the provider will have additional appeal rights available including, but not limited to, reconsideration by a CMS contracted independent review entity. To submit an appeal, please mail the request and completed **Waiver of Liability Statement** (page 33) within sixty (60) calendar days after the date of the Notice of Denial of Payment to the following address:

NEMS MSO Claims Appeal
1710 Gilbreth Road
Burlingame, CA 94010

Non-Contracted Provider Disputes

Non-contracted providers have the right to dispute and submit request for reconsideration of claim payments when the providers believe that the payment amount received for a service is less than the contractual amount. Examples of non-contracted provider claim disputes include bundling issues or down coding.

Provider disputes must be submitted within 120 days from the date of the initial payment decision and must include complete documentation (such as a remittance advice from a Medicare carrier) to the following address:

NEMS MSO Claims Dispute
1710 Gilbreth Road
Burlingame, CA 94010

NEMS MSO will review the dispute and provide a determination in writing within thirty (30) calendar days from the time we receive the dispute.

- If we agree with provider's position, we will pay the correct amount including any due interest.
- If necessary, documentation is missing for review of the provider dispute, NEMS MSO may request for such information via phone or in writing to the provider.
- If the requested information is received within the fourteen (14)-calendar day deadline, we will consider the evidence before making and issuing the final determination.
- If the requested information is not received within fourteen (14)-calendar days from date of the request, review of the dispute will be conducted based on available information in the file.
- We will send the determination in writing if we deny the payment dispute, stating the reasons for the determination.

NEMS MSO may dismiss the dispute as untimely filed if the dispute request is not received within the 120-days timeframe. The dismissal must be issued in writing to the provider, explaining the reason for dismissal, and the non-participating provider has up to 180 calendar days from the date of dismissal notice to provide additional documentation for good cause for late filing. If the decision is to uphold the dismissal after reviewing the additional documentation, NEMS MSO will issue a letter or EOB to the provider explaining that good cause has not been established.

Providers that have exhausted the NEMS MSO internal dispute process and insist services were not reimbursed fairly will be informed about their right to file a Second Level dispute with the Managed Care Plan directly. If a provider decides to submit a Second Level dispute to the Managed Care plan, NEMS MSO will forward all related materials including but not limited to the original claim's denial, and the written determination of the original dispute, to the Health Plan within 180 calendar days of receiving a written notice from the Plan.

NEMS MSO is required to retain copies of the provider disputes and the determinations, including all notes, documents, and other information that were used to reach the decision, for a period of not less than ten (10) years.

NEMS MSO WEBSITE AND PROVIDER PORTAL

NEMS MSO maintains a user-friendly website with information and tools for members, providers, and the community. Providers should check our website for the latest versions of this manual and other required training materials. Visit our website at www.nemsmso.org

Provider Portal and Registration

The NEMS EZ-NET provider portal is an efficient and secure way for providers and their staff to perform multiple functions that include the following:

- Submit prior authorizations online.
- Check status of authorizations.
- Check claims status.
- Download and print authorization letters.
- Download and print remittance advice (RA).

It is recommended that providers and staff confirm patient eligibility directly through the patient's respective health plan, as the health plan will have the most current eligibility information. The use of the provider portal is highly encouraged to streamline your practice's workflow.

User ID and Password

NEMS MSO requires that providers and their staff complete the Provider Portal Form to obtain access to the NEMS secure provider portal. To download the provider portal form, visit the links section in our NEMS EZ-NET home screen listed below, and select "download the Provider Portal Form."

https://www.nemsmso.org/wp-content/uploads/Provider_Portal_User_Access_Form.pdf

The MSO Systems Team will validate your account and information submitted on the form, and if granted access, will provide you with the username and password selected via email. Every person accessing the provider portal is required to have their own username, and we discourage sharing passwords and username information. Please note, after 6 months of inactivity accounts will be disabled. To reactivate an account, please submit a new Provider Portal Form.

CULTURAL AND LINGUISTIC SERVICES AND TRAINING

Interpretation Services

For both Medi-Cal and Medicare members, NEMS MSO provides telephonic and in-person interpretation services, including American Sign Language, for members for covered services. Please note, telephonic interpretation services are the primary modality for interpretation services. In-person interpretation services are limited and will be reviewed on a case-by-case basis.

NEMS MSO members have the right to:

- Interpretation services at no charge, including signs and telecommunication devices for the hearing impaired.
- Request face-to-face or telephone interpretation services.
- Receive fully translated informing documents in threshold and concentration languages. Documents may include Member Service guides, grievance and Notice of Action letters, welcome packets, and marketing information.
- Receive referrals to culturally and linguistically appropriate community services.
- File grievances or complaints if linguistic needs are not met.

Requests for in-person interpreters, including sign language interpreters, should be submitted at least 5 business days prior to the appointment during regular business hours. For more information on how to request interpretation services, please contact NEMS Provider Network team at 1-415-352-5186 or fill out an interpretation services request form here.

Cultural and Linguistic Training

To assist providers in better communicating with patients that are limited in their English proficiency (LEP), NEMS MSO provides cultural and linguistic training as part of the provider orientation and on an as needed basis.

