

# Provider Manual

The material in this manual applies to  
HAP CareSource Medicaid and HAP CareSource<sup>™</sup>  
MI Health Link (Medicare-Medicaid Plan)  
effective October 1, 2024 and forward.

September 2024



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## Section 1: Overview

### Medicaid Plan

HAP CareSource, a Michigan Medicaid Health Plan, is a partnership between Health Alliance Plan of Michigan (HAP) and CareSource. It's a nonprofit, taxable corporation and accredited by the National Committee on Quality Assurance (NCQA). It has a contract with the Michigan Department of Health and Human Services to provide health care services to Michigan Medicaid (including Children's Special Health Care Services) and Healthy Michigan Plan members regions 6, 7, 9 and 10.

- Region 6 – Genesee, Huron, Lapeer, Sanilac, Shiawassee, St. Clair and Tuscola counties
- Region 7 – Clinton, Eaton, Ingham counties
- Region 9 – Jackson, Hillsdale, Lenawee, Livingston, Monroe and Washtenaw counties
- Region 10 – Macomb, Oakland and Wayne counties

HAP CareSource follows guidelines from the Michigan Department of Health and Human Services (MDHHS) which can be found in the MDHHS Medicaid Provider Manual. The manual contains coverage, billing and reimbursement policies for Medicaid, Healthy Michigan Plan, Children's Special Health Care Services, Maternity Outpatient Medical Services (MOMS) and other healthcare programs administered by the MDHHS.

The MDHHS communicates updates to Michigan Medicaid policy and the Medicaid Provider Manual through policy bulletins, which can be found at <https://www.michigan.gov/mdhhs/assistance-programs/medicaid/portalhome/medicaid-providers/policyforms/policy-letters-and-forms>. Select *Policy*, *Letters* or *Forms*. You'll find *The Medicaid Provider Manual* and *Michigan Medicaid Approved Policy Bulletins*.

## MI Health Link Plan (Medicare-Medicaid Plan)

HAP CareSource MI Health Link provides high-quality, seamless and cost-effective care through coordinated, person-centered services meeting the unique needs of all members who are dual eligible for both Medicare and Medicaid. We work collaboratively with Pre-Paid Inpatient Health Plans (PIHPs), long term support services (LTSS) and primary care physicians (PCPs) and specialists to improve the quality of care while limiting duplication of services and ensuring cost-effective plans of care. All services provided are consistent with the Medicare and Medicaid manuals, guidance, memoranda and other related documents.

We provide services for MI Health Link in regions 9 and 7, which are Macomb and Wayne counties.

We contract with primary care and specialty physicians who are licensed in Michigan as either a medical doctor (MD) or a Doctor of Osteopathic Medicine (DO). All HAP CareSource Medicaid and MI Health Link physicians must meet credentialing standards and uphold the managed care philosophy of the plan.

## About Health Alliance Plan

Health Alliance Plan (HAP) is a Michigan-based, nonprofit health plan that provides health coverage to individuals and companies of all sizes. For more than 60 years, HAP has partnered with leading doctors, hospitals, employers and community organizations to enhance the health and well-being of the lives it touches. HAP offers a product portfolio with six distinct product lines: Group Insured Commercial, Individual, Medicare, Medicaid (using the HAP CareSource name), Self-Funded and Network Leasing. HAP excels in delivering award-winning preventive services, disease management and wellness programs, as well as personalized customer service. For more information, visit [www.hap.org](http://www.hap.org).

## About CareSource

CareSource is a nonprofit, nationally recognized managed care organization with over two million members. Headquartered in Dayton, Ohio since its founding in 1989, CareSource administers one of the largest Medicaid managed care plans in the United States. The organization offers health insurance, including Medicaid, Health Insurance Marketplace and Medicare-Medicaid products. As a mission-driven organization, CareSource is transforming health care with innovative programs that address the social determinants of health, health equity, prevention and access to care. For more information, visit: [www.caresource.com](http://www.caresource.com), follow @CareSource on Twitter, or like CareSource on Facebook.

## Mission Statement

HAP CareSource and HAP CareSource MI Health Link are committed to providing excellence in our managed care product lines for our members through fiscally responsible programs that ensure access to and the delivery of cost-effective and high-quality medical services.

We offer:

- **HAP CareSource** in Genesee, Huron, Lapeer, Macomb, Oakland, Sanilac, Shiawassee, St. Clair, Tuscola, Wayne, Jackson, Livingston, Washtenaw, Hillsdale, Lenawee, Monroe, Clinton, Eaton and Ingham counties
- **HAP CareSource MI Health Link** (Medicaid and Medicare combined) in Macomb and Wayne counties

The information below is a high-level overview of the Medicaid and MI Health Link program. Detailed information can be found at [www.michigan.gov/mdhhs](http://www.michigan.gov/mdhhs).

MDHHS determines which program is most beneficial to the member upon application. They will enroll the member in the appropriate program based on the categories of need and income.

| Program  | Description   | Eligibility Criteria   |
|--|---|--|
| <b>Children's Special Health Care Services*</b><br><br><b>Persons with Special Health Care Needs</b> | It is for children and some adults with special health care needs and their families.   | <ul style="list-style-type: none"> <li>• Qualifying medical condition</li> <li>• Age: <ul style="list-style-type: none"> <li>- Children must be under the age of 26</li> <li>- Persons 26 and older with cystic fibrosis, sickle cell, or certain hereditary blood coagulations disorders commonly known as hemophilia may also qualify</li> </ul> </li> <li>• Citizenship: <ul style="list-style-type: none"> <li>- A US citizen</li> <li>- A documented non-citizen who has been admitted for permanent residence</li> <li>- A non-citizen legally admitted migrant farm worker (i.e., seasonal agricultural worker)</li> </ul> </li> <li>• Must be a Michigan resident</li> <li>• For additional details or to submit a Medical Eligibility Referral Form (MERF) for an individual, please visit <a href="http://Michigan.gov/ChildrensSpecialHealthCareServices">Children's Special Health Care Services</a> (michigan.gov)</li> </ul> |
| <b>Dual-Eligible Special Needs (D-SNP)</b>   | Enroll individuals who are entitled to both Medicare and Medicaid   | <ul style="list-style-type: none"> <li>• Persons with both Medicare and full Medicaid eligibility</li> <li>• Have full Medicaid coverage in addition to a Medicare plan</li> </ul>   |
| <b>Healthy Michigan Plan*</b>  | Healthy Michigan is a low-cost program that offers health coverage to adults ages 19-64 who do not qualify for Medicaid or Medicare and whose income is at or below 133% of the federal poverty line. | <ul style="list-style-type: none"> <li>• Age 19 - 64 years</li> <li>• Have income at or below 133% of the federal poverty level</li> <li>• Does not qualify for or not enrolled in Medicare</li> <li>• Does not qualify for or not enrolled in other Medicaid programs</li> <li>• Not pregnant at the time of application</li> <li>• Michigan residents</li> <li>• For more information, visit <a href="http://Michigan.gov/HealthyMichiganPlan">Healthy Michigan Plan</a></li> </ul>  |

| Program               | Description   | Eligibility Criteria  |
|-----------------------|---|---|
| <b>Medicaid</b>       | Comprehensive health care coverage provided by the state for people of all ages with low income at or below the federal poverty level               | Determined by the state. Criteria include: <ul style="list-style-type: none"> <li>• Age</li> <li>• Income</li> <li>• Financial resources</li> <li>• Other information</li> </ul>  |
| <b>MIChild</b>        | A health insurance program for the uninsured for children of Michigan's working families  | <ul style="list-style-type: none"> <li>• Must be a US citizen (some legal immigrants qualify)</li> <li>• Must live in Michigan</li> <li>• Must be under the age of 19</li> <li>• Family must meet income requirements</li> <li>• Children must not have other insurance coverage</li> </ul> |
| <b>MI Health Link</b> | Complete health care coverage for people in specific Michigan counties who are age 21 and over and currently enrolled in both Medicare and Medicaid | <ul style="list-style-type: none"> <li>• Age 21 and older</li> <li>• Enrolled in both Medicare and Medicaid</li> <li>• Not enrolled in hospice</li> <li>• Live in Macomb or Wayne counties</li> </ul>   |

\*See the following pages for more details.

## Healthy Michigan Plan

In 2014, Michigan joined 35 other states in the nation and expanded its Medicaid program to include beneficiaries up to 133% of the federal poverty level, creating the Healthy Michigan Plan. Healthy Michigan Plan (HMP) is a low cost, comprehensive health insurance plan that includes coverage for medical, hearing, vision and dental benefits for qualified residents of Michigan aged 19-64. For more information about who is eligible for this plan, visit [www.michigan.gov/healthymiplan](http://www.michigan.gov/healthymiplan).

Prior to services being rendered, providers must verify the member is covered by the Healthy Michigan Plan using the member's mihealth card (Medicaid) and HAP CareSource ID cards.

### What's Covered –

The HMP covers all benefits listed in Section 6 of this manual. It also covers additional benefits like the ones listed below.

#### Dental services

Includes dental exams, cleanings and extractions (tooth removal). These services are also covered for pregnant women who are members of HAP CareSource:

- Routine exams and cleanings every six months
- Four bitewing X-rays every year

- Full-mouth X-rays once every five years
- One filling per tooth every two years
- Emergency exams, no more than twice a month

The following procedures require prior authorization:

- Gum disease-related cleanings
- Root canals
- Tooth extractions (removal)
- Tooth repair if attached to a bridge or partial

If members have questions, they can call Delta Dental at **1-866-558-0280 (TTY: 711)**.

If members need a ride to the dentist's office, they can call Member Services at **1-833-230-2053 (TTY: 711)**.

### **Habilitative services**

These services help a person keep, learn or improve skills and functions and may include speech, physical or occupational therapy. They could also include equipment to help a person walk or move.

### **Preventive care**

HAP CareSource covers many preventive services. The HMP covers additional preventive care. These services are recommended by organizations like the United States Preventive Services Task Force.

## Children's Special Health Care Services Program (CSHCS)

Children with a serious chronic medical condition could be eligible for CSHCS—a State of Michigan program that serves children (and some adults) at no cost. Currently there are over 2,700 diagnoses that qualify a member for CSHCS.

CSHCS works with many agencies to provide resources and services. A few examples are below:

### Family Center for Children and Youth with Special Health Care Needs (Family Center)

This center provides support networks and training programs. It also offers:

- CSHCS Family Phone Line – a toll-free phone number **800-359-3722** available Monday through Friday from 8 a.m. to 5 p.m. Eastern Time (ET)
- Parent-to-parent support network
- Parent/professional training programs
- Financial help to attend a conference about CSHCS medical conditions
- Financial help for siblings of children with special needs to attend conferences and camps

### The Children with Special Needs Fund (CSN)

The CSN Fund helps families get items that are not covered by Medicaid or CSHCS. Examples of items include:

- Wheelchair ramps
- Van lifts and tie-downs
- Therapeutic tricycles
- Air conditioners
- Adaptive recreational equipment
- Electrical service upgrades for eligible equipment

Members can call **517-241-7420** to see if they qualify for help.

### County Health Departments

The member's county health department can help them find local resources, such as:

- Schools
- Community mental health care
- Respite care
- Financial support
- Childcare
- Early On program
- WIC program



## Section 2: Network Development and Contracting Process

### Joining HAP CareSource and HAP CareSource MI Health Link

To join HAP CareSource or HAP CareSource MI Health Link, visit [hap.org/providers](http://hap.org/providers), select Join HAP, then complete the appropriate application.

### Changes in Existing Provider Information

We have a change form that you can use to update existing provider information such as:

- Billing and office address changes
- Tax ID changes
- Terminations from HAP
- Changes to patient accepting status
- Provider type or specialty changes or additions
- Transferring networks

You can also find it in two places when you visit hap.org:

- *I'm a Provider; Provider resources; Forms and other information*
- *Contact; Provider; Demographic changes, training & education; contracting & credentialing*

Simply download the form, complete it and then email it to [providernetwork@hap.org](mailto:providernetwork@hap.org). Note: If you are part of a physician organization/physician hospital organization, do not send the form directly to HAP. All changes must be submitted from your PO/PHO organization.

## Changes in Provider Network

HAP CareSource and HAP CareSource MI Health Link will make a good faith effort to give written notice of termination of a network provider to each enrollee who received his or her primary care from, or was seen on a regular basis by, the terminated provider. Notice to the enrollee will be provided by the later of 30 calendar days prior to the effective date of the termination or 15 calendar days after receipt or issuance of the termination notice.

## Provider Terminations by HAP CareSource and HAP CareSource MI Health Link

HAP CareSource and HAP CareSource MI Health Link may immediately terminate a provider contract, pursuant to the termination provisions set forth in the provider agreement. Grounds for immediate termination include:

- Conviction of Medicaid or Medicare fraud or any other fraudulent activity
- Failure to meet or comply with HAP CareSource credentialing requirements
- Suspension or exclusion from the state Medicaid program, federal Medicare program or any other governmental public-sector program
- The possibility of the member's safety or care being adversely affected by the contract's continuation

For more information, see the Termination of Providers Policy in the Credentialing section.

## Network Adequacy

HAP CareSource and HAP CareSource MI Health Link monitor their provider networks to ensure reasonable availability and accessibility of medical care and services for members. We annually review:

- Mapping of providers and members
- Telephone accessibility and appointment availability of the PCP networks

To ensure network adequacy, the Provider Contracting department:

- Follows the standard ratio for travel time to and from network providers
- Reviews the provider network to strategically locate additional primary care and specialist providers within the service area where needed
- Ensures adequate primary care physician to enrollee ratios

We maintain and monitor a network of appropriate providers, supported by written arrangements, that is sufficient to provide adequate access to covered services to meet the needs of the population served within the Medicaid network.

We monitor the network on a weekly basis and/or by notification of significant no cause network change (per our *Significant No-Cause Provider Terminations Policy*). The monitoring is done through Quest Analytics Cloud services. Any indications of non-compliance are reported to Provider Network Management leadership and Compliance leadership.

We make our best effort to ensure minority-owned or controlled agencies and organizations are represented in the provider network.

