



Medicare Provider Resource Guide

Thank you for being a star member of our provider team. 'Ohana Health Plan, Inc., ('Ohana) understands that having access to the right tools can help you and your staff streamline day-to-day administrative tasks. This guide explains the services that 'Ohana offers to help with those routine tasks. In this guide you will find information related to the following:

- Secure Provider Portal
- *Quick Reference Guide*
- Verifying Member Eligibility
- Prior Authorizations
- Claims
- Appeals

Provider Portal

The provider portal offers providers the convenience of exchanging health care service information directly with 'Ohana. The provider portal, which is offered at no cost, features many useful tools:

- The ability to verify member eligibility and co-pay information
- The ability to request authorizations and check status
- Claims submissions – look up claims status and inquiry
- The ability to use PaySpan Health's Electronic Funds Transfer (EFT)/Electronic Remittance Advice (ERA)
- The ability to take training and complete attestations online
- Your own inbox for receiving messages from 'Ohana
- Provider news

**Quality care is a team effort.
Thank you for playing a starring role!**





Quick Reference Guide (QRG)

The *Quick Reference Guide* is a document that lists important mailing addresses, phone and fax numbers, and authorization requirements. You can access the QRG at www.ohanahealthplan.com/provider in the Resources area under Medicaid, Medicare or Community Care Services.

Register for the Provider Portal

There are two types of users: administrative users and sub-accounts. Administrative users oversee additional website users (sub-accounts) in their practice or department.

Create a New Account

Administrative users can register at: www.ohanahealthplan.com/registration/provider.

You need the following to register:

- 'Ohana-issued Provider ID number (located in your welcome packet or on your Explanation of Payment)
- Primary address ZIP code (the ZIP code submitted on your credentialing packet)
- Tax Identification Number (TIN)

Complete the registration form by submitting your:

- Provider ID
- ZIP code
- TIN

Then provide us with information regarding your organization and users. You will be prompted to complete a profile and accept HIPAA Terms and Conditions. You will then select a username and select a security question and answer. A confirmation page will be displayed. Within 24 hours of registration, you will receive an email with a temporary password. Use this password (within 30 days) to log in to the website and create a new password. Be sure to keep your username and password for future reference.

Verifying Member Eligibility

You can search, view, save and print member-specific 'Ohana eligibility and enrollment information using the provider portal.

- Log in at www.ohanahealthplan.com/login/provider
- Click the *Eligibility* tab.
- Enter the Member ID number.
- Click the *Show Eligibility Co-pay* button.

If you do not have the Member ID on hand, you may use the website's *Lookup Member* tool. In addition to validating member eligibility on our provider portal, you may also validate eligibility and claim status through one of our Real-Time vendors. Please refer to the real-time Services section of this guide for more information.

Prior Authorizations

Requesting an Authorization

Providers must obtain prior authorizations for certain services and procedures. You can request authorizations via the secure online provider portal, by fax or by telephone. For details about services that require authorization and instructions on how to submit authorization requests, please refer to the QRG.

The following information is generally requested for all authorizations:

- Member name
- Member identification number
- Provider ID and National Provider Identifier (NPI) number or name of the treating physician
- Facility ID and NPI number or name where services will be rendered (when appropriate)
- Provider and/or facility fax number
- Date(s) of service
- Diagnosis and diagnostic codes
- CPT codes
- Any relevant clinical information to support medical necessity of request

Standard, Expedited and Extensions of Service Authorization Decisions

Decisions Time Frames		
Type of decisions	Time Frame	Extension
Standard Pre-service	14 calendar days	Additional 14 calendar days
Expedited Pre-service	3 business days	Additional 14 calendar days
Post-service	30 calendar days	14 calendar days

Via Provider Portal

Registered providers may log in, click the *Authorizations* tab, then select *Authorization Request*.

For authorizations, please supply your phone and fax numbers. You can attach up to 10 clinical files. You can also add relevant clinical information by typing it into the text box. Your requests may not be visible in the provider portal inquiry until a final disposition has been determined. As a result, you may receive our fax response before seeing the determination online.

Via Fax

Please complete the appropriate 'Ohana notification or authorization form for the type of care needed. You can find these forms online at www.ohanahealthplan.com/provider in the Resources area under Medicaid, Medicare or Community Care Services. Send the completed form and any supporting documentation to the fax number listed on the QRG.

Via Telephone

Emergent or Urgent Authorizations Only

Authorization requests that are emergent or urgent should be submitted via telephone. Emergent or urgent requests should only be submitted when the standard time frame could seriously jeopardize the member's life or health. Requests for expedited authorization will receive a determination within three business days. You may contact Provider Services at the phone number listed on the QRG to request an expedited authorization.



Please note: Authorization/Certification determinations are made based on medical necessity and appropriateness, and reflect the application of 'Ohana's review criteria guidelines. Once you complete each authorization request via the provider portal, you can download or print a summary report for your records.

Authorizations are valid for the time noted on each authorization response. 'Ohana may grant multiple visits under one authorization when a plan of care shows medical necessity for this request. Failure to obtain the necessary prior authorization from 'Ohana could result in a denied claim. Authorization does not guarantee payment. All services or procedures are subject to benefit coverage, limitations and exclusions as described in applicable plan coverage guidelines.

Checking Authorization Status Online

WellCare encourages you to check the status of your authorization requests online via our secure provider portal at <https://provider.wellcare.com>. You may also access the secure portal from the www.wellcare.com home page by selecting your state from the drop-down menu and clicking on "Secure Login" in the "Providers" drop-down menu.

Simply log in and click the *Care Management* link. You can then search by Authorization Number, Member ID, Member Name and Date of Birth or Provider ID.

Select one of the service date ranges or enter a custom date range of up to one year.

Click the *Search* button. Results will appear at the bottom of the page.

Claims

Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA)

'Ohana has partnered with PaySpan Health, a company with more than 25 years of experience in developing payment solutions, to provide EFT/ERA solutions.

Register for Electronic Funds Transfer at PaySpan Health

Create a New Account

'Ohana has instituted additional security measures to ensure your EFT is secure. New users must first contact PaySpan Health to request a registration code. Call **1-877-331-7154** or email providersupport@payspanhealth.com. PaySpan Health will email instructions on how to register online.

Enter Your Registration Code

Once you receive your code, you can register at www.payspanhealth.com by selecting the *Register Now* button. Follow all the prompts and complete the required registration questions. You will need:

- Your Vendor/Provider Identification Number (PIN) and Tax Identification Number (TIN)
- A valid email address
- An account name (to identify the receiving account). Note: Providers typically use the account name to specify the payee designation. Each payee will have a separate registration code and can therefore have a separate receiving account established. The same routing and account number can be used for multiple receiving accounts.
- Bank routing number
- Bank account number

Your email address will become your username when logging in to PaySpan Health. After completing your registration, you will receive an email from PaySpan Health. In a few days, you will need to verify that PaySpan Health has made a small deposit to your bank account. This deposit amount will confirm that your electronic payments are properly set up. You do not need to return the deposit to PaySpan Health.

Filing a Claim

All claims must have complete and compliant data including:

- Current CPT and ICD-10 (or its successor) codes
- TIN
- NPI number(s)
- Provider and/or practice name(s) matching the W-9 initially submitted to WellCare

General Definitions:

- **Paid claims** – claims that have at least one line item designated as payable.
- **Pending claims** – claims that require additional review and/or claims that are held due to a member's failure to pay his/her premium (these claims remain in a pending status until the member pays his/her premium).
- **Denied claims** – services indicated on the submitted claims are not covered, did not receive authorization and/or the member is not eligible.
- **Rejected claims** – claims that have missing or invalid information, such as invalid code sets or required data elements, which will not pass 'Ohana's "front-end" edit process. You will need to correct the data and resubmit a new claim.

Electronic Claims

'Ohana accepts electronic claims submission through Electronic Data Interchange (EDI) as its preferred method of claims submission. All files submitted to 'Ohana must be in the ANSI ASC X12N format, version 5010A1 or its successor. This is less costly than billing with paper and, in most instances, allows for quicker claims processing. To learn more about EDI implementation with 'Ohana, refer to the Claims/Encounter Companion guides at www.ohanahealthplan.com in the Resources area under Medicaid, Medicare or Community Care Services.

HIPAA Electronic Transactions and Code Sets

Please follow the HIPAA transaction and code set requirements in the National Electronic Data Interchange Transaction Set Implementation Guides that are at www.wpc-edi.com.

Fee-For-Service Clearinghouse Submitters

All Fee-for-Service (FFS) providers and vendors must send claims through a clearinghouse. 'Ohana works with Change Healthcare (formerly known as RelayHealth), as our preferred EDI clearinghouse. 'Ohana only accepts electronic claims through Change Healthcare.

If you have any questions about submitting EDI transactions directly through Change Healthcare, please call **1-866-855-4723**. Clearinghouses, practice management vendors or billing services should call **1-888-743-8735** for help with EDI transactions.

- ▶ If your clearinghouse or billing system is not connected to Change Healthcare and requires five-digit Payer IDs, please use the following codes according to the file type (FFS or Encounters).

'Ohana Payer IDs

14163 Fee-For-Service – Professional or Institutional	59354 Encounters – Professional or Institutional
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- ▶ If your clearinghouse or billing system is connected to Change Healthcare and uses their four-digit CPID, please use the following codes according to the file type (FFS or Encounters).

Change Healthcare CPIDs

1844 Fee-For-Service Professional	3211 Encounters Professional
8551 Fee-For-Service Institutional	4949 Encounters Institutional

Real-Time Services

Real-time HIPAA 270/271 eligibility transactions and 276/277 claim statuses are available to providers via the following vendors:

- AdminisTEP.com **1-888-751-3271**
- Availity **1-800-282-4548**
- Dorado Systems, LLC **1-855-770-8048** prompt 4
- Change Healthcare (f.k.a. Emdeon) **1-877-363-3666** prompt 1
- RelayHealth **1-800-752-4143**
- TransUnion Healthcare **1-877-732-6853**

These services improve data interchanges, provide innovative solutions to provider requests and will be leveraged to implement other HIPAA-compliant transactions.

- Real-time eligibility and claim status information – no waiting on the phone
- Low or no cost to the provider community
- Increased office productivity
- One-stop shopping – view eligibility and claim status information for all participating health insurance companies from a single website with a single login

Electronic Claims – Direct Data Entry (DDE)

Via www.ohanahealthplan.com in the Resources area under Medicaid, Medicare or Community Care Services.

Registered users can log in and directly enter professional and/or institutional claims and encounters into 'Ohana's provider portal. Once logged in, select the *Claims* tab, and then click on *Claims Submission* (single). Follow the prompts to complete your individual claims or encounters submission.

Alternative Solutions – Change Healthcare's ConnectCenter™

ConnectCenter™ for physicians offers a web browser for direct data entry (DDE) and the upload ability to submit electronically **at no cost to you**. To register, visit <https://physician.connectcenter.changehealthcare.com>.

For registry questions, the submitter/clients may contact Provider Connectivity Services at **1-877-411-7271**.

You may direct any questions regarding the functionality of ConnectCenter to the clearinghouse at **1-800-527-8133** (select option 2).

- Providers will be required to enter a credit card upon initial enrollment to verify them as a valid submitter.
- Only WellCare submissions are free of charge and please ensure you use vendor code 212750 when you register.

Paper Claims

'Ohana encourages electronic (EDI) claim submissions; however, we also accept paper CMS-1500 and UB-04 claim forms or their successors. Paper claims should only be submitted on original claim forms (red ink on white paper). If the paper claim is not submitted on the original red and white claim form, the claim will be rejected. Please visit www.ohanahealthplan.com/provider in the Resources area under Medicaid, Medicare or Community Care Services for complete paper claims submission guidelines.

To learn more about claims submissions, clean claims, timely filing guidelines and encounter data submission, please see *Claims* section of the Provider Manual at www.ohanahealthplan.com/provider. For the paper claims mailing address, please refer to the QRG.

For further instructions for both paper and EDI claim submission, including access to the EDI Companion Guides, visit www.ohanahealthplan.com/provider in the Resources area under Medicaid, Medicare or Community Care Services.

Encounters Submission

Certain delegated vendors and providers must submit encounters. Encounters may be submitted electronically via:

- Change Healthcare
- WellCare's Secure FTP (SFTP) process
- WellCare's Direct Data Entry (DDE)

For further details about Encounter Submissions, please refer to Encounter Companion Guides at www.ohanahealthplan.com/provider in the Resources area under Medicaid, Medicare or Community Care Services.

Strategic National Implementation Process (SNIP)

All claims and encounter transactions submitted electronically, via paper or direct data entry (DDE) will be validated for transaction integrity/syntax based on the SNIP guidelines.

SNIP validations used by 'Ohana are available at www.ohanahealthplan.com.

Checking Claim Status Online

'Ohana encourages you to check the status of your claims online via our secure provider portal at www.ohanahealthplan.com/provider.

Simply log in and access the *Claims* tab, then select *Claims Status* area. Use the *Find By* menu to filter your search by *Provider ID*, *Member ID* or *Claim Number*.

Enter the appropriate number in the *Provider ID/Member ID/Claim Number* box (depending on the option you select). Please note that you can click *Lookup Provider* or *Lookup Member* if you do not know the ID number.

Select one of the service date ranges from within the dropdown box or enter any 30-day date range in the *From* option.

Click the *Check Claim Status* button. Claim results will appear at the bottom of the screen.

Interactive Voice Response (IVR) System

Alternatively, you can use WellCare's self-service IVR to check the status of a claim for full or partial payments. You can access the IVR by calling the provider customer service toll-free number in your provider state-specific QRG located at www.wellcare.com.

TIPS for using our IVR

Providers should have the following information available with each call:

- WellCare Provider ID number
- NPI or Tax ID for validation, if Providers do not have their WellCare ID
- For claims inquiries – provide the Member’s ID number, date of birth, date of service and dollar amount
- For authorization and eligibility inquiries – provide the Member’s ID number and date of birth

Claim Payment Disputes

The claim payment dispute process is designed to address claims when there is disagreement regarding reimbursement. Claim payment disputes must be submitted to ‘Ohana through the provider portal or in writing within 120 days of the date of denial on the EOP. Refer to the QRG for the mailing address.

Claims may be denied or reduced for the following non-authorization-related reasons:

- Untimely filing
- Bundling
- Unlisted procedure codes
- Incidental procedure
- Unbundling
- Non-covered codes

Appeals

Filing an Appeal

Providers have the right to file a request for review regarding provider payment or contractual decisions.

Authorization-related denials or payment reductions are processed by appeals. Claims may be denied or reduced for the following authorization-related reasons:

- Lack of prior authorization
- Services exceeding authorization
- Lack of supporting documentation
- Late notification

Appeals can be submitted in writing within 90 calendar days of the date of the Explanation of Payment or the Provider Administrative Denial letter. If you have questions and/or concerns about the appeals process, please contact Provider Services for assistance.

You may file an appeal by mail or by fax. To file an appeal, refer to the QRG for applicable addresses and fax numbers. ‘Ohana will process and finalize an appealed claim to a paid or denied status within 60 calendar days of receipt of the appealed claim.



Contacts

For Customer Service, call **1-888-846-4262** (Medicaid) or **1-888-505-1201** (Medicare). For important mailing addresses, phone numbers and fax numbers, refer to your QRG located at **www.ohanahealthplan.com/provider** in the Resources area under Medicaid, Medicare or Community Care Services.