To request additional information or cultural and linguistic training, please contact NEMS MSO Provider Network team at provider.relations@nems.org or at 1(415) 352-5186 **Option 3**.

PROVIDER COMPLIANCE

NEMS' compliance standards and guidelines apply to all business arrangements between NEMS and physicians, vendors, hospitals, and other persons which may be impacted by federal or state laws relating to fraud and abuse, reimbursement, and health care delivery. This includes compliance with all laws and regulations applicable to NEMS, such as laws related to fraud, waste, and abuse.

Fraud, Waste and Abuse

At NEMS, we are deeply committed to acting ethically and responsibly in a culture of compliance, ethics, and integrity. NEMS MSO cooperates with federal and state agencies as well as contracted managed care plans to identify fraud, waste, and abuse (FWA).

Abuse: Activity that is inconsistent with sound fiscal, business, or medical practice standards and results in unnecessary cost or reimbursement. It also includes any act that constitutes abuse under applicable federal law (as defined in Title 42, Code of Federal Regulations Section 455.2) or state law.
Fraud: An intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to himself or some other person. It includes any act that constitutes fraud under applicable federal (as defined in Title 42, Code of Federal Regulations Section 455.2) or state law.
Waste: The consumption of resources (products or services) due to mismanagement, inappropriate actions or inadequate oversight. Waste is not typically the result of criminal actions.

False Claims Act (Federal – 31 U.S.C. § 3729-3733; California – C.G.C. § 12650-12656): The California and Federal False Claim Acts (FCAs) make it illegal to submit claims for payment to Medicare or Medicaid that you know or should know are false or fraudulent.

Member FWA Examples

- A person using someone else's Member ID Card
- Deliberately providing misinformation to retrieve services
- Selling and/or forging prescriptions

Provider FWA Examples

- Provider submitting claims for services not rendered
- Sending member a bill after the plan had made payment
- Soliciting or receiving kickbacks

Filing false claims may result in fines of up to three times the programs' loss plus $11,000 per claim.

Under the civil FCA, no specific intent to defraud is required. The civil FCA defines "knowing" to include not only actual knowledge but also instances in which the person acted in deliberate ignorance or reckless disregard of the truth or falsity of the information. Further, the civil FCA contains a whistleblower provision that allows private individuals to file a lawsuit on behalf of the United States and entitles whistleblowers to a percentage of any recoveries.

There also is a criminal FCA (18 U.S.C. § 287). Criminal penalties for submitting false claims include imprisonment and criminal fines.

Suspicious activities may be reported by phone, in writing, or in person to the NEMS MSO Compliance Team.

NEMS MSO Compliance
1710 Gilbreth Road
Burlingame, CA 94010
415-352-5139
MSO-Compliance@nems.org

If you have questions about Compliance efforts, please contact NEMS MSO Provider Network team at provider.relations@nems.org or at 1(415) 352-5186 **Option 3**.

HIPAA

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that contains national standards to protect sensitive patient health information from being disclosed without the patient's consent or knowledge.

Providers must handle medical information in a manner that protects member rights and complies with HIPAA requirements. This includes all patient health information (PHI) in any form, including electronic, paper, or verbal. PH includes information about:

- Common identifiers, such as name, address, birth date, and SSN
- The patient's past, present, or future physical or mental health condition
- Health care you provide to the patient
- The past, present, or future payment for health care you provide to the patient

As part of HIPPA, the Privacy Rule requires providers to:

- Notify patients about their privacy rights and how you use their information
- Adopt privacy procedures and train employees to follow them
- Assign an individual to make sure you're adopting and following privacy procedures
- Secure patient records containing PHI so they aren't readily available to those who don't need to see them

For more information on HIPAA requirements please visit https://www.hhs.gov/hipaa/for-professionals/index.html.

MEMBER RIGHTS & RESPONSIBILITIES

NEMS MSO members have specific rights and responsibilities pursuant to applicable state regulations and policies. This information is made available to all NEMS members and posted to our NEMS MSO website.

NEMS MSO members have the following rights:

- To be treated respectfully, with dignity, no matter what your gender, culture, language, appearance, sexual orientation, race, disability, and transportation ability is, giving due consideration to your right to privacy and the need to maintain confidentiality of your medical information.
- To be provided with information about the plan, our services, including Covered Services, our practitioners and providers and your rights and responsibilities.
- To be provided information about all health services available to them, including a clear explanation of how to get them.
- To be able to choose a primary care provider within the Contractor's network.
- To participate in decision making regarding their own health care, including the right to refuse treatment.
- To be able to have candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
- To voice complaints or grievances, either verbally or in writing, about the organization or the care received.
- To receive care coordination.
- To request an appeal of decisions to deny, defer, or limit services or benefits.
- To receive oral interpretation services for their language
- To receive free legal help at their local legal aid office or other groups.
- To formulate advance directives.
- To have access to family planning services, Federally Qualified Health Centers, Indian Health Service Facilities, sexually transmitted disease services and Emergency Services outside the Contractor's network pursuant to the federal law.
- To request a State Hearing, including information on the circumstances under which an expedited hearing is possible.
- To have access to, and where legally appropriate, receive copies of, amend or correct their Medical Record.
- To disenroll upon request, beneficiaries that can request expedited disenrollment include, but are not limited to, beneficiaries receiving services under the Foster Care, or Adoption Assistance Programs, and members with special health care needs.
- To access Minor Consent Services.
- To receive written member informing materials in alternative formats (including braille, large-size print, and audio format) upon request and in a timely fashion appropriate for the format being requested and in accordance with W & I Code Section 14182 (b)(12).
- To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.

- To receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand.
- To receive a copy of your medical records, and request that they be amended or corrected, as specified in 45 CFR §164.524 and 164.526.
- Freedom to exercise these rights without adversely affecting how the Contractor, providers, or the State, treats you.
- To make recommendations regarding our member rights and responsibilities policy.
- Right to oral interpretation at no cost to the member.

NEMS MSO members have the following responsibilities:

- Carefully read all NEMS MSO or our contracted health plans' materials immediately after you are enrolled so you understand how to use your benefits.
- Ask questions when needed.
- Follow the provisions of your membership as explained in member welcome letter or communications.
- Be responsible for your health, understand your health problems, and participate in developing mutually agreed-upon treatment goals, to the degree possible.
- Follow the treatment plans your provider develops for you and consider and accept the possible consequences if you refuse to follow with the treatment plans or recommendations.
- Ask questions about your medical condition and make certain that you understand the explanations and instructions you are given.
- Make and keep medical appointments and let your provider know ahead of time when you must cancel.
- Communicate openly with your provider so you can develop a strong partnership based on trust and cooperation.
- Offer suggestions to improve NEMS MSO operation.
- Help NEMS MSO and your providers maintain accurate and current medical records by providing information promptly about changes in address, family status, other health plan coverage, and information needed to provide you with care.
- Notify NEMS MSO as soon as possible if you are billed inappropriately or if you have any complaints.
- Treat all NEMS MSO staff and health professionals respectfully and courteously.
- As required by Medi-Cal Program, pay any premiums, co-payments, and charges for non-covered services on time.
- You may refuse, for personal reasons, to accept procedures or treatment recommended by your medical group or primary care provider. If you refuse to follow a recommended treatment or procedure, your medical group or primary care provider will let you know if he or she believes that there is no acceptable alternative treatment. You may seek a second opinion. If you still refuse the recommended treatment or procedure, then NEMS MSO has no further responsibility to provide any alternative treatment or procedure that you seek.
- Using your ID cards properly. Bring your Medicare or Medi-Cal ID card and a photo ID with you when you come in for care.
- Telling us if you receive care at a non-NEMS contracted facility/provider.

- If you require an interpreter, you should request an interpreter in advance prior to your appointment.

For any questions or issues regarding member rights and responsibilities, please contact NEMS MSO Provider Network team via email at provider.relations@nems.org or at 1(415) 352-5186 **Option 3**.

Member Grievances

All NEMS managed care members have the right to file a grievance if they are unhappy with any aspect of their care. Members can file a grievance directly with their respective health plan. Please direct NEMS members to the following health plan contacts if they would like to file a grievance.

Health Plan Member Grievance Contacts			
Health Plan	**Hours (if applicable)**	**Contact Number**	**Address**
San Francisco Health Plan	Monday through Friday, 8:30am to 5:30pm	Customer Service: • 800-288-5555	7 Spring Street, San Francisco, CA 94104
Anthem Medi-Cal Plans		Medi-Cal Customer Care Center: • 800-407-4627 (outside L.A. County) • 888-285-7801 (inside L.A. County)	Grievance and Appeal Department Anthem P.O. Box 60007 Los Angeles, CA 90060-0007
Anthem Medicare Advantage Plans		Member Services: • Phone Number located on back of member ID card	Medicare Complaints, Appeals and Grievances (MCAG) Attention: Member Grievance Unit Mailstop: OH0205-A537 4361 Irwin Simpson Road Mason, Ohio 45040
Santa Clara Family Health Plan		Customer Service: • 800-260-2055, or TTY 711 • Fax: 408-874-1962	Attn: Grievance and Appeals Department Santa Clara Family Health Plan PO Box 18880 San Jose, California 95158
Alignment Health Plan	8 am-8 pm, seven days a week (except Thanksgiving and Christmas) from Oct. 1 - March 31	Member Services: • English: 866-634-2247 (TTY: 711)	Alignment Health Plan Attn: Member Services Department 1100 W. Town and Country Road, Suite 300 Orange, CA 92868

	8 am-8 pm, Mon-Fri (except holidays) from April 1 - Sept. 30	• Spanish: 877-399-2247 (TTY: 711)	
WellCare/HealthNet		Member Services: • 800-522-0088	PO Box 9103 Van Nuys, CA 91409-9103
PACE		Quality Improvement Coordinator: • 800-508-4578	NEMS PACE Attention: Quality Improvement Coordinator 728 Pacific Ave, Ste. 200 San Francisco, CA 94133 Fax: (415) 240-4352
ACO REACH		Member Services: • 415-352-5010	