## Reporting

The Provider Contracting department ensures required reports are provided to regulatory agencies and accrediting bodies in a timely and accurate manner.

## Physician Incentive Disclosure

HAP CareSource and HAP CareSource MI Health Link do not pay financial incentives to practitioners or providers to withhold any health care or health care related services. HAP CareSource and HAP CareSource MI Health Link do not make decisions about hiring, promoting, or terminating practitioners, providers or other staff based on the likelihood that the individual supports, or tends to support, the denial of benefits or services. HAP CareSource and HAP CareSource MI Health Link do not reward practitioners, providers, or other individuals for issuing denials of coverage. HAP CareSource and HAP CareSource MI Health Link make decisions on evidence-based criteria and benefits coverage.

## Our Pledge

HAP CareSource and HAP CareSource MI Health Link continually strive to ensure that its members receive all necessary services at the appropriate time and in the appropriate setting. Utilization management decision-making is based on the appropriateness of care and service and the existence of coverage. HAP CareSource and HAP CareSource MI Health Link do not reward practitioners or other individuals conducting utilization review for issuing denials of coverage or service. HAP CareSource and HAP CareSource MI Health Link decisions are not based on incentives. HAP CareSource and HAP CareSource MI Health Link do not offer financial incentives to encourage inappropriate underutilization of covered services.

## Clinical Criteria

To assist in the continual improvement of health care delivery, practitioners and physicians may obtain clinical criteria or discuss utilization management decisions. Criteria used in decision-making may include, but is not limited to, state criteria, evidence-based criteria and HAP CareSource and HAP CareSource MI Health Link policies.

To discuss a utilization management decision or process with a physician reviewer or health care professional reviewer or to obtain a copy of the criteria used in the decision-making process, practitioners may contact HAP CareSource at **1-833-230-2102** or HAP CareSource MI Health Link at **1-833-230-2159**. Please have the member's name and HAP CareSource or HAP CareSource MI Health Link ID number available to assist in accessing the case. HAP CareSource and HAP CareSource MI Health Link physician reviewers are board certified and have current Michigan licenses to practice without restriction.



## Section 3: Credentialing

HAP CareSource and HAP CareSource MI Health Link ensure all practitioners applying for affiliation meet rigorous credentialing standards prior to approval for participation. All credentialing and recredentialing decisions are non-discriminatory and not based on an applicant's race, ethnic or national identity, gender, age, or sexual orientation. Providers have the right to be informed of their application status throughout the credentialing process.

- Providers have the right to review information submitted to support their credentialing application upon request to the HAP CareSource Credentialing department. HAP CareSource keeps all submitted information locked and confidential.
- Providers have the right to correct incomplete, inaccurate or conflicting information by supplying corrections in writing to the Credentialing department prior to presenting to the credentialing committee. If any information obtained during the credentialing or recredentialing process varies substantially from the application, the practitioner will be notified and given the opportunity to correct this information prior to presenting to the credentialing committee.
- Providers have the right to be informed of the status of their credentialing or recredentialing application upon written request to the Credentialing department.

### Primary Care Physicians

A Primary Care Provider (PCP) is a Medical Doctor (MD) or Doctor of Osteopathic Medicine (DO) who is listed as a general practice, family medicine, pediatrician, or internal medicine practitioner. Obstetrician Gynecologist (OB/GYN) practitioners and other specialists may be designated as a PCP if they agree to provide care for all medical conditions. PCPs must provide or arrange for coverage of services 24 hours per day, seven days per week. PCPs must be available to see patients a minimum of 20 hours per practice location per week.

## Who is Credentialed and Recredentialed?

We credential and recredential the following practitioners:

- Allopaths
- Board certified behavior analysts
- Certified nurse midwives
- Certified registered nurse anesthetists
- Chiropractors
- Dentists (only oral and maxillofacial surgeons providing care under medical benefits)
- Fully licensed psychologists (PhD or PsyD)
- Licensed professional counselors
- Master level psychologists
- Master level social workers
- Nurse practitioners
- Optometrists
- Osteopaths
- Podiatrists
- Physician assistants
- Psychiatric clinical nurse specialists

## Who is Not Credentialed?

We do not credential:

- Practitioners who practice exclusively within the inpatient setting and provide care for members being directed to the hospital or another inpatient setting (i.e., hospitalists, pathologists, radiologists, anesthesiologists, neonatologists and emergency room physicians)
- Practitioners who practice exclusively within freestanding facilities
- Practitioners who provide care for members being directed to the facility
- Locum tenens providers
- General dentistry providers

### Verification

All potential candidates must complete a Council for Affordable Quality HealthCare application. HAP CareSource and HAP CareSource MI Health Link verify:

- Board certification
- Drug Enforcement Agency (DEA) or Controlled Dangerous Substances (CDS) certificates
- Education and training
- Hospital affiliations
- Licensure
- Malpractice history
- Work history
- Sanction information

## Provider Disclosure of Ownership and Control Interest Statement Form Collection Process

Per regulations 42 CFR 457.935, 42 CFR 455.104-455.106 and 42 CFR Part 420, Subpart C sections 1124, 1124A, 1126, and 1861(v)(1)(i) of the Social Security Act, all network providers must complete a Disclosure of Ownership Interest Statement form. We provide the form in the provider application packet for initial credentialing. This form is also collected at change of ownership for existing providers or during the recredentialing cycle.

The HAP CareSource and HAP CareSource MI Health Link Contracting and Credentialing teams will maintain the disclosure information in a manner which can be periodically searched for exclusions and provided to MDHHS per relevant state and federal laws and regulations.

All sections of the Disclosure of Ownership and Control Interest Statement form must be completed. Incomplete forms will not be accepted for contracting and credentialing. They will be returned to the provider for processing.

The form can be found online. Visit [hap.org/providers](http://hap.org/providers); then [Join HAP](#).

## Credentialing Policy and Process

HAP CareSource and HAP CareSource MI Health Link use a rigorous credentialing and recredentialing process to ensure our network providers meet regulations and accreditation standards, as required. You can find our credentialing policy in Appendix C of this manual.

## Ongoing Monitoring

We conduct ongoing monitoring of practitioner sanctions, complaints, and quality and safety issues within 30 days of release and take appropriate actions against practitioners when an occurrence of poor quality is identified.

### **Collecting and reviewing Medicaid sanctions and reviews information within 30 calendar days of its release by the reporting entity.**

Verifies practitioners' Medicaid and Medicare status from a query of one of the following:

- American Medical Association (AMA) Physician Master File Entry
- Federal Employees Health Benefits (FEHB) Program Department Record, published by the Office of Personnel Management, Office of the Inspector General
- National Practitioner Data Bank (NPDB) – Healthcare Integrity and Protection Data Bank (HIPDB)
- List of Excluded Individuals and Entities (maintained by OIG), available over the internet
- Medicare and Medicaid Sanctions and Reinstatement Report, distributed to federally contracted organizations
- State Medicaid agency or intermediary and the Medicare intermediary
- SAMS web-based system that identifies those parties excluded from receiving Federal contracts, certain subcontracts and certain types of Federal financial and non-financial assistance and benefits

**Collecting and reviewing sanctions or limitation on license and reviews information within 30 calendar days of its release by the reporting entity.**

Reviews physician sanctions or limitation on licensure status from a query of one of the following:

- Disciplinary Action Report, published by the Michigan Department of Consumer & Industry Services
- NPDB-HIPDB

**Reviews non-physician healthcare practitioner sanctions or limitation on licensure status from a query of one of the following:**

- Appropriate state agencies
- NPDB-HIPDB
- State licensure or certification board

**Reviewing provider/practitioners self-reporting and individual/employee screening:**

- Providers are required to self-report claim/payment errors immediately to HAP CareSource and HAP CareSource MI Health Link.
- Providers are required to conduct screening on individuals/employees to be compliant MDHHS-Office of Inspector General (OIG) guidelines.

## **Provider Performance Improvement Policy**

The Performance Improvement Process (PIP) is used to improve provider performance, when it has been determined that the provider is not meeting standards. HAP CareSource and HAP CareSource MI Health Link have a well-defined Performance Improvement Process (PIP) to improve provider performance. Behaviors that may lead to the initiation of the PIP included but are not limited to, failure to comply with HAP CareSource and HAP CareSource MI Health Link Policies and Procedures, non-compliance with physician profiling performance improvement plan, violation of provider contract, acting in a manner that jeopardizes the health or safety of an enrollee, fraud, waste and abuse or that affects accreditation or licensure. Failure to correct such behaviors may lead to termination. You can find our Provider Performance Policy in Appendix C of this manual.

## **Termination of Providers Policy**

HAP CareSource and HAP CareSource MI Health Link may terminate the privileges of a provider when it is determined that the provider has failed to comply with credentialing policies and procedures, violated his/her contract; or has acted in a manner that jeopardizes the health or safety of members; failure to report instances of non-compliance, failure to assist in the resolution of compliance issues, fraud, waste or abuse; or affects HAP CareSource and HAP CareSource MI Health Link's accreditation or licensure. You can find our Termination of Providers Policy in Appendix C of this manual.

## **Background Check**

MDHHS may require additional screenings and/or background checks as a part of their verification process and as deemed required by their Provider Manual and policies. For more information about these requirements visit MDHHS's website and follow this path DCH Medicaid > Manuals > Medicaid Provider Manual or use this [link](#).

## Section 4: Provider Services

### Communicating with Providers

HAP CareSource and HAP CareSource MI Health Link communicate with its provider network via CareSource's website at [HAPCareSource.com](https://www.hapcaresource.com). It contains the most up-to-date information including:

- Pertinent policies and procedures
- Clinical guidelines
- Provider Manual with information such as:
  - Billing information
  - Prior authorization guidelines
  - Appeals process
  - Fraud, waste and abuse information
  - Member rights
  - More policies and procedures
- A newsroom with ad hoc announcements including but not limited to:
  - New policies and policy changes
  - New processes and process changes
  - New programs or initiatives

The MDHHS communicates updates to Michigan Medicaid policy and the Medicaid Provider Manual through policy bulletins which can be found at [www.michigan.gov/mdhhs/assistance-programs/medicaid/portalhome/medicaid-providers](https://www.michigan.gov/mdhhs/assistance-programs/medicaid/portalhome/medicaid-providers). Select *Policy, Letters & Forms*. You'll find *The Medicaid Provider Manual and Michigan Medicaid Approved Policy Bulletins*.

### Member Advocacy

HAP CareSource and HAP CareSource MI Health Link do not prohibit any participating practitioner or allied health professional from discussing treatment options with members, regardless of benefit coverage, or from advocating on behalf of a member in any grievance, utilization review process or individual authorization process to obtain health care services. Practitioners may freely communicate with patients about their treatment, including medication treatment options, regardless of benefit coverage limitations. Since the member's participation is an integral part of making decisions about their treatment and care, HAP CareSource and HAP CareSource MI Health Link encourage providers to develop care plans with their patients or their patients' guardians or representatives. **The provider may inform Enrollees of the provider's affiliation or change in affiliation.**

### Primary Care Physician — Coordinator of Care

The PCP is responsible for supervising, coordinating and providing primary care to HAP CareSource and HAP CareSource MI Health Link members. A PCP is an MD or DO who is listed as a practitioner in family practice, general practice, internal medicine, or pediatrics. The PCP develops a plan of care collaboratively with the member, specialists, social workers, hospitals, rehabilitation clinics, other clinicians and family members.

Ob-Gyn practitioners, physician assistants, nurse practitioners and other specialists may be designated as PCPs if they agree to act as the PCP for certain chronic conditions or circumstances.

Female members are provided access to a women's health specialist within the provider network to provide for women's necessary preventive and routine health care services. This is in addition to the member's designated PCP if that provider is not a women's health specialist.

All HAP CareSource MI Health Link PCP's must participate with both Medicare and Medicaid.

## **PCP Reporting Requirements**

Participating PCPs must submit all encounters with assigned members to HAP CareSource and HAP CareSource MI Health Link. We are required to submit this information to the MDHHS.

## **Payment Structure**

### **Fee-for-service**

The PCP fee-for-service contract will process claims for all primary care and referral services at amounts equal to the current Medicaid fee-for-service rates.

## **Primary Care Physician Incentive Program**

HAP CareSource and HAP CareSource MI Health Link have a pay-for-performance program, also called Best Practice Incentive program for PCPs. Payment is based on quality outcomes for specific measures. Annually, we review our Best Practice Incentive program and may revise it based on quality outcomes from the measurement year and goals set for the upcoming year.

Note: HAP CareSource and HAP CareSource MI Health Link reserve the right to use practitioner performance data for activities designed to improve quality of care and services and overall member experience.

## **PCP Accessibility and Availability**

PCPs are required to:

- Must provide 24-hour PCP telephone coverage to your HAP CareSource patients.
- Be available to see patients a minimum of 20 hours per location per week.
- Give written prior notice to HAP CareSource and HAP CareSource MI Health Link of alternative coverage arrangements during times of non-availability. PCPs should encourage their members to contact them whenever possible, prior to seeking health care services outside of their office.
- Be actively enrolled in The Community Health Automated Medicaid Processing System or CHAMPS on date of service. This is the state's online Medicaid enrollment and billing system. It ensures all providers who participate in Medicaid comply with federal screening and enrollment requirements.

## Pharmacy Access Requirements

For HAP CareSource, pharmacy services are available within 10 minutes/five miles for large metro areas, 15 minutes/10 miles for metro areas, 30 minutes/20 miles for micro and 40 minutes/30 miles for rural and counties with extreme access considerations.

For HAP CareSource MI Health Link, pharmacy services are available:

1. Urban – one within two miles
2. Suburban – one within five miles
3. Rural – one within fifteen minutes

## PCP Request for Member Transfer

Sometimes, a HAP CareSource or HAP CareSource MI Health Link member may make it medically impossible to safely, or prudently, render care. Examples include:

- Forging or altering prescriptions
- Fraud or misrepresentation
- Medical non-compliance
- Patient and physician incompatibility
- Violent or life-threatening behavior

As a result, the PCP may request the member to transfer to another HAP CareSource or HAP CareSource MI Health Link provider or be removed from the plan. The transfer process is outlined below.

### PCP process

1. Submit a written request to the HAP CareSource or HAP CareSource MI Health Link Medical Director to transfer or disenroll the member. The request must:
  - Clearly indicate the reason for the request and the specific incidents that led to the request.
  - Include supporting documentation including medical records, police or security reports, incident reports.
2. The PCP should wait for HAP CareSource or HAP CareSource MI Health Link to notify the member.

### HAP CareSource process

1. The Medical Director or designee reviews the documentation and requests clarification or additional information from the PCP as appropriate.  
Note: failure to respond to such requests will result in denial of the transfer or disenrollment.
2. If the request for transfer or disenrollment is approved, HAP CareSource or HAP CareSource MI Health Link will send the appropriate notice to the member, PCP and the State of Michigan, if necessary. The member must receive 30 days advance notice to allow adequate time to select another provider or make other arrangements for health care services.

For more information, please contact HAP CareSource Provider Services at **1-833-230-2102** or HAP CareSource MI Health Link Provider Services at **1-833-230-2159**.

## Appointment Time Access Standards

### Appointment Lead Time for Primary Care

Provide 24-hour availability to your HAP CareSource or HAP CareSource MI Health Link patients by telephone. Whether through an answering machine or taped message used after hours, patients should be given the means to contact their PCP or a back-up provider to be triaged for care. It is not acceptable to use a phone message that does not provide access to you or your back-up provider, and only recommends emergency room use for after hours.

### Access to Care Standards for Medicaid Plan

All providers must offer office hours to HAP CareSource members that are no less than those offered to commercial members or for HAP CareSource fee-for-service members. In addition, per the HAP CareSource Health Plan contract, all providers must follow the appointment and timely access to care standards for the Medicaid plan. The standards for each are outlined below.

| Type of Care   | Standard   |
|--|--|
| <b>Routine Care</b>  | Within 30 business days of request   |
| <b>Non-Urgent Symptomatic Care</b>   | Within 7 business days of request  |
| <b>Urgent Care</b>   | Within 48 hours  |
| <b>After-Hours Care</b>  | Physicians or their designee shall be available by telephone 24 hours per day, 7 days per week |
| <b>Emergency Services</b>  | Immediately 24 hours/day, 7 days a week  |
| <b>Wait time in office: How long before member is seen by the provider after checking in with the receptionist</b> | Less than 30 minutes   |

### Appointment Lead Time for High-Volume and High-Impact Specialists Including Ob-Gyn and Oncology

| Type of Care                | Standard                          |
|-----------------------------|-----------------------------------|
| <b>Acute Specialty Care</b> | Within 5 business days of request |
| <b>Specialty Care</b>       | Within 6 weeks of request         |
| <b>Urgent Care</b>          | Within 48 hours                   |

### Appointment Lead Time for Mental Health

| Type of Care   | Standard                                    |
|--|---|
| <b>Life-threatening emergency: an acute, potentially life-threatening situation such as significant impairment in functioning, expressed suicidality or homicidality, and/or possible impending withdrawal</b> | Immediate access to emergency room services |

| Type of Care   | Standard  |
|--|---|
| <b>Non-life-threatening emergency: an acute, potentially non-life-threatening situation such as significant impairment in functioning, expressed suicidality or homicidality, and/or possible impending withdrawal</b> | Immediate access to emergency room services       |
| <b>Urgent care: a psychiatric condition warranting more immediate services, but which is not life threatening</b>  | Access to care within 48 hours of request         |
| <b>Initial routine: a psychiatric condition warranting treatment, but is not life threatening and does not result in severe impairment in functioning</b>  | Access to care within 10 business days of request |

### Appointment Lead Time for Dental

Note: Monitoring is conducted by Delta Dental

| Type of Care                     | Standard                                  |
|----------------------------------|---|
| <b>Emergency Dental Services</b> | Immediately 24 hours/day, 7 days per week |
| <b>Routine Care</b>              | Within 21 business days of request        |
| <b>Preventive Services</b>       | Within 6 weeks of request                 |
| <b>Urgent Care</b>               | Within 48 hours                           |
| <b>Initial Appointment</b>       | Within 8 weeks of request                 |

### Monitoring

Annually, compliance with our appointment time access standards is monitored through the following physician surveys:

| Survey  | What's Measured   |
|---|---|
| <b>After Hours Study</b>                              | PCP offices meet our standard for reaching a physician after office hours             |
| <b>Appointment Lead Time</b>                          | How long it takes to schedule well, sick, and urgent visits with doctor offices       |
| <b>Coordinated Mental Health Management Lead Time</b> | How long it takes to schedule non-urgent and urgent mental health doctor appointments |

We also monitor member complaints regarding access issues that are reported to the HAP CareSource Appeals and Grievance team and Member Services.

We may contact physicians who have deficient results from surveys to provide education on our standards.



## Section 5: Doula Information

### Enrollment

Since Jan. 1, 2023, Michigan Medicaid has been reimbursing for doula services provided to individuals covered by or eligible for Medicaid insurance. Doula providers seeking reimbursement for their professional services to Medicaid beneficiaries are required to be on the Michigan Department of Health and Human Services (MDHHS) Doula Registry and enrolled as a Medicaid provider.

To provide services to HAP CareSource members, doulas must be part of the HAP CareSource network. Once certified per MDHHS guidelines, doulas can enroll with us. Here are the steps.

1. Visit [hap.org/providers](https://hap.org/providers)
2. Select *Join HAP*
3. Select *Community Health Worker, Doula, Maternal Infant Health Program Providers, Michigan Diabetes Prevention Program Provider* on the left navigation
4. Complete the *Doula Form*
5. Complete the *HAP Disclosure of Ownership and Control Interest Statement Form*
6. Submit the form and required documents per the instructions on the form

For more information on Doula requirements and guidelines, please review the final MDHHS policy.

## Doula Reimbursement

- Submit claims for doula services to HAP CareSource or HAP CareSource MI Health Link. Here are the options:
  - **Electronic**  
Use Availity clearinghouse CS Payer ID: MIMCDCS1 (Medicaid) or MIMCRCS1 (MI Health Link)
  - **Paper Claims**  
Send to:  
HAP CareSource  
P.O. Box 1186  
Dayton, Ohio 45401-1186
- Use the pregnant or postpartum member's HAP CareSource or HAP CareSource MI Health Link ID number.
- Claims must include a primary diagnosis code to support the services billed.
  - In addition, doulas are encouraged to report the appropriate ICD-10 diagnosis codes within the range of Z55-Z65 to describe any relevant social determinants of health. For example:
    - Z56.1 change of job, Z59.1 inadequate housing, Z59.4 lack of adequate food and safe drinking water.

**Doula services are to be reported as follows:**

| Visit Type                                   | Procedure Code | Modifier | Primary Diagnosis Codes                    | Limit per pregnancy | Rate  |
|--|----------------|----------|--|---------------------|-------|
| <b>Prenatal Visits and Postpartum Visits</b> | S9445          | HD       | Prenatal:<br>Z33.1<br>Postpartum:<br>Z39.2 | 6 total visits      | \$75  |
| <b>Attendance at labor and delivery</b>      | T1033          | HD       | Z33.1                                      | 1 visit             | \$700 |

## Section 6: Member Services

The Member Services department is the first point of contact. Member Services representatives are trained to respond to all member and provider questions and concerns. Members should refer to their HAP CareSource or HAP CareSource MI Health Link member ID card.

Providers can contact HAP CareSource Provider Services at **1-833-230-2102**, Monday through Friday from 8 a.m. to 6 p.m. ET. Or contact HAP CareSource MI Health Link Provider Services at **1-833-230-2159**, Monday through Friday from 8 a.m. to 6 p.m. ET.

### PCP Assignment

New members enrolled in a HAP CareSource or HAP CareSource MI Health Link plan via Michigan ENROLLS can select a HAP CareSource or HAP CareSource MI Health Link PCP at the time of plan selection or HAP CareSource will assign one to them no later than 30 days after the effective date of enrollment. PCP assignments are based on the member's zip code in relation to the PCP's office zip code.

### Member Accessibility to PCP Services

HAP CareSource is committed to ensuring accessible and timely medical care and services for all members as outlined below.

- Members have a PCP for routine medical care and specialty referrals.
- HAP CareSource provides reasonable availability and accessibility to primary care by ensuring that the size of the contracted provider network is adequate and contains providers who are available to members within 30 minutes travel time and/or 30 miles of the member's residence.
- All HAP CareSource PCPs must be available, make the appropriate coverage available in their absence, for their assigned HAP CareSource members on a 24 hours a day, seven days per week basis, for urgent care and emergency care referrals.

### Member Request for PCP Transfers

Members in a HAP CareSource plan have the right to request a transfer to another HAP CareSource PCP. They can call the Member Services number on the back of their HAP CareSource Member ID card.

HAP CareSource reserves the right to immediately transfer any member to another PCP, specialist, ancillary provider or hospital, if the member's health or safety is in jeopardy.

### Member Complaints and Grievance Resolution

HAP CareSource and HAP CareSource MI Health Link have a centralized process to address, resolve and track all member complaints and grievances. All members receive written information outlining this process in their welcome packet.

The Member Services department receives complaints and grievances. The Grievance and Appeals department investigates, tracks and responds to all member complaints and grievances. A HAP CareSource or HAP CareSource MI Health Link representative may contact PCP offices during the investigation. A prompt response from the PCP is important and appreciated.

All formal complaints and grievances are tracked monthly and quarterly and reported to the Quality Improvement Committee and the Board of Directors. A semi-annual report is submitted to the MDHHS per contractual requirements.

## Provider Complaints and Grievance Resolution

HAP CareSource and HAP CareSource MI Health Link will thoroughly investigate each provider complaint using applicable statutory, regulatory and contractual provisions, collecting all pertinent facts from all parties and applying the HAP CareSource or HAP CareSource MI Health Link written policies and procedures. Providers are permitted to submit complaints to HAP CareSource or HAP CareSource MI Health Link regarding HAP CareSource or HAP CareSource MI Health Link's policies, procedures or any aspect of the administrative functions. All provider complaints should be clearly documented. Matters involving denials or claims payment should be submitted through the appropriate claim payment dispute or appeals process.

HAP CareSource  
Attn: Grievance & Appeals  
P.O. Box 1025  
Dayton, OH 45401-1025

HAP CareSource or HAP CareSource MI Health Link will resolve all provider complaints within 90 days. We ensure that HAP CareSource and HAP CareSource MI Health Link executives with the authority to require corrective action are involved in the provider complaint process.

## Dental Care

Dental care is an important part of your patient's overall health. On April 1, 2023, the MDHHS expanded dental benefits. Dental services will be covered for:

- Adults age 21 and older
- Healthy Michigan Plan beneficiaries age 19 and older

HAP CareSource or HAP CareSource MI Health Link members receive an ID card with contact phone number for Delta Dental—the HAP CareSource or HAP CareSource MI Health Link Dental Benefit Manager.

Below is a high-level overview of the dental benefits for your HAP CareSource or HAP CareSource MI Health Link patients.

- Preventive dental services, such as oral evaluations, routine cleanings, x-rays, sealants, and fluoride treatments.
- Routine dental care includes:
  - Diagnosis and treatment of oral health conditions to prevent deterioration to a more severe level or minimize/reduce the risk of development of dental disease or the need for more complex dental treatment.
  - Examples include but are not limited to services such as fillings and space maintainers
- Crowns (one in five years)
- Root canals
- Periodontal evaluation, maintenance
- Dentures (one in five years)

If your HAP CareSource or HAP CareSource MI Health Link patients have questions about their dental benefits, they can call the Member Services number on the back of their HAP CareSource or HAP CareSource MI Health Link member ID card.

Members can find a dentist [online](#) and entering the Delta Dental Member Portal. They can also call HAP CareSource Member Services at **1-833-230-2053** (TTY: 711) or HAP CareSource MI Health Link Member Services at **1-833-230-2057**.

Prior to servicing the member, the dental office needs to call Delta Dental customer service for information and billing help. They can be reached at **866-558-0280** (TTY: 711).

- Monday through Friday from 8 a.m. to 8 p.m. ET (member)
- 8:30 a.m. to 8 p.m. ET, 866-558-0280 (TTY users call 711) for information and billing help. Automated system available 24 hours a day, seven days a week.

For more information, providers can visit the [Delta Dental Office Resources](#).

## Dental Care for Children

The State of Michigan's Medicaid program covers dental care for children under the Healthy Kids Dental Program. The state contracts with Delta Dental and Blue Cross Blue Shield of Michigan. Together, they provide a network of dentists for children ages 0-20. Children are enrolled automatically and will receive an ID card from their dental plan. The card will have the phone number for their plan.

- BCBSM Healthy Kids Dental - [bcbsm.com/healthy-kids-dental](http://bcbsm.com/healthy-kids-dental) - 800-936-0935
- Delta Healthy Kids Dental - [deltadentalmi.com/healthy-kids-dental](http://deltadentalmi.com/healthy-kids-dental) - 866-696-7441

## Language Interpretation and Services

HAP CareSource and HAP CareSource MI Health Link are committed to maintaining open lines of communication with all members and providers. We've contracted with vendors to provide language interpretation services and services for communicating with hearing- and speech-impaired members. This is a free service for our members. For more information, members can call the Member Services number on the back of their HAP CareSource or HAP CareSource MI Health Link member ID card. Providers can call HAP CareSource Provider Services at **1-833-230-2102** or HAP CareSource MI Health Link Provider Services at **1-833-230-2159**.

## HAP CareSource Benefits and Covered Services

It's important that members get the care they need when they need it. There are no counseling or referrals that we would not provide because of moral or religious grounds. We provide all covered services that MDHHS provides. The member's [Certificate of Coverage \(COC\)](#) has a complete list of covered care.

### Services Covered by HAP CareSource

The following are covered services without copays

- Ambulance and emergency medical transportation
- Bilateral cochlear implantation, mapping and calibration (ages 1-20)
- Blood lead screening and follow-up services (ages 21 and under)

- Care management services
- Certified nurse midwife care
- Certified pediatric and family nurse practitioner care
- Chiropractic care, up to 18 visits per calendar year, limited to specific diagnoses and procedures
- Contraceptive medications and devices
- Durable medical equipment and supplies
- Early and periodic screening, diagnosis and treatment services (EPSDT) (ages 21 and under)
- Emergency care
- End-stage renal disease (ESRD) services
- Family planning services
- Health education and outreach
- Hearing care – hearing exams, supplies, hearing aids and batteries are covered
- Hearing aids are covered for all ages
- Hearing and speech services (ages 21 and under)
- Home health care services and wound care, including medical and surgical supplies
- Hospice services
  - Inpatient hospital services
  - Outpatient hospital services
  - Diagnostic and therapeutic services: diagnostic lab, X-ray and imaging services
- Infusion therapy
- Maternal Infant Health Program (MIHP)
- Maternity
  - Hospital and physician care
  - Certified nurse midwife services
  - Doula services
  - Parenting and birthing classes
  - Doula services – one labor visit and six pre/post-partum visits
  - Prenatal care
  - Newborn care – for the month of birth
  - Home care services
  - Breast pumps, i.e., hospital-grade electric, personal-use double electric and manual
- Medically necessary weight reduction services
- Mental health services – outpatient
- Psychiatric Collaborative Care in PCP office
- Podiatry services
- Preventive services required by the Patient Protection and Affordable Care Act

- Prescription drugs
  - Up to a month supply for most drugs on the formulary list, a three-month supply for certain maintenance medications (drugs members take every day) and a 12-month supply for oral contraceptives, patches and vaginal rings
- Professional care services by physicians or other health care professionals
  - Certified pediatrics and family nurse practitioner care
  - Preventive care and screenings
  - Routine pediatric and adult immunizations
  - Health education
  - Second opinion from a provider
  - Services of other doctors when referred by the member's PCP
  - Services provided by local health departments
- Prosthetic devices and orthotics
- Radiology examinations and laboratory procedures
- Prevention, diagnosis and treatment of health impairments
- Rehabilitative nursing care – intermittent or short-term restorative or rehabilitative services up to 45 days in a nursing facility
- Restorative or rehabilitative services in a place of service other than a nursing facility
- Services to achieve age-appropriate growth and development
- Screening mammography and breast cancer services
- Skilled nursing facility
- Therapy (physical therapy, occupational therapy, speech therapy)
- Tobacco cessation treatment, including prescription and over-the-counter drug and support programs
- Treatment for sexually transmitted diseases (STDs)
- Transportation for medically necessary covered services
- Vaccines
- Vision services
- Well-child services (ages 21 and under)

Some Medicaid services are covered by the state. These include:

- Dental services offered by a school district
- Inpatient hospital psychiatric care
- Intermittent or short-term restorative or rehabilitative services (after 45 days in a nursing facility)
- Substance Use Care including screening and assessment, detox, intensive outpatient counseling, other outpatient counseling and Methadone treatment
- Outpatient partial hospitalization psychiatric care

### Services Not Covered by Medicaid

- Elective abortions and related services
- Experimental or investigational drugs, procedures or equipment
- Elective cosmetic surgery
- Services for treatment of infertility

## Member's Rights and Responsibilities

HAP CareSource and HAP CareSource MI Health Link members have many rights and responsibilities. These are important to ensure they get quality care. Our staff and providers follow these rights. Below are the member rights and responsibilities. They are also published in their member handbook.

[HAP CareSource Member Handbook](#)

[HAP CareSource MI Health Link Member Handbook](#)

## HAP CareSource

### You have the right to:

- Receive information about HAP CareSource, its services, its practitioners and providers, and member rights and responsibilities.
- Be treated with respect and recognition of your dignity and your right to privacy.
- Receive Culturally and Linguistically Appropriate Services (CLAS)
- Have your personal and medical information kept private.
- Participate in decisions regarding your health care, including the right to refuse treatment and express preferences about treatment options.
- Voice complaints or appeals about HAP CareSource or the care it provides.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- Request and receive a copy of your medical records, and request those be amended or corrected.
- Be furnished with health care services consistent with State and federal regulations.
- Be free to exercise your rights without adversely affecting the way the Contractor, providers, or the State treats you.
- To file a grievance and/or appeal to request a State Fair Hearing, or have an external review, under the Patient's Right to Independent Review Act.
- Be free from other discrimination prohibited by State and federal regulations.
- Receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and your ability to understand.
- Receive Federally Qualified Health Center (FQHC) and Rural Health Center (RHC) services.

- To request information regarding provider incentive arrangements including those that cover referral services that place the Provider at significant financial risk (more than 25%), other types of incentive arrangements, and whether stop-loss coverage is provided.
- To request information on the structure and operation of the HAP CareSource.
- To make suggestions about our services and providers.
- To make suggestions about member rights and responsibilities policy.
- To request information about our providers, such as: license information, how providers are paid by the plan, qualifications, and what services need prior approval.
- A candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.

**You have the responsibility to:**

- Review this handbook and HAP CareSource Certificate of Coverage.
- Make and keep appointments with your HAP CareSource doctor.
- Treat doctors and their staff with respect.
- Protect your Medicaid ID cards against misuse.
- Contact us if you suspect fraud, waste, or abuse.
- Give your HealthPlan and your doctors as much info about your health as possible in order to provide care.
- Learn about your health status.
- Work with your doctor to set care plans and goals.
- Follow the plans for care that you have agreed upon with your doctor.
- Live a healthy lifestyle.
- Make responsible care decision.
- Contribute towards your health by taking responsibility, including appropriate and inappropriate behavior.
- Apply for Medicare or other insurance when you are eligible.
- Report changes to your local MDHHS office if your contact info (like your address or phone number) changes.
- Report changes that may affect your Medicaid eligibility to your local MDHHS office (like changes of income or changes to your family size). You can call your local MDHHS office or go to [newmibridges.michigan.gov/](http://newmibridges.michigan.gov/).
- Understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.

See the [HAP CareSource Handbook](#) for details.

## HAP CareSource MI Health Link

### You have a right to:

- Get services and information in a way that meets your needs.
- Our responsibility to treat you with respect, fairness, and dignity at all times.
- Our responsibility to ensure that you get timely access to covered services and drugs.
- Our responsibility to protect your personal health information (PHI).
  - How we protect your PHI.
  - You have a right to look at your medical records.
- Our responsibility to give you information about the plan, its network providers, and your covered services.
- Inability of network providers to bill you directly.
- Your right to the leave plan.
- Your right to make decisions about your health care.
  - Your right to know your treatment options and make decisions about your health care.
  - Your right to say what you want to happen if you are unable to make health care decisions for yourself.
  - What to do if your instructions are not followed.
- Your right to make complaints and to ask us to reconsider decisions we have made.
  - What to do if you believe you are being treated unfairly or you would like more information about your rights.
- Your responsibility as a member of the plan.
- Information about our quality program.

See the [HAP CareSource MI Health Link Member Handbook](#) for details.

## Transportation

We provide transportation free of charge for doctor's visits, lab visits, non-emergency hospital services, prescription pick-up, dental services, and other Medicaid covered services, whether those services are provided by your Medicaid health plan or through MDHHS directly. In some cases, we may provide bus tokens or if the member has their own vehicle or someone else to drive they can request mileage reimbursement.

### Emergency Transportation

- If members need transportation for a life-threatening emergency, they are advised to call 911 for an ambulance.
- If members need same-day transportation for urgent care or care that is not life-threatening, they are advised to call Members Services at **1-833-230-2053** (TTY: 711) for Medicaid or **1-833-230-2057** for MI Health Link.
- HAP CareSource or HAP CareSource MI Health Link will cover emergency transportation and hospital-billed ambulance services to and from a nursing facility or member's home.

## Routine (Non-Emergency) Transportation

We provide members with transportation to the doctor, dentist, or pharmacy if they do not have a way to get there. Members are advised to call HAP CareSource or HAP CareSource MI Health Link Member Services three business days before the appointment to schedule their transportation. The Member Services phone number can be located on the back of their HAP CareSource or HAP CareSource MI Health Link member ID card.

We provide rides via bus, car, van, or wheelchair van. If a family member or guardian drives them, we will reimburse them for mileage or cab services. Family members, guardians, and cab drivers are subject to background checks and sanction screenings prior to reimbursement. We require two days' notice to schedule transportation, however a members can request same-day transportation for an urgent non-emergency appointment.

Members are reminded to:

- Advise if they need a wheelchair van or car seat
- Advise if anyone, such as a caregiver or child, will be going with them
- Have picture ID or their child's HAP CareSource ID card on hand to show the driver
- Be ready one hour before the appointment time
- Call as soon as possible if they need to cancel

Transportation is available 24 hours per day, seven days a week, 365 days per year.

Additional transportation services include the following:

- Ongoing services, such as dialysis, chemotherapy, substance use disorder (SUD) services, physical therapy, speech therapy and occupational therapy.

Services for MIHP, or other MDHHS-approved evidence-based home-visiting program, enrolled pregnant and infant beneficiaries to access health care and pregnancy-related appointments and for a mother to visit their hospitalized infant. Pregnancy-related appointments include those for oral health services, WIC services, mental or substance use disorder treatment services, and childbirth and parenting education classes.

Medically necessary, non-emergency ambulance transportation to Prepaid Inpatient Health Plan (PIHP) and Community Mental Health Services Program (CMHSP) related services.



## Section 7: Member Eligibility and Enrollment

MDHHS determines the beneficiary's eligibility for public assistance.

Michigan ENROLLS, the enrollment broker for Michigan Medicaid programs, provides educational material about the Medicaid health plans available in the member's county. Michigan ENROLLS assists Medicaid members in choosing the health plan of their choice. If the member doesn't choose a health plan, Michigan ENROLLS will auto assign one to them.

Plans are notified monthly via a data file exchange of the Medicaid members enrolled in their plan.

### New Members


We mail a welcome packet with plan and benefit information to new members within 10 business days from receipt of enrollment data from MDHHS.

## ID Cards

### HAP CareSource members carry two ID cards:

- Michigan Medicaid ID Card (mihealth card)  
This card identifies the member is enrolled in Michigan Medicaid.
- HAP CareSource ID Card  
This card is for members enrolled in HAP CareSource, HAP CareSource Children's Special Health Care Services, HAP CareSource MICHild, and HAP CareSource Healthy Michigan Plan.





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**Member Name:**  
FirstName LastName MI

**Member ID #:** 12345678900

**Medicaid ID#:** 12345678900

**Health Plan:** XXXX

**RxBIN** - 003858

**RxPCN** - MA

**RxGRP** - CSHAPMI

**RxID** - XXXXXXXXXXXXXXXX

**Primary Care Provider (PCP) Name:**  
PCP Name

**PCP Phone:** 1-XXX-XXX-XXXX

**HAPCareSource.com**  
This card does not guarantee coverage. To verify benefits, view claims, get transportation, or find a provider, visit the website or call:  
**Member Services:** 1-833-230-2053 (TTY: 711)



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**24-Hour Nurse Advice Line:** 1-833-687-7370 (833-NURSE-70)

|  |                                  |
|--|----------------------------------|
| <b>Hearing:</b> (NationsHearing): 1-877-484-2688 | <b>Providers:</b> 1-833-230-2102 |
| <b>Dental:</b> (Delta Dental): 1-866-327-0568    | <b>Medical Claims:</b>           |
| <b>Vision:</b> (EyeMed): 1-833-918-0496          | HAP CareSource                   |
| <b>Pharmacist:</b> 1-800-922-1557                | P.O. Box 1186                    |
|  | Dayton, OH 45401-1186            |

Please contact Member Services for transportation benefit. MI-MED-M-2143202a

### HAP CareSource MI Health Link cards:

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**Member Name:**  
FirstName LastName MI

**Member ID #:** 12345678900

**Medicaid ID#:** 12345678900

**Health Plan:** XXXX

**Primary Care Provider (PCP) Name:** PCP Name

**PCP Phone:** 1-XXX-XXX-XXXX

**MEMBER CANNOT BE CHARGED**  
**Copays:** \$0

**RxBIN** - 610014

**RxPCN** - MEDPRIME

**RxGRP** - CSMIMMP

**RxID** - XXXXXXXXXXXXXXXX

H9712\_MI-MMP-M-2409950-V.3

**IN AN EMERGENCY, CALL 9-1-1 OR GO TO THE NEAREST EMERGENCY ROOM (ER) OR OTHER APPROPRIATE SETTING.** If you are not sure if you need to go to the ER, call your PCP or the 24-Hour Nurse Advice line.

**Member Services:** 1-833-230-2057 (TTY: 1-833-711-4711 or 711)

|  |                                   |
|--|-----------------------------------|
| <b>Dental (Delta Dental):</b> 1-866-327-0540     | <b>Send Medical claims to:</b>    |
| <b>Hearing (NationsBenefits):</b> 1-877-269-9234 | HAP CareSource                    |
| <b>Vision (EyeMed):</b> 1-833-918-0481           | ATTN: Claims                      |
| <b>Care Coordination:</b> 1-833-230-2057         | P.O. Box 1186                     |
| <b>Pharmacy Help Desk:</b> 1-800-922-1557        | Dayton, OH 45401-1186             |
| <b>Claims Inquiry:</b> 1-833-230-2159            | <b>Send Pharmacy claims to:</b>   |
| <b>Provider Questions:</b> 1-833-230-2159        | Express Scripts                   |
| <b>PIHP General Information Line:</b>            | ATTN: Medicare Part D             |
| Macomb: 1-855-996-2264   Wayne: 1-800-241-4949   | P.O. Box 14718                    |
| <b>24/7 Behavioral Health Crisis Line:</b>       | Lexington, KY 40512-4718          |
| Macomb: 1-855-927-4747   Wayne: 1-800-241-4949   | <b>Website:</b> HAPCareSource.com |

**24-Hour Nurse Advice Line:** 1-833-687-7370 (833-NURSE-70)

## Note:

- Possession of a HAP CareSource or HAP CareSource MI Health Link ID card does not guarantee member eligibility or coverage.
- Providers must verify eligibility prior to services being rendered to guarantee payment.
- Any member who abuses the enrollment card by allowing others to use it to fraudulently obtain services will be reported to the MDHHS or the CMS for immediate termination from the plan.
- If you suspect a non-eligible person using a member's ID card, please report the occurrence to the HAP CareSource at **1-833-230-2102** or HAP CareSource MI Health Link at **1-833-230-2159**.

## Verifying Eligibility

Providers must verify member eligibility prior to rendering services as it can change monthly. Services provided when a member is not enrolled in HAP CareSource or HAP CareSource MI Health Link will not be covered. Providers can verify eligibility by one of the methods below.

|                                       |  |
|---------------------------------------|--|
| <b>HAP CareSource Provider Portal</b> | <ul style="list-style-type: none"> <li>• Log in at <a href="http://www.caresource.com/mi/providers/provider-portal/medicaid/">www.caresource.com/mi/providers/provider-portal/medicaid/</a></li> <li>• Once on the HAP CareSource Provider Portal, select Member Eligibility (Note: PCPs can get a list of their assigned members by selecting Click Here to View Member Roster. The list is updated monthly).</li> <li>• Call HAP CareSource at <b>1-833-230-2102</b></li> <li>• Call HAP CareSource MI Health Link at <b>1-833-230-2159</b></li> </ul> |
| <b>CHAMPS</b>                         | <u>Web portal</u><br>Provider support: <b>1-800-292-2550, option 5, then 2</b>   |
| <b>Phone options</b>                  | <ul style="list-style-type: none"> <li>• HAP CareSource at <b>1-833-230-2102</b></li> <li>• HAP CareSource MI Health Link at <b>1-833-230-2159</b></li> <li>• CHAMPS provider support: <b>1-800-292-2550, option 5, then 2</b></li> </ul>  |

## Disenrollment from a Plan

### HAP CareSource

The MDHHS allows for disenrollment from Medicaid health plans as outlined below:

- **Enrollment errors by MDHHS**

If a non-eligible individual or Medicaid member who resides outside the plan's service area is enrolled in a Medicaid plan and the MDHHS is notified within 15 days of enrollment effective date, the MDHHS will retroactively disenroll the individual. If the MDHHS is notified 15 days after the enrollment effective date, the MDHHS will disenroll the enrollee prospectively the first day of the next month.

- **Special disenrollment**

HAP CareSource may initiate special disenrollment requests to MDHHS if the member exhibits any of the following:

- Violent or threatening behavior involving physical acts of violence
- Making physical or verbal threats of violence against contracted providers, staff, or the public at HAP CareSource locations
- Stalking

### HAP CareSource MI Health Link

HAP CareSource MI Health Link may never, verbally, in writing or by any other action or inaction, request or encourage a HAP CareSource MI Health Link member to disenroll except when the member:

- Has a change in residence\* (includes incarceration)
- Loses entitlement to either Medicare Part A or Part B
- Loses Medicaid eligibility
- Dies
- Materially misrepresents information regarding reimbursement for third-party coverage

\*When members permanently move out of the HAP CareSource MI Health Link service area or leave the HAP CareSource MI Health Link service area for over six consecutive months, they must disenroll from HAP CareSource MI Health Link.



## Section 8: Referrals and Authorizations

HAP CareSource or HAP CareSource MI Health Link do not require referrals to see an in-network specialist. The specialist may require a referral from the member's PCP. Some services and procedures require prior authorization. Prior authorizations must be obtained **prior** to services being rendered.

Urgent requests should be marked urgent. Urgent requests will be accepted when the member or their physician believes waiting for a decision under the standard time frame could place the member's life, health, or ability to regain maximum function in serious jeopardy.

Referrals and prior authorization for services should be made to in-network providers whenever possible. Contracted providers can be found in our online provider directory through [Find a Doc](#). To refer a member to an out-of-network provider, call our Utilization Management department at **1-833-230-2102** for Medicaid or **1-833-230-2159** for MI Health Link.

Non-contracted providers should call our Utilization Management department at **1-833-230-2102** for Medicaid or **1-833-230-2159** for MI Health Link for authorization requests.

### Submitting a Prior Authorization Request

The member's PCP or the servicing provider (i.e., DME provider, specialist) obtains the prior authorization online by logging into the [HAP CareSource Provider Portal](#) and selecting *Authorizations*, or via fax at 844-432-8931 for Medicaid or 844-633-0399 for HAP CareSource MI Health Link.

**Supporting clinical documentation must be included with all requests.**

Requests must be timely, complete and legible. Otherwise, the results may be:

- Delays in processing the request
- Claims denials

## Criteria Used in Decision Making

We use objective and evidenced-based criteria when determining the medical appropriateness of requested health care services. This includes criteria from:

- InterQual/MCG (formerly known as Milliman Care Guidelines)
- The Centers for Medicare & Medicaid Services
- The state of Michigan
- Internally developed and adopted criteria based on industry standards with input and review from participating physicians

Decisions are based on the accepted local practice of medicine and health delivery system characteristics and patient's information including, but not limited to:

- Age (adult vs. pediatric)
- Co-morbidities
- Current treatment progress
- Home environment, when applicable
- Individual needs
- Medical complications
- Psychosocial situation

Authorization decisions are sent as follows:

- Approvals: We send a letter to the member. We notify providers by fax, phone or through our online application, Guiding Care.
- Denials: We send a letter to the member and requesting provider.

Copies are retained in the member's medical record.

## Medical Necessity Defined

For Enrollees 21 years of age and older, covered services which are reasonably calculated to prevent, diagnose, prevent the worsening of, alleviate, correct, or cure conditions in the Enrollee that endanger life, cause suffering or pain, cause physical deformity or malfunction, threaten to cause or to aggravate a disability, or result in illness or infirmity; and for which there is no other medical service or site of service, comparable in effect, available, and suitable for the Enrollee requesting the service, that is more conservative or less costly. For Enrollees less than 21 years of age, a service that meets the EPSDT standard of Medical Necessity set forth in Section 1905<sup>®</sup> of the Act and 42 USC Section 1396<sup>®</sup>(5). Without limitation, medically necessary services for Enrollees less than 21 years of age include all services necessary to achieve or maintain age-appropriate growth and development; attain, regain, or maintain functional capacity; or improve, support, or maintain the Enrollee's current health condition. The contractor must determine Medical Necessity on a case-by-case basis, taking into account the individual needs of the child.

## Peer-to-Peer Review (Medicaid Only)

| For                              | Instructions  |
|----------------------------------|---|
| <b>Inpatient medical denials</b> | Physician or a physician representative can call us at the number below to initiate a same day peer-to-peer review on a denied admission.<br><br><b>1-833-230-2168</b> , option 3; Monday through Friday, 8 a.m. to 5 p.m. ET |
| <b>Outpatient denials</b>        | Physician or a physician representative can call us at the number below to initiate a same day peer-to-peer review.<br><br><b>1-833-230-2168</b> , option 2; Monday through Friday, 8 a.m. to 5 p.m ET                        |

## Prior Authorization Decision Time Frames

*Effective until October 1, 2024*

| Request Type                  | Time Frame  |
|-------------------------------|---|
| <b>Non-Urgent Pre-Service</b> | A decision will be provided as quickly as the clinical condition warrants, not to exceed 14 calendar days for HAP CareSource and HAP CareSource MI Health Link members. |
| <b>Urgent Pre-Service</b>     | A decision will be provided within 72 hours of receipt of the request.  |
| <b>Post-Service Decisions</b> | A decision will be provided within 14 calendar days of the request.   |

## Prior Authorization Decision Time Frames

*Effective October 1, 2024 for Medicaid and January 1, 2025 for MI Health Link*

| Request Type                  | Time Frame  |
|-------------------------------|---|
| <b>Non-Urgent Pre-Service</b> | A decision will be provided as quickly as the clinical condition warrants, not to exceed 14 calendar days for HAP CareSource and HAP CareSource MI Health Link members. |
| <b>Urgent Pre-Service</b>     | A decision will be provided within 72 hours of receipt of the request.  |
| <b>Post-Service Decisions</b> | A decision will be provided within 30 calendar days of the request.   |

## Prior Authorization Requests

Only certain procedures, care or equipment require an approved authorization. For example:

- Bariatric services
- Breast reconstruction
- Chiropractic services
- Cosmetic surgery (i.e., rhinoplasty)
- Durable medical equipment
- Genetic testing
- Nursing facility care/Skilled nursing facility care
- Sleep studies
- Transplant services

For a complete list of services that require authorization, reference the [Procedure Code Lookup Tool](#).

Per the terms of our contract with the MDHHS, members may access any of the following services directly, without prior authorization or referral from their PCP, HAP CareSource or HAP CareSource MI Health Link:

- Emergency room services-facility and professional components
- Emergency transportation
- Family planning services or OB services at any provider
- Services provided by Federally Qualified Health Centers
- Services provided by Public Health Departments
- STD services at any provider
- Well-child exams with a contracted pediatrician
- Well-women exams with a contracted provider

## Skilled Nursing

HAP CareSource and HAP CareSource MI Health Link members have a skilled nursing benefit as follows:

| Membership                    | Number of Days Allowed  |
|-------------------------------|---|
| HAP CareSource                | Up to 45 days in a nursing facility (Note: If additional time is needed, the member would be disenrolled to state run Fee for Service Medicaid. The HAP CareSource Health Services department will assist with this process). |
| HAP CareSource MI Health Link | 100 skilled days per benefit period   |

### Important

- This benefit covers inpatient admissions to physical rehabilitative facilities, not substance abuse rehabilitation facilities.
- The medical director or designee reviews the admission request for appropriateness of admission, length of stay, etc.

## Second Opinions

HAP CareSource and HAP CareSource MI Health Link cover second opinions. If an in-network provider isn't available for a second opinion, the member can visit an out-of-network provider. An approved prior authorization is required. There is no cost to the member.

## Vision Services

Routine vision services include eye examination (refraction), lenses and frames. Members in HAP CareSource and HAP CareSource MI Health Link plans can access vision services directly by contacting EyeMed at **1-866-939-3633**. Contracted vision providers are in our online provider directory at [findadoctor.caresource.com](https://findadoctor.caresource.com).

Nonroutine eye examinations are a Medicaid benefit for the purpose of evaluation and treatment of chronic, acute, or sudden onset of abnormal ocular conditions.

## Mental Health Care

HAP CareSource complies with and supports MDHHS' compliance with the requirements of the Mental Health Parity and Addiction Equity Act of 2008, 42 CFR 438.3(e)(1)(ii), and 42 CFR 438 Subpart K, as applicable to covered services.

HAP CareSource or HAP CareSource MI Health Link members requiring outpatient mental health services may obtain these services by self-referring to a contracted psychiatrist or contracted mental health care provider.

HAP CareSource or HAP CareSource MI Health Link do not cover substance abuse services. Members should be referred to the PIHP in the county where they live.

For emergencies, members can go to the closest hospital that provides psychiatric services.

## Case Management

The HAP CareSource and HAP CareSource MI Health Link case management programs assist members in following the plan of care prescribed by their physician. It helps them regain or maintain optimum health or functional capability in the right setting in a cost-effective manner. Participation in case management is voluntary and members can terminate at any time. All enrolled HAP CareSource MI Health Link members have an assigned Care Coordinator. Members have the right to refuse active care management activities.

A comprehensive evaluation of the social well-being, mental health and physical health is done to determine the barriers to adhering to the plan of care.

Goals are set in conjunction with all parties involved in the member's care. The program is dependent upon the cooperative participation of HAP CareSource or HAP CareSource MI Health Link, contracted ancillary providers, physicians, hospitals and the member, to ensure timely, effective and medically realistic goals.

To initiate an evaluation for case management services, contact the Case Management department at **1-844-217-1357** (Medicaid) or **1-833-230-2159** (MI Health Link).

All members within the CSHCS and Foster Care populations are aligned with a member of our Case Management team who acts as the main point of contact for these members/families. In addition, our team supports these members with Health Care Transition. Providers can refer members who have needs to our Case Management team by emailing [HAPCareSourceCMTeam@CareSource.com](mailto:HAPCareSourceCMTeam@CareSource.com).

## Elective Hospital Admissions

Authorization is not required prior to the member's admission to the hospital. All inpatient stays require an authorization. **However, the procedure or surgery may require prior authorization.** The hospital is responsible for obtaining the authorization within 24 hours or the next business day after the admission. Requests can be submitted online. Log in at [HAP CareSource Provider Portal](#) and select Authorizations. Include appropriate clinical information. Physicians and hospitals are subject to non-payment if procedures are deemed medically inappropriate. We review all hospital admissions using:

- CMS surgical list
- Established HAP CareSource clinical criteria
- InterQual criteria, when contractually obligated
- InterQual surgical list, when contractually obligated
- MCG, when IQ is not contractually obligated

## Emergent Hospital Admissions

Providers are not required to call HAP CareSource or HAP CareSource MI Health Link prior to – or at the time of – an emergent inpatient admission. Authorization requests should be submitted online after admission to allow collection of the appropriate clinical data. You can log in at [HAP CareSource Provider Portal](#) and select Authorizations. The hospital is responsible for obtaining the authorization within 24 hours or the next business day after the admission. All hospital admission requests are reviewed using:

- CMS surgical list
- Established HAP CareSource clinical criteria
- InterQual criteria, when contractually obligated
- InterQual surgical list, when contractually obligated
- MCG, when IQ is not contractually obligated

Providers can find approval status online by logging in at [HAP CareSource Provider Portal](#) and selecting *Authorizations*.

## Laboratory Services and Genetic Testing

We provide coverage for laboratory services. Prior authorization is required for genetic testing. Authorization is required for most genetic and molecular laboratory tests. Refer to the [Procedure Lookup Tool](#).



## Section 9: Hospital Notification and Review

Below is our policy on specific guidelines surrounding hospital facility notification for members who require hospitalization.

### Urgent/Emergency Care and Inpatient Admissions

- HAP CareSource and HAP CareSource MI Health Link Utilization Management department does not limit what constitutes an emergency medical condition on the basis of lists of diagnoses or symptoms and does not require notification or pre-approval for emergency medical treatment provided in the ER or other outpatient setting.
- HAP CareSource and HAP CareSource MI Health Link are financially responsible for reimbursing care provided for Emergency Medical Conditions and urgently needed services rendered by contracted and non-contracted providers without regard to pre-certification or timely notification (including when a representative of the ICO instructs the member to seek emergency services). HAP CareSource or HAP CareSource MI Health Link may not refuse to cover emergency services based on the emergency room provider, hospital, or fiscal agent not notifying the member's primary care provider, the ICO, or applicable State entity of the member's screening and treatment within 10 calendar days of presentation for emergency services. HAP CareSource and HAP CareSource MI Health Link request notification of emergency inpatient admissions for purposes of care coordination.

- Post-stabilization care services. After services for Emergency Medical Conditions and urgently needed care, HAP CareSource and HAP CareSource MI Health Link are financially responsible for post-stabilization care services provided by a contracted or non-contracted provider that were pre-approved by HAP CareSource or HAP CareSource MI Health Link; or were not pre-approved, either because HAP CareSource or HAP CareSource MI Health Link did not respond to a request for pre-approval within one hour after being notified or because HAP CareSource or HAP CareSource MI Health Link could not be contacted for pre-approval. HAP CareSource and HAP CareSource MI Health Link remain responsible until the member is discharged from the hospital or is transferred to a contracted facility.
- HAP CareSource and HAP CareSource MI Health Link are financially responsible for post-stabilization care services that were not pre-approved until:
  - A HAP CareSource or HAP CareSource MI Health Link physician with privileges at the treating hospital assumes responsibility for the member's treatment;
  - A HAP CareSource or HAP CareSource MI Health Link physician assumes responsibility for the care through transfer;
  - Representative and the treating physician reach an agreement concerning the member's care; or
  - The member is discharged.
- Contractor must cover post-stabilization care services, regardless of whether the services were provided in the Contractor's network, which are not pre-approved by a Contractor Provider or other Contractor representative but administered to maintain the Enrollee's stabilized condition within one hour of a request to the Contractor for pre-approval of further post-stabilization care services.

## **Non-Emergency Admissions (Elective and Long-Term Acute Care)**

Non-emergency admissions to an acute care hospital, inpatient rehabilitation facility, a long-term acute care facility, skilled nursing facility whether contracted or non-contracted, require pre-certification based on contractual agreements.

- Contracted facilities. The contracted facility or the referring physician is responsible for obtaining pre-certification for an elective admission. The facility must also notify HAP CareSource or HAP CareSource MI Health Link within 24 hours or the next business day following the elective admission. HAP CareSource and HAP CareSource MI Health Link reserve the right to deny payment to contracted facilities (no member liability) if the pre-certification and/or notification requirements are not met.
- Non-contracted facilities. HAP CareSource and HAP CareSource MI Health Link will accept pre-certification request for an elective admission from a non-contracted facility or the referring physician. Once pre-certified, the non-contracted facility is responsible for notifying HAP CareSource or HAP CareSource MI Health Link within the 48 hours of the admission.

## **Admission Notification Process**

- The requesting facility can submit authorization requests for concurrent/urgent/emergency or standard admission via the [HAP CareSource Provider Portal](#), Guiding Care, 24 hours per day, seven days per week.

- Pre-service: The HAP CareSource and HAP CareSource MI Health Link Intake teams accept notification of a member's admission by the admitting facility or by the member or members' representative via the Provider Portal, fax, or phone call prior to the member being discharged.
- Post-service: The HAP CareSource and HAP CareSource MI Health Link Intake teams accept notification of a member's admission by the admitting facility or by the member or member's representative via the Provider Portal, fax, phone call or through receipt of a claim the HAP CareSource or HAP CareSource MI Health Link Claims department.

**Once HAP CareSource is notified:**

- **If HAP CareSource or HAP CareSource MI Health Link are notified prior to the admission:** Once the emergency has been treated and stabilized, HAP CareSource or HAP CareSource MI Health Link will determine whether the admission is appropriate using the standardized clinical criteria.
- If the hospital is non-contracted or out of network, HAP CareSource or HAP CareSource MI Health Link will assess for the appropriateness of a transfer to a contracted or in-network facility.
- **If HAP CareSource is notified after the admission, either while the member is still inpatient or after discharge:**
  - Contracted and non-contracted – HAP CareSource or HAP CareSource MI Health Link will review the inpatient admission for clinical appropriateness.
- Per the Centers for Medicare and Medicaid Services (CMS), urgent or emergency medical services at a hospital cannot be denied if the denial would result in member liability. Upon stabilization, the member cannot be transferred unless the attending physician agrees that the member is stable. In addition, the member cannot be discharged from the hospital unless the attending physician agrees and has written a discharge order.
- Cases involving determinations of emergency and post-stabilization care must be referred to a HAP CareSource or HAP CareSource MI Health Link Medical Director.

## Section 10: Billing & Reimbursement

We make every effort to ensure prompt and accurate claims processing, adjudication and payment.

We contract with the Centers for Medicare & Medicaid Services and the Michigan Department of Health and Human Services. We follow billing guidelines for claims processing under each contract unless otherwise indicated in this section.

If you have questions or need assistance, please call us at **1-833-230-2102** for Medicaid or **1-833-230-2159** for MI Health Link.

### CHAMPS

Per the MDHHS, all providers serving Medicaid beneficiaries must be enrolled in CHAMPS. This is the state's online Medicaid enrollment and billing system. It ensures all providers who participate in Medicaid comply with federal screening and enrollment requirements.

MDHHS has issued final deadlines for CHAMPS enrollment:

- **For dates of service on or after Jan. 1, 2019**, MDHHS will prohibit contracted Medicaid Health Plans and Dental Health Plans from making payments to typical providers not actively enrolled in CHAMPS. Examples of typical providers include, but are not limited to, physicians, physician assistants, certified nurse practitioners, dentists and chiropractors.
- **For dates of service on or after July 1, 2019**, MDHHS Fee-for-Service and Medicaid Health Plans will prohibit payment for prescription drug claims written by a prescriber who is not enrolled.

For more information on CHAMPS and to enroll, visit [michigan.gov/mdhhs/assistance-programs/medicaid/portalhome/medicaid-providers](https://michigan.gov/mdhhs/assistance-programs/medicaid/portalhome/medicaid-providers).

### Verifying Member Eligibility

Providers must verify member eligibility and effective dates of health plan enrollment before rendering covered services. You can verify member eligibility by one of the methods below.

|  |  |
|--|--|
| <b>CHAMPS online</b>   | <a href="#">Web Portal</a>   |
| <b>CHAMPS Provider Support</b>   | <b>1-800-292-2550, option 5, then 2</b>  |
| <b>HAP CareSource or HAP CareSource MI Health Link Provider Portal</b> | View the <a href="#">HAP CareSource Provider Portal</a> webpage to review login instructions |
| <b>HAP CareSource Provider Services</b>                                | Call <b>1-833-230-2102</b>   |
| <b>HAP CareSource MI Health Link</b>                                   | Call <b>1-833-230-2159</b>   |

The HAP CareSource Medicaid plan follows MDHHS for covered services. Members in the HAP CareSource MI Health Link plan are entitled to all covered services provided by traditional Medicare and Medicaid Managed Care.

## EFT Registration

HAP CareSource and HAP CareSource MI Health Link have partnered with ECHO Health, Inc. to deliver provider payments. ECHO offers three payment options:

1. Electronic fund transfer (EFT) – preferred
2. Virtual Card Payment (QuicRemit) – Standard bank and car issuer fees apply\*
3. Paper Checks

\*Payment processing fees are what you pay your bank and credit card processor for use of a payment terminal to process payments via credit card.

Visit our Claims webpage at [HAPCareSource.com](https://HAPCareSource.com) > Providers > Provider Portal > Claims, for additional information about getting paid electronically and enrolling in EFT.

Simply complete the enrollment form and fax it back to ECHO Health, HAP CareSource and HAP CareSource MI Health Link's EFT partner, at **440-835-5656**. ECHO Health will work directly with you to complete your enrollment in EFT.

Providers who elect to receive EFT payment can also choose to receive an EDI 835 (Electronic Remittance Advice) through a designated clearinghouse. Providers can download the PDF version of the Explanation of Provider Payment (EPP) from the [HAP CareSource Provider Portal](#).

## Filing Limitations

| Type of claim   | Filing time frame  |
|---|--|
| <b>Encounters for capitated services</b>  | Submit within 30 days from the date of service   |
| <b>Initial claim for non-capitated services</b>   | Submit within 365 days from beginning date of service  |
| <b>COB claims where other carrier is primary when primary carrier was billed within their filing limits and the carrier's EOP identifies payment or denial of the claim</b> | Submit within 365 days from beginning date of service or 120 days from primary payer's EOP date. |
| <b>Claims appeals</b>   | Please see the Claims Disputes section of this manual for additional information.                |
| <b>Claim complaints or disputes</b>   | Please see the Claims Disputes section of this manual for additional information.                |

## Ensure Claims for Your HAP CareSource or HAP CareSource MI Health Link Patients Get Paid

Effective Oct. 1, 2023, all HAP CareSource claims must be submitted to HAP CareSource as follows:

| How to Submit Claims – HAP CareSource |   |
|---------------------------------------|---|
| <b>Electronic</b>                     | Use Availity clearinghouse CS Payer ID: <b>MIMCDCS1</b>                           |
| <b>Provider Portal</b>                | <a href="#">HAP CareSource Provider Portal</a>                                    |
| <b>Paper Claims</b>                   | HAP CareSource<br>Attn: Claims<br>P.O. Box 1186<br>Dayton, OH 45401               |
| <b>Paper Grievance &amp; Appeals</b>  | Please see the Claims Disputes section of this manual for additional information. |

Effective Jan. 1, 2024, all HAP CareSource MI Health Link claims must be submitted to HAP CareSource MI Health Link as follows:

| How to Submit Claims – HAP CareSource MI Health Link |   |
|--|---|
| <b>Electronic</b>                                    | Use Availity clearinghouse CS Payer ID: <b>MIMCRCS1</b>                           |
| <b>Provider Portal</b>                               | <a href="#">HAP CareSource Provider Portal</a>                                    |
| <b>Paper Claims</b>                                  | HAP CareSource<br>Attn: Claims<br>P.O. Box 1186<br>Dayton, OH 45401               |
| <b>Paper Grievance &amp; Appeals</b>                 | Please see the Claims Disputes section of this manual for additional information. |

Claims prior to the effective dates listed above should be billed to the prior HAP Empowered Payer ID.

Please refer to the HAP CareSource Provider Transition Quick Reference Guide on the [Quick Reference Materials webpage](#).

Refer to the [Quick Reference Materials webpage](#) for HAP CareSource MI Health Link Provider Transition.

## Out-of-Network Providers

Out-of-network providers must follow the HAP CareSource or HAP CareSource MI Health Link referral requirement and claims submission processes. If you have any questions, please contact **1-833-230-2102** for Medicaid or **1-833-230-2159** for HAP CareSource MI Health Link.

## Prior Authorization: Out-of-Network Providers

Some services and procedures require prior authorization. It must be obtained before services are rendered. Claims submitted from out-of-network providers for services requiring prior authorization but not obtained will be denied.

For a complete list of services that require authorization, refer to the [Procedure Code Lookup Tool](#).

## Payment Procedure

- All paper claims and encounters are date stamped on the day received.
- Claims are processed in accordance with State and/or Federal Prompt Pay regulations.
- Payment for all non-capitated, authorized, medically necessary services are paid at current Medicaid fee schedules. Note: Contracted rates supersede this statement.
- Providers may not balance bill HAP CareSource or HAP CareSource MI Health Link members for unauthorized services if the enrollee had no prior knowledge of liability for the service.

## Provider Capitation Payment

Provider capitation payments are processed around the 15<sup>th</sup> of every month. Payments are calculated based on assigned membership and the contracted PMPM rates from the Facets system. This process will capture any member retro enrollments or disenrollments dating back up to six months. Actual payments are disbursed by Echo Health.

To change your disbursement preference (physical check or EFT), please visit [Echo Health's website](#).

To view or download any remit detail, please visit [HAP CareSource's Provider Portal](#). Remit information is available in both PDF and CSV formats. Information provided includes member name, address, ID and capitation paid amount.

### Provider Portal Directions:

- Log into the [HAP CareSource Provider Portal](#)
- Select Claims > Payment History > Capitation Payments
- Search for payments and remit information by:
  - Check number **OR** payment dates

For questions or concerns regarding your capitation payments, please contact your provider representative.

## Clean Claims

- HAP CareSource and HAP CareSource MI Health Link pay clean claims in accordance with State and/or Federal Prompt Pay regulations.
- A clean claim will be considered when a written itemization of any documents or other information needed to process the claim has been supplied to HAP CareSource or HAP CareSource MI Health Link.
- If any mandatory or conditional information is missing, the claim is considered unclean.

- Unclean claims will be returned or rejected within 30 days for HAP CareSource.
- Unclean claims will be returned or rejected within 60 days for HAP CareSource MI Health Link.

## Returned Claims

- Paper claims are returned when they can't be entered due to invalid information such as the billing provider not being in system, or the member not being enrolled in a HAP CareSource or HAP CareSource MI Health Link plan.
- It's important to resubmit these claims within filing time limits.

## Resubmission of Rejected Claims

- Claims are rejected when pertinent information is available to enter the claim in the system, but information needed to complete the reimbursement adjudication process is missing. There is no record of the claim in the adjudication system and a remittance advice will not be provided. Claims rejected will be communicated through EDI 999 or 277 file based on type of rejection. Paper claim rejections will be communicated through a Rejection Letter.
- Be sure to review your EDI 277 Health Care Claim status response transactions report for claims RTP (returned to Provider) for correction and resubmission within the timely filing requirements. Resubmission of rejected claims requires a new claim submission claim frequency of (1) original.

## Overpayments

To the extent the provider detects an overpayment from HAP CareSource or HAP CareSource MI Health Link, the provider will send a written notice of the overpayment to:

- HAP CareSource Provider Portal
- Mail:  
HAP CareSource  
P.O. Box 632128  
Cincinnati, OH 45263-2128

If the parties agree that an overpayment has occurred, and on the amount of the overpayment, such overpayment will be returned to HAP CareSource or HAP CareSource MI Health Link within 60 days of identification of the overpayment.

## Checking Claims Status

Contracted and non-contracted providers can check claims status by one of the methods below.

- Log in to the [HAP CareSource Provider Portal](#) and select *Claims*.  
(Note: There's a link to view DOS prior to 10/01/23 information).
- Log in to the [HAP CareSource Provider Portal](#) and select *Remittance Advice*.  
(Note: There is a link to view DOS prior to 10/01/23 information).
- Call HAP CareSource at **1-833-230-2102** or **1-833-230-2159** HAP CareSource MI Health Link.

## Claim Editing Guidelines for Attending/Ordering/Referring Fields

HAP CareSource and HAP CareSource MI Health Link follow the Michigan Department of Health and Human Services claim editing guidelines for attending/ordering/referring fields for all claim types. Please see bulletin, MSA 21-45 [here](#), for details. Listings of allowed attending provider types for inpatient hospitals and outpatient hospital providers can be found under *Attending Provider Tips* on the MDHHS [website](#).

## Remittance Advice and Explanation Codes

| For   | Process   |
|---|---|
| <b>A remittance advice for dates of service Oct. 1, 2023 and forward (HAP CareSource) or Jan. 1, 2024 and forward (HAP CareSource MI Health Link)</b> | Log in to the <a href="#">HAP CareSource Provider Portal</a> and select <i>Remittance Advice</i> .  |
| <b>I835 files</b>   | If you don't get an 835 from HAP CareSource today, contact your clearing house and give them HAP CareSource's payer ID MIMCDCS1 or HAP CareSource MI Health Link's payer ID: MIMCRCS1 |

Be sure to review the explanation codes on your remittance advice (RA).

- They indicate the reason a service line was rejected.
- They give information about service lines and may point out potential problems.

For a description of the explanation codes, log in at [HAPCareSource.com](https://HAPCareSource.com).

## General Billing Guidelines

- Submit claims for complete episode of care.
- Do not bill future dates of service.
- Do not submit single claim with date span across calendar years except in the case of inpatient facility MS-DRG and APR-DRG billing.
- Submit supporting documentation for unlisted CPT/HCPCS codes.
- Interim billing is not accepted.
- Indicate the appropriate HAP CareSource or HAP CareSource MI Health Link product name in the upper right corner on CMS-1500 claim form and in field 61 on the CMS-1450 (UB-04) form.
- Claims and encounters must be computer generated or typed and signed by the servicing provider and submitted via:
  - **Paper:** CMS-1500 claim form or CMS-1450 (UB-04) claim form
  - **Electronically:** through the clearing house Availity
- Handwritten entries are not acceptable anywhere on the claim.
- Electronic signatures are acceptable.
- Mandatory items on claim forms must be completed or the claim cannot be processed. Refer to claim form submission guidelines within this section.

- Conditional items, if applicable, on claim forms are required or the claim may not be processed. Refer to claim form submission guidelines within this section.
- Blank items may be left empty and will not affect claims processing. Refer to claim form submission guidelines within this section.
- All claims must contain an NPI number submitted as follows:
  - Field 24 J of CMS-1500 rendering provider is conditional, required when different from billing provider and must be an entity type of (1) individual
  - FL 56 of the UB-04 form
- Submit the member ID number as follows:

| Product                       | Billing ID  |
|-------------------------------|---|
| HAP CareSource Medicaid       | Use the 11-digit HAP CareSource ID number from the HAP CareSource ID card.            |
| HAP CareSource MI Health Link | Use the 11-digit HAP member ID number from the HAP CareSource MI Health Link ID card. |

For more information and instructions on completing claim forms, visit [cms.hhs.gov](https://cms.hhs.gov) and click on *Regulation and Guidance*, then under *Guidance*, click on *Manuals*.

## Claim Form Submission Guidelines - CMS-1500 Version (02-12)

### Legend

- **Mandatory**- Must be completed. If blank, the claim can't be processed.
- **Conditional** - If applicable, it is required. If left blank, the claim can't be processed.
- **Blank** - May be left empty and will not affect the processing of your claim.

| Field locator | Status      | Description  |
|---------------|-------------|--|
| <b>1</b>      | Blank       | Patient/Insured Information  |
| <b>1a</b>     | Mandatory   | Insured's ID Number as shown on insured's ID card                                    |
| <b>2</b>      | Mandatory   | Enter the patient's last name, first name and middle initial (if any) in that order. |
| <b>3</b>      | Mandatory   | Enter the patient's eight- digit birthdate (MMDDYY) and sex.                         |
| <b>4</b>      | Conditional | Mandatory if the patient has other insurance primary to Medicaid                     |
| <b>5</b>      | Blank       | Enter patient's current address.   |
| <b>6</b>      | Conditional | If item 4 is complete, check the appropriate box, Patient relationship to Insured.   |
| <b>7</b>      | Conditional | Complete if items 4 and 11 are completed.  |
| <b>8</b>      | Blank       | Reserved for National Uniform Claim Committee use.                                   |
| <b>9</b>      | Conditional | Mandatory if item 11d is YES.  |

| Field locator | Status      | Description   |
|---------------|-------------|---|
| 9a            | Conditional | Enter second insurance policy or group number for policyholder in item 9.   |
| 9b            | Blank       | Reserved for NUCC Use.  |
| 9c            | Blank       | Reserved for NUCC Use.  |
| 9d            | Conditional | Enter insurance plan name or program name for policyholder in item 9.   |
| 10a           | Mandatory   | Check YES or NO if condition is employment related.   |
| 10b           | Mandatory   | Check YES or NO if condition is related to an auto accident. If YES, indicate state postal code.  |
| 10c           | Mandatory   | Check YES or NO if condition is related to accident other than auto.  |
| 10d           | Blank       | Claim codes (Designated by NUCC)  |
| 11            | Conditional | Mandatory if patient has insurance primary to Medicaid. Enter primary insurance policy group number.  |
| 11a           | Conditional | Enter date of birth (MMDDYY) and sex for policyholder in item 4.  |
| 11b           | Conditional | Enter the employer's name or school for policyholder in item 4.   |
| 11c           | Conditional | Enter insurance plan name or program name for policyholder in item 4.   |
| 11d           | Conditional | Check YES, if appropriate and complete item 9 – 9d.   |
| 12            | Blank       | Patient or authorized person's signature  |
| 13            | Blank       | Insured's or authorized person's signature  |
| 14            | Conditional | If item 10b or 10c is YES, date of accident must be reported.   |
| 15            | Blank       | Other date  |
| 16            | Blank       | Dates patient unable to work in current occupation  |
| 17            | Mandatory   | Enter the referring/ordering physician's name.  |
| 17 a, b       | Mandatory   | 17a: Enter other ID# of the provider in item 17, if available.<br>17b: Enter NPI# of referring, ordering or supervising provider.   |
| 18            | Conditional | Report the admit and discharge dates for services during an inpatient hospital stay.  |
| 19            | Conditional | May leave blank at this point or enter documentation or remarks as required   |
| 20            | Blank       | Outside lab charges   |
| 21            | Mandatory   | Enter the ICD_10 CM (i.e., using 4th or 5th digits) or ICD-10 diagnosis codes, using up to 7 characters, to the highest level of specificity that describes the patient's condition. Enter the applicable ICD indicator to identify which version of the ICD is being reported. Maximum of 12 diagnosis can be entered. |

| Field locator   | Status      | Description   |
|---|-------------|---|
| 22  | Conditional | Resubmission code 7 and original form #   |
| 23  | Conditional | Enter the prior authorization number for services requiring an authorization or the 10-digit CLIA number as appropriate. For authorization requirements, check the <a href="#">Procedure Code Lookup Tool</a> .   |
| 24A   | Mandatory   | Report all services provided on the same day for the same patient using only one claim form to ensure correct benefit coverage. Enter the month, day and year for each procedure, using the format "MMDDYY." Date spans on a single claim should not cross years. |
| 24 B, C   | Mandatory   | Enter the appropriate 2-digit place of service. Emergency indicator Y=yes, N=no   |
| 24D   | Mandatory   | Procedures, services or supplies (CPT or HCPCS) modifier  |
| 24E   | Mandatory   | Diagnosis pointer   |
| 24F   | Mandatory   | Enter your charge without decimals, commas or dollar signs.   |
| 24G   | Mandatory   | Enter the number of units.  |
| 24H   | Blank       | EPSDT/Family Plan   |
| 24I   | Mandatory   | Qualifying ID if other than NPI   |
| 24J   | Conditional | Rendering Provider ID# shaded area for non-NPI #'s; non-shaded area, NPI required   |
| 25  | Mandatory   | Enter the provider's Federal Tax ID or Social Security Number.  |
| 26  | Mandatory   | Enter the patient account number assigned by the provider or supplier.  |
| 27  | Blank       | Accept Assignment.  |
| 28  | Mandatory   | Enter sum of charges in 24F.  |
| 29  | Conditional | Report amount of other insurance payment.   |
| 30  | Blank       | Reserved for NCUU Use.  |
| 31  | Mandatory   | Signature of provider or supplier and date  |
| 32  | Mandatory   | Enter name and address of facility where services were rendered.  |
| 33 A, B   | Mandatory   | Billing provider's or supplier's name, address, zip code and phone number<br>(a) Billing provider's NPI (b) other ID number   |
| <b>Note:</b> The provider ID number entered in box 33 must correspond with the EIN or SSN entered in box 25 and the provider in box 31. If they don't match, the W-9 information on file will be returned for invalid provider information. |             |   |

## UB-04 CMS-1450 Claims Form

For efficient claims processing, please follow the guidelines below.

- Refer to the National Uniform Billing Committee Manual for details on field locator data to be submitted. Visit [nubc.org](http://nubc.org) for more information.
- Electronic submission is strongly encouraged.
- For paper submissions, use the red UB-04 form.
- Handwritten claims are not acceptable and will be returned.
- Print must be dark enough to read easily.

| UB-04 field locator | Field status | Description of field  | Information to be included   |
|---------------------|--------------|---|--|
| <b>1</b>            | Mandatory    | The name and service location of the provider submitting the bill | Billing provider name, street address and telephone number   |
| <b>2</b>            | Mandatory    | Pay to name and address   | Address where payments are to be sent if different than FL 1   |
| <b>3a</b>           | Mandatory    | Patient control number  | Patient's unique alphanumeric number assigned to facilitate records and posting of payments.   |
| <b>3b</b>           | Conditional  | Medical or health record number                                   | The number assigned to the patient's medical or health record by the provider  |
| <b>4</b>            | Mandatory    | Type of bill  | A code indicating the specific type of bill. The first digit is a leading zero. Do not include the leading zero on electronic claims.              |
| <b>5</b>            | Mandatory    | Federal tax number  | Number assigned to the provider by the federal government for tax reporting  |
| <b>6</b>            | Mandatory    | Statement covers period   | The beginning and ending service dates of the period included on this bill. The from date should not be confused with the admission date in FL 12. |
| <b>7</b>            | Blank        | Reserved  |  |
| <b>8</b>            | Mandatory    | Patient name and identifier                                       | Last name, first name and middle initial of the patient and the patient identifier as assigned by the payer  |
| <b>9</b>            | Mandatory    | Patient address   | The complete mailing address of the patient  |

| UB-04 field locator | Field status | Description of field                     | Information to be included   |
|---------------------|--------------|--|--|
| 10                  | Mandatory    | Patient birth date                       | In MM/DD/YYYY  |
| 11                  | Mandatory    | Patient sex                              | M, F or U=unknown  |
| 12                  | Mandatory    | Admission or start of care date          | Start date for episode of care. For inpatient this is the date of the admission.   |
| 13                  | Conditional  | Admission hour                           | The code referring to the hour during which the patient was admitted to the facility   |
| 14                  | Mandatory    | Priority or type of visit                | A code indicating the priority of the admission or type visit  |
| 15                  | Mandatory    | Source of referral of admission or visit | A code indicating the source of the referral of the admission or visit   |
| 16                  | Mandatory    | Discharge hour                           | Code indicating the discharge hour of the patient from inpatient care  |
| 17                  | Mandatory    | Patient discharge status                 | A code indicating the disposition of discharge status of the patient at the end service  |
| 18-28               | Conditional  | Condition codes                          | A code used to identify conditions or events relating to this bill that may affect processing (alphanumeric sequence)                                    |
| 29                  | Blank        | Reserved                                 | The accident state field contains the two-digit state abbreviation where the accident occurred.  |
| 30                  | Blank        | Reserved                                 |  |
| 31-34, 35-36        | Conditional  | Occurrence codes and dates               | The code and associated date defining a significant event relating to the bill that may affect payer processing. Refer to NUBC Manual for list of codes. |
| 37                  | Blank        | Reserved                                 |  |
| 38                  | Conditional  | Responsible party name and address       | The name and address of the party to whom the bill is being submitted  |
| 39-41               | Conditional  | Value codes and amounts                  | A code structure to define amounts or values that identify data elements necessary to process the claim as qualified by the payer organization           |

| UB-04 field locator | Field status | Description of field                            | Information to be included  |
|---------------------|--------------|---|---|
| 42                  | Mandatory    | Revenue code                                    | Code that identifies specific accommodation, ancillary services or unique billing arrangements  |
| 43                  | Blank        | Revenue description                             | The standard abbreviated description of the related revenue code included on the bill   |
| 44                  | Conditional  | HCPCS, accommodation rates and HIPPS rate codes | The HCPCS applicable to ancillary service and outpatient bills, accommodation rate for inpatient bills, HIPPS rate codes                            |
| 45                  | Mandatory    | Service date                                    | The date in MM/DD/YYYY format the outpatient service was provided   |
| 46                  | Mandatory    | Service units                                   | A quantitative measure of services rendered by revenue category to or for the patient   |
| 47                  | Mandatory    | Total charges                                   | Total charges for the primary payer for both non-covered and covered charges  |
| 48                  | Conditional  | Non-covered charges                             | Noncovered charges for destination payer as it pertains to the related revenue code   |
| 49                  | Blank        | Reserved  |   |
| 50                  | Conditional  | Payer identification                            |   |
| 51                  | Conditional  | Health plan identification number               | The number used by the health plan to identify itself   |
| 52                  | Conditional  | Release of information certification indicator  | Code indicates whether the provider has a signed statement from the patient on file permitting the provider to release data to another organization |
| 53                  | Mandatory    | Assignment of benefits                          | Code indicates provider has a signed form authorizing the third-party payer to remit payment directly to the provider                               |
| 54                  | Conditional  | Prior payments                                  | The amount the provider has received to date by the health plan toward payment of this bill   |

| UB-04 field locator | Field status | Description of field  | Information to be included  |
|---------------------|--------------|---|---|
| 55                  | Conditional  | Estimated amount due  | The amount estimated by the provider to be due from the indicated payer   |
| 56                  | Mandatory    | National provider identifier  | The unique identification number assigned to the provider submitting the bill   |
| 57                  | Blank        | Other billing provider identifier   | A unique identification number assigned to the provider submitting the bill by the health plan  |
| 58                  | Mandatory    | Insured's name  | The name of the individual under whose name the insurance benefit is carried.   |
| 59                  | Mandatory    | Patient's relationship to insured   | Code indicating the relationship of the patient to the identified insured   |
| 60                  | Mandatory    | Insured's unique identifier   | The unique number assigned by the health plan to the insured  |
| 61                  | Conditional  | Insured's group name  | The group or plan name through which the insurance is provided to the insured   |
| 62                  | Conditional  | Insured's group number  | The identification number, control number or code assigned by the carrier to identify the group under which the individual is covered |
| 63                  | Conditional  | Treatment authorization code  | A number or other indicator that designates that the treatment indicated on this bill has been authorized by the payer                |
| 64                  | Conditional  | Document control number   | The control number assigned to the original bill by the health plan as a part of internal control                                     |
| 65                  | Conditional  | Name of insured's employer  | The name of the employer that provides health care coverage for the insured individual in FL 58                                       |
| 66                  | Mandatory    | Diagnosis and procedure code qualifier (ICD-9 and ICD-10 version indicator) | The qualifier that denotes the version of International Classification of Diseases  |

| UB-04 field locator | Field status | Description of field  | Information to be included   |
|---------------------|--------------|---|--|
| 67                  | Mandatory    | Principal diagnosis code and present on admission indicator | The ICD-9CM codes or ICD-10 describing the principal diagnosis. POA reporting y=yes, n=no, u=unknown   |
| 67a-q               | Mandatory    | Other diagnosis code  | The ICD-9CM or ICD-10 diagnosis codes that coexist at the time of admission  |
| 68                  | Blank        | Reserved  |  |
| 69                  | Mandatory    | Admitting diagnosis code                                    | The ICD-9CM or ICD-10 diagnosis code describing the patient's diagnosis at the time of inpatient admission                                   |
| 70a-c               | Mandatory    | Patient's reason for visit                                  | The ICD-9CM or ICD-10 diagnosis codes describing the patient's reason for visit at the time of outpatient registration                       |
| 71                  | Conditional  | Prospective payment system                                  | The PPS code assigned to the claim to identify the DRG based on the grouper  |
| 72a-c               | Conditional  | External cause of injury code                               | The ICD diagnosis codes pertaining to external cause of injuries, poisoning or adverse effect  |
| 73                  | Blank        | Reserved  |  |
| 74                  | Conditional  | Principal procedure code and date                           | The ICD code that identifies the principal procedure performed. Enter the date of that procedure.  |
| 74a-e               | Conditional  | Other procedure codes and dates                             | The ICD codes identifying all significant procedures other than the principal procedure  |
| 75                  | Blank        | Reserved  |  |
| 76                  | Conditional  | Attending provider name and identifiers                     | The attending provider is the individual who has overall responsibility for the patient's medical care and treatment reported in this claim. |

| UB-04 field locator | Field status | Description of field                            | Information to be included   |
|---------------------|--------------|---|--|
| 77                  | Conditional  | Operating physician name and identifiers        | The name and identification number of the individual with the primary responsibility for performing the surgical procedures                                    |
| 78-79               | Conditional  | Other individual provider names and identifiers | The name and ID number of the individual corresponding to the provider type category indicated in this section of the claim                                    |
| 80                  | Conditional  | Remarks field                                   | Area to capture additional information necessary to adjudicate the claim   |
| 81                  | Blank        | Code-code field                                 | To report additional codes related to a form locator or to report externally maintained codes approved by the NUBC for inclusion in the institutional data set |

## Ordering, Referring and Attending Providers – Requirements for HAP CareSource or HAP CareSource MI Health Link Claims

Below are requirements for ordering, referring and attending providers when submitting claims.

- The name and NPI of the ordering, referring or attending provider must be reported on all claims for services rendered as a result of an order or referral when applicable.
- Ordering, referring and attending providers must be enrolled and active in the Michigan Medicaid program on the date the claim is adjudicated.
- Ordering, referring and attending providers must be one of the following provider types:

- |                                  |   |
|----------------------------------|---|
| - <b>Physician</b>               | - <b>Dentist</b>                                      |
| - <b>Physician Assistant</b>     | - <b>Podiatrist</b>                                   |
| - <b>Nurse Practitioner</b>      | - <b>Optometrist</b>                                  |
| - <b>Certified Nurse Midwife</b> | - <b>Chiropractor (limited to spinal x-rays only)</b> |

The following provider types are allowed to be reported as attending providers in addition to the above provider types for Institutional claims by FQHC, RHC, THC providers.

- |  |  |
|--|--|
| - <b>Clinical Psychologist</b>                               |  |
| - <b>Clinical Nurse Specialist</b>                           |  |
| - <b>Licensed Psychologists (Doctoral Level)</b>             | - <b>Clinical Social Workers</b>         |
| - <b>Professional Counselors (Master's Level)</b>            | - <b>Marriage and Family Therapists</b>  |
| - <b>Limited License Psychologist (Master's or Doctoral)</b> | - <b>Social Workers (Master's Level)</b> |

You can find order and referral requirements for specific services in the Michigan Medicaid Provider Manual. Visit [michigan.gov/mdhhs](https://michigan.gov/mdhhs), *Assistance Programs; Medicaid; Providers; Policy, Letters & Forms; Medicaid Provider Manual*.

Examples of services that require an order or referral include, but are not limited to:

- Ambulance nonemergency transports
- Ancillary services for beneficiaries residing in nursing facilities (i.e., chiropractic, dental, podiatry, vision)
- Childbirth/parenting and diabetes self-management education
- Consultations
- Diagnostic radiology services, unless rendered by the ordering physician
- Durable medical equipment, prosthetics, orthotics and supplies (DMEPOS)
- Hearing and hearing aid dealer services
- Home health services
- Hospice services
- Laboratory services
- Certain mental health and substance abuse children's waiver services
- Certain Maternal Infant Health Program (MIHP) services
- Pharmacy services
- Private duty nursing services
- Certain School based services
- Therapy services [occupational therapy (OT), physical therapy (PT) and speech]
- Certain vision supplies

We're confident following these guidelines can help reduce claim errors.

## NDC Reporting Requirement for Physician Administered Drugs

Providers and hospitals are required to report the National Drug Code (NDC) when billing for a physician administered drug on electronic and paper claim formats. This requirement is for HAP CareSource or HAP CareSource MI Health Link claims.

Billing guidelines can be found in the Michigan Department of Health and Human Services Medicaid Provider Manual. You can find the manual [here](#). Please refer to the following sections:

- Billing & Reimbursement for Institutional Providers: Section 7.19 – Injections
- Billing & Reimbursement for Professionals: Section 6.4 – Ancillary Medical Services

## Nine-Digit Zip Code Reminder

In 2012, health care providers covered by the Health Insurance Portability and Accountability Act (HIPAA) who submit transactions electronically were required to use version 5010 standards for claims and other specific electronic transactions.

In addition, 5010 requires providers to report a nine-digit zip code as part of their practice’s street address and when they report a service facility address.

Claims submitted without a nine-digit zip code will reject during preprocessing.

## NPIs on CMS 1500 Claim Submission

There are two types of NPIs—individual or organization. **When submitting claims electronically**, the NPIs must match the entity type being submitted within any of the loops that have individual or organizational NPIs. For example:

- Entity type = 1: Must be used when submitting an individual NPI
- Entity type = 2: Must be used when submitting an organizational NPI

Claims submitted with the incorrect entity type and NPI combination in any loop will be rejected with the following message:

- NPI and entity type qualifier combination does not align in NPPES or is not active in NPPES.

Below are instructions for the information to submit in Form Locator 32 and 33.

| Form Locator | Billing Instructions  |
|--------------|---|
| 32           | <ul style="list-style-type: none"> <li>• If the “Service Facility Location” is a component or subpart of the Billing Provider and they have their own NPI that is reported on the claim, then the subpart is reported as the Billing Provider and “Service Facility Location” is not used.</li> <li>• When reporting an NPI in the “Service Facility Location,” the entity must be an external organization to the Billing Provider.</li> </ul>     |
| 33           | <p>Use the “billing” NPI that you would expect to receive payment under. For example:</p> <ul style="list-style-type: none"> <li>• If you’re an individual provider and want to be paid under the individual NPI, then report the individual NPI in box 33a of the CMS-1500 claim form.</li> <li>• If you’re a physician group and want to be paid under the group NPI, then report the group NPI in box 33a of the CMS-1500 claim form.</li> </ul> |

For more information, refer to the **National Uniform Claim Committee 1500 Health Insurance Claim Form Reference Instruction Manual** at [nucc.org](http://nucc.org). Providers submitting claims electronically can refer to the **837 Implementation Guide** for instructions.

## Taxonomy Codes Required on Professional Claims

Taxonomy codes are required when submitting professional claims for all HAP CareSource lines of business. This is consistent with National Uniform Billing Guidelines and is critical for accurate and timely claims processing. Taxonomy codes should be submitted as follows:

- **On a CMS-1500 claim form**

- |           |   |
|-----------|---|
| Rendering | <ul style="list-style-type: none"> <li>• Box 24i should contain the qualifier ZZ</li> <li>• Box 24j should contain the taxonomy code</li> </ul>   |
| Billing   | <ul style="list-style-type: none"> <li>• Box 33b should contain the qualifier along with the taxonomy code</li> </ul>   |
| Referring | <ul style="list-style-type: none"> <li>• If a referring provider is indicated in box 17 on the claim, then Box 17a should contain the qualifier of ZZ along with the taxonomy code in the next column.</li> </ul> |

- **Electronic submission**

Follow the 5010 Implementation Guide for submitting a PRV segment at the billing or rendering level. Please see details below.

- |           |  |
|-----------|--|
| Billing   | PRV01 = BI<br>PRV02 = PXC<br>PRV03 = taxonomy code |
| Rendering | PRV01 = PE<br>PRV02 = PXC<br>PRV03 = taxonomy code |

Claims may deny if the taxonomy is missing or incorrect.

## Specific Claim Coding Requirements

### Coordination of Benefits (COB)

- Medicaid is the payer of last resort.
- Providers must report all other insurance or liability coverage using all other payment resources before submitting a claim to HAP CareSource or HAP CareSource MI Health Link.
- An explanation of payment or explanation of benefits from the primary carrier must accompany the claim to coordinate benefits.
- Professional, facility and ancillary services not covered by the primary insurance carrier and billed to HAP CareSource and HAP CareSource MI Health Link must comply with our authorization requirements to be reimbursed. See Referrals and Authorizations section in this manual.
- It's highly recommended to submit COB claims electronically and indicate the primary insurance detail payments lines in loop 2400. COB claims may be submitted on paper with other insurance explanation of payment attached.
- We follow Medicare Secondary Payer Provisions for Medicare and Medicaid dual-eligible HAP CareSource MI Health Link members. For more information, visit [cms.gov](https://www.cms.gov) and search for *Medicare Secondary Payer (MSP) Manual*.

## Durable Medical Equipment, Prosthetics and Orthotics

When billing for equipment and supplies, be sure to follow these guidelines:

- *From* and *To* dates are required on the claim
- Always include the appropriate modifier on all DMEPOS claims when applicable

## Evaluation & Management (E&M) Billing Guidelines

We follow CMS payment guidelines. HAP CareSource or HAP CareSource MI Health Link will not pay for E&M services that require a face-to-face encounter and the patient is not seen.

For more information, visit [cms.gov](https://www.cms.gov). Click on *Regulations & Guidance*, and under *Guidance*, click on *Manuals*. Under *Manuals*, click on *Internet-Only Manuals (IOMs)*, *Medicare Claims Processing Manual*. Select *Chapter 12 - Physicians/Non-physician Practitioners* and go to *Section 30.6.7, 6.9 Payments for Office, Other Outpatient and Inpatient Hospital Visits*.

### Two E & M Services on Same Date of Service

We will pay two E & M office visits billed by a physician, or physician of the same specialty from the same group practice, for the same beneficiary on the same day when it is documented that the visits were for unrelated problems in the office, off-campus outpatient hospital or on-campus outpatient when the E & M procedures are billed for unrelated problems and could not have been provided during the same encounter.

In a hospital inpatient setting, only one E & M is allowed per day, per physician or covering physicians in the same group or specialty. If physicians with different specialties are responsible for different aspects of the patient's care, both visits may be billed with different diagnoses. We follow CMS payment guidelines.

For more information, visit [cms.gov](https://www.cms.gov). Click on *Regulations & Guidance*, and under *Guidance*, click on *Manuals*. Under *Manuals* click on *Internet-Only Manuals (IOMs)*, *Medicare Claims Processing Manual*. Select *Chapter 12 - Physicians/Non-physician Practitioners* and go to *Section 30.6.7, 6.9 Payments for Office, Other Outpatient and Inpatient Hospital Visits*.

## Emergency Services

- Medical emergency is defined as services necessary to treat an emergency medical condition.
- Emergency medical condition means a medical condition manifesting itself by acute symptoms of sufficient severity, including severe pain, that a prudent layperson, with an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in:
  - Serious jeopardy to the health of the individual or in the case of a pregnant woