



Provider In-service 2010 for Plan Year 2011



Seton Health Plan

A member of the Seton Family of Hospitals



Seton Family of Hospitals

*Your child.
Our care. Smart Plan.*

**Seton Health Plan
CHIP**

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Agenda Items

- Background about Seton Health Plan
- Seton EPN, and Expanded EPN
- Seton Health Plan CHIP update
- Fraud and Abuse
- Seton Health Plan Physician Self Service Center (PSSC)



Background on Seton Health Plan

Seton Health Plan (SHP) is a Texas licensed HMO, third-party administrator, and URA licensed, having incorporated in 1994. We have administered products for: Medicare, Medicaid, CHIP, Individual, Large Group, self-funded and unfunded. One of the largest employer in the Central Texas area.

Products

Our current product lines cover over 50,000 lives in our service area. These lines include:

- CHIP (Children's Health Insurance Program)
- Seton Employee Group (ERISA)
- MAP (Medical Assistance Program)
- SetonCare Plus (unfunded care management)
- Charity



EPN

All benefits for 2011 have remained the same.

- Co-pay comparison grid
http://intranet.seton.org/empresources/humanresources/benefits_cy11/docs/medical_plan_comparison.pdf
- Pre Certification requirements may be viewed at: <http://setonhealthplan.com>
- Co-pays remain: **\$25** PCP, **\$35** Specialty with no deductible, Emergency Room Care **\$125** per visit
- In-Patient Hospital Services (**Must be authorized**) \$100 per day
- Urgent Care Co-pay **\$45** per visit
- Prescription plan vendor and co-pays remain the same: **MedImpact**
- Provider Network of physicians, hospitals and ancillary providers is now available at our online provider search: http://setonhealthplan.com/provider_search/



Expanded EPN

Benefits are the same as EPN

- Co-pay comparison grid, Summary plan description and Authorization requirements available at <http://setonhealthplan.com>

Provider Networks:

- EPN
- SPHN doctors ***not*** directly contracted with Seton Health Plan (SHP)
- Texas True Choice Providers outside the SHP Service area
- Out of network providers



Expanded EPN

Co-pay/Deductible/Co-insurance:

- **EPN provider** – PCP **\$25**, **\$35** Specialty. Plan covers remainder at 100%
- **SPHN Physicians Not** Directly Contracted with SHP and Texas True Choice Providers outside the SHP service area
 - **\$500** individual deductible
 - **\$1000** Family
 - After deductible satisfied then PCP **\$25**, Specialty **\$35**
- **Out-of-Network** plan pays **60% /40% of UCR** after deductible with **\$10,000** Individual out of pocket maximum and **\$25,000** Family out of pocket maximum.



EPN and Expanded EPN Lab

- Seton Family of Hospitals locations or Cedar Park Regional Medical Center

Expanded EPN

- SPHN Physician offices not directly contracted with SHP
- CPL locations
- Texas True Choice Providers (OON)
- Physician offices who agreed to provide Lab and Imaging in the office at health plan fee schedule.
- The plan does pay for the following services to be rendered in the office: **CLIA waived tests, EKGs.**
- Offices requiring specimen pick up by courier may contact Seton Lab client services at **512-324-7535.**



EPN and Expanded EPN Imaging

- Seton Family of Hospitals locations, Cedar Park Regional Medical Center

Expanded EPN:

- SPHN Physician offices not directly contracted with SHP
- All ARA
- Texas True Choice Providers (OON)
- For Seton Family of Hospitals locations, you may call central scheduling at 512-324-1199.



Claim Information

For Electronic submission:

- EPN and Expanded EPN – Availity payer ID number **EPNSH**
- Electronic claims match on the member ID first, then the first three digits of the last name, the first digit of the first name, and date of birth.
- If you use the wrong payer ID for either an EPN or Expanded EPN member your claim will reject for either member not found or not on file. Please review you rejections and re-file or drop the claim to paper.

If submitting paper claim for EPN and Expanded EPN:

Seton Health Plan
PO Box 15445,
Austin, Texas 78761-5445



Appeals vs. Reconsideration

- Seton EPN and Expanded EPN appeals and/or reconsiderations must be received within 90 days from date of the original EOB.
- The Claims Reconsideration face sheet is used when:
A claim was: billed incorrectly the first time, denied for past filing deadline, if reimbursement is in question, or if claim required medical records review.
- Appeal Process is used when:
reconsideration process fails which means your first request has been denied



Appeals Process cont.

- Mail to: Seton Health Benefit Administrators PO Box 14545, Austin, Texas 78752-4545. **Do Not** send correspondence to claims address or to SHP Administrative offices unless otherwise directed.
- Acknowledgement letter will be sent out and appeal will be logged into system and forwarded to appropriate party for handling.
- Appeal is reviewed, determination made and logged into system. Letter is then mailed to inquiring party.
- Second level appeal is available when first appeal fails. Letter is mailed to same address, when it is received it is logged and forwarded to a different party for review and determination. This is the final determination that will be made by Seton Health Plan Benefit Administrators.
- Next level of appeal is to ERISA (as we are a self-funded health plan) Department of Labor Website www.dol.gov.



**CHIP Provider In-service
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Seton Health Plan CHIP

There are two CHIP health plans in the Travis Service Areas:

- **Seton Health Plan**
- Superior Health Plan KIDS

Travis Service Area:

- Bastrop County
- Burnet County
- Caldwell County
- Fayette County
- Hays County
- Lee County
- Travis County
- Williamson County



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Who Qualifies for CHIP?

Children of families who meet the income requirements.

- If the child was born in the United States or has a permanent resident card.
- Parents do NOT have to be born in the United States or be a legal resident.
- CHIP covers eligible children from birth to 18 years old. They can remain eligible until the end of the month of their 19th birthday.



Income Guidelines for CHIP/Children's Medicaid

1 Find your family size on the left side of this chart. Follow that row to the right. 2 Is your family's income less than the monthly or yearly income shown in the blue Medicaid section? If so, your children might get Medicaid. 3 If your income is higher, follow the row to the green CHIP section. Your children might get CHIP if your income is less than the monthly or yearly income shown in the green section. Children of families that earn higher incomes may also qualify in some cases.

1 Find your family size here Family Members (Adults plus children)	2 May Qualify For Children's Medicaid		3 May Qualify For CHIP	
	Monthly Family Income	Yearly Family Income	Monthly Family Income	Yearly Family Income
1	\$903	\$10,830	\$1,805	\$21,660
2	\$1,215	\$14,570	\$2,429	\$29,140
3	\$1,526	\$18,310	\$3,052	\$36,620
4	\$1,838	\$22,050	\$3,675	\$44,100
5	\$2,150	\$25,790	\$4,299	\$51,580
6	\$2,461	\$29,530	\$4,922	\$59,060
7	\$2,773	\$33,270	\$5,545	\$66,540
8	\$3,085	\$37,010	\$6,169	\$74,020



Application Vs. Enrollment

- **Providers can distribute and assist in the completion of the CHIP application, but not with the CHIP enrollment form.**
- **Providers can not suggest that potential members pick one MCO over another. Only MAXIMUS can enroll CHIP members.**
 - Visit www.CHIPmedicaid.org or call 1-877-KIDS-NOW.
- **The CHIP application is form 1014-08/02/07- Medicaid and CHIP. (Not Application for Assistance)**
 - Call 1-800-KIDS-NOW (543-7669)
 - Send an email requesting applications to txorderapps@maximus.com along with your mailing address
 - Go online at www.chipmedicaid.com



HHSC Marketing Guidelines for CHIP Providers

Located on Page 11 of the Uniform Managed Care Marketing Policy and Procedures Manual

- Providers can distribute and assist in the completion of the CHIP application, but not with the CHIP enrollment form
- At patient's request, Providers may give patients the information necessary to contact a particular MCO
- Provider must distribute and/or display Health-related materials for **all** contracted MCOs or choose not to distribute and/or display for **any** contracted MCO
- Providers must display stickers submitted by **all** contacted MCOs or choose not to display stickers for **any** contracted MCOs



Enrollment and Re-Enrollment

Located on Page 47 of the Seton CHIP Provider Manual

Enrollment:

- 12 month continuous enrollment, Enrollment Fee: No more than \$50.
- Note: A family can not term their current insurance to have the children covered by CHIP. Exception: If the current insurance costs at least 10% of the family's gross income.

Re-Enrollment: Prior to the end of the 12 months

- Maximus sends a re-enrollment packet at 9 months.
- Seton sends out a reminder to re-enroll at 8 months.
- New option for online enrollment: must have HHSC password
- Paper application: abbreviated with some fields pre-populated
 - PROBLEM: Member must complete every blank. Must NOT use scratch marks, but put NA if the subject is not applicable.



Enrollment Issues and Concerns:

- **Seton Health plan wants to help members with application and re-enrollment problems. Please contact us.**
 - **Edwin Evans (512) 324-1941 or eevans@seton.org**
 - **Jan Hudson (512) 324-1390 or jfhudson@seton.org**
 - **Marta Ortiz (512) 324-1054 or mgortiz@seton.org
(Bilingual)**
 - **General Email at setonCHIP@seton.org**



CHIP Copayments and Appointment Times

Copayments:

Located on Page 44 of the Seton CHIP provider manual

- Could be \$0, \$3, \$7. Is listed on the member card.
- If Well-Child check and sick visitation are on the same day- NO copay.
- It is the member's responsibility to track copayments.

Appointment Times:

Located on Page 39 of the Seton CHIP provider manual

- Routine Care (includes check-ups): 2 weeks
- Urgent Care (not an emergency): 24 hours
- Emergency Care: Immediately. Advise the member to visit the Emergency room.
- Specialist: 2 weeks
- First pre-natal or newborn visit: 2 weeks



CHIP Benefits

Located on page 4 of the Seton CHIP provider manual

- Choice of doctors (member can change their PCP 4 times a year)
- Regular check-ups and office visits
- Prescription drugs and medical supplies
- Dentists visits, cleanings and filings--Delta Dental 1-866-561-5892 or 1-800-735-2922 (TDD)
- Shots and immunizations
- Hospital care and services
- X-rays and lab tests
- Mental health care-- Tejas Behavioral Health 1-800-852-7691
- Coverage for special health care needs
- Coverage for pre-existing conditions
- Eye exams and glasses-- Block Vision 1-800-879-6901



CHIP Value-Added Services

Located on pg. 14 of the Provider Manual

Physical Health Services:

- Asthma home evaluation
- Obesity nutrition counseling
- Sports physicals
 - Sports physicals shall be defined in claims as **99212** or **99213**
AND V70.3

Vision discounts:

- 20% discount on upgraded vision hardware
- Contact Lenses for 15 – 18 year olds

Behavioral Health Services:

- Family mental health support



CHIP Behavioral Health

Located on page 25 of the Provider Manual

Tejas is the Seton Health Plan Behavioral Health Provider

- Health Services Hotline is available to members 24 hours a day, 7 days a week at 1-800-852-7691 if they have questions about behavioral (mental) health or substance (drug) abuse.

Primary Care Provider can provide behavioral health services within the scope of its practice.

- When the member needs services outside of PCP scope of practice, they can access behavioral health services directly by contacting Tejas at (800) 852-7691.

Right to self-referral: A member has the right to self refer to a behavioral health provider.



CHIP REFERRAL PROCESS

Located on page 43 of the Seton CHIP provider manual

- Seton Health Plan CHIP members must have a referral from his/her Primary Care Physician before attempting to see a network specialist

SETON HEALTH PLAN CHIP: MEDICAL MANAGEMENT DEPT.

FAX: (512) 420-2798

PHONE: (512) 420-2777 or (877) 451-5601

- Referral form: provider manual, page 86.
- To confirm a referral has been entered the PCP, Specialist and members may call 420-2777 or (877) 451-5601 or on-line at Seton website at <http://www.setonhealthplan.com> and click on the Member or Provider link.
- A member can self-refer for behavioral health, OB-GYN, and Early Childhood Intervention (ECI).



CHIP Out-of-Network

Definition: An out-of-network referral is a referral to a non participating provider

Submit requests for out-of-network referral to:

SETON HEALTH PLAN CHIP

MEDICAL MANAGEMENT DEPARTMENT

FAX: (512) 420-2798

PHONE: (512) 420-2777 or (877) 451-5601

Seton CHIP UM Department physicians and nurses take into consideration:

- Patients medical history, medical condition, and medical necessity circumstance relating to the delivery of service
- Appropriate out-of-network provider
- Out of network referral determination in no event to exceed five business days after the receipt of reasonably requested documentation.



SHP Continuity of Care

Located on page 42 of the Seton CHIP provider manual

- Seton Health Plan is committed to maintaining quality of care while transferring a member from an out of-network provider to an equally qualified in-network provider.
- Seton Health Plan pays for emergency services provided outside the Travis Service area.
- When a member moves out of the Seton Health Plan CHIP service area, providers should make every effort to coordinate care with the providers in the member's new service area.
- There are no pre-existing limitations to CHIP coverage.



Claims Processing

Located on page 67 of the Seton CHIP provider manual

- Claims must be submitted within 95 days from the date of service.
- Seton Health Plan will pay these clean claims within 30 days of receipt.
- For electronic claims, submit to Seton Health Plan CHIP through Availity
– Use the payer identification number **SHPCH** and ANSI 837 format
- For claims by mail, send to:
PO Box 15507 Austin, Texas 78761-5507



Provider Complaint & Appeals Process

Located on page 63 of the Seton CHIP provider manual

- If you have any complains or appeals, call **Seton Health Plan Member Services** at 1-877-451-5601.
- You can also send your complaint in writing to:
Member Services- Seton Health Plan CHIP
P.O. Box 14545
Austin, TX 78761
- We will resolve the complaint/appeals within 30 days of receipt.
- If you are unhappy with the resolution of your complaint or appeals, you may contact the Texas Department of Insurance at:
333 Guadalupe Street
Austin, TX 78714-9104



SHP Quality Assurance and Performance Improvement

Located on Page 34 of the Seton CHIP provider manual

- Ensures that QA/PI opportunities are identified, documented, reviewed, and appropriate action plans are initiated in a consistent and timely manner
- All Committees meet no less than quarterly and all reports are provided to the Board of Directors.
- **Seton Health Plan Medical Director** is responsible for and accountable for the QA/PI Program. The Board has ultimate authority and responsibility for the quality of care and services delivered to Seton Health Plan CHIP Members.
- Copies of Seton Health Plan Quality Improvement/Utilization Management Program and Seton Health Plan Work Plan are available upon request



SHP Fraud and Abuse Program

Located on Page 80 of the Provider Manual

- If you suspect a Seton Health Plan CHIP member (a person who receives benefits) or a Seton Health Plan CHIP provider (e.g., a doctor, dentist, counselor, etc.) has committed waste, abuse or fraud, you have a responsibility and a right to report it.
- You can report providers / clients directly to your health plan any providers or clients you suspect of waste, abuse, or fraud at:
Seton Health Plan CHIP, Attention: Angie N. Gomez
7715 Chevy Chase Drive, Building IV, Suite 225
Austin, Texas 78752
Toll Free Phone Number – **1-877-451-5601**



SHP Fraud and Abuse Program Cont.

- What is fraud, waste or abuse; and who commits it?
- Special Investigation Unit (SIU)
 - six health plan employees
 - Assigned Officer (AO): Angie Gomez (phone: 512/324-3353, email angomez@seton.org)
- If the SIU determines the case constitutes fraud, waste, or abuse, the AO will report the SIU's findings to the Texas Health and Human Services Office of the Inspector General (HHSCOIG) for further action.
- If the SIU determines that fraud, abuse or waste was not committed then the AO shall report the case as investigated and closed to the HHSCOIG.



Physician Self-Service Center via Internet Access

- Look-up claims status, eligibility, authorizations
- Enrollment is simple, complete the application and confidentiality statement and fax it in to the number referenced.
- Forms are also available on-line at setonhealthplan.com
- Plans available via this application: EPN, Expanded EPN, Seton CHIP and City MAP
- You may also access the SETONCare Plus program via this application.



Annual Provider Surveys

In accordance with TDI regulations, each year Seton Health Plan conducts an Annual Provider Survey. This survey consists of the Provider Satisfaction and Appointment Availability. The survey helps us, help you in serving our members and to let us know how we are doing as a Health Plan.

An additional survey is conducted by the Provider Relations staff by phone to ensure that our members may reach their physician or designee for afterhours care.



Provider Relations Staff

Seton Health Plan Provider Relations Staff would to assist our Providers with their issues and concerns. Our staff consist of the following members:

Sharon Cayton, SHP Contract Specialist

scayton@seton.org

512-324-3352

Beverly Fenter, Sr. Provider Relations Representative

bfenter@seton.org

512-324-3356

Luz Lopez-Guerrero, Provider Relations Representative

lguerrero@seton.org

512-324-3350, ext. 17085

Angie N. Gomez, Director Client Services

angomez@seton.org

512-324-3353

Claims Auditing Staff:

Elizabeth Moseley, CPC

emoseley@seton.org

512-324-3354

Holly Alliot, CPC

halliot@seton.org

512-324-3350, ext. 17668



Seton Health Plan Administrative Office is located at:

**7715 Chevy Chase Dr, Bldg. IV, Ste 225
Austin, Texas 78752**

Main Phone 512-324-3350

Provider Relations 512-324-3125 opt. 4

Provider Relations Fax 512-324-3359

E-fax 512-380-7547 (Provider Relations Staff)

Email address: SHP-Providers@seton.org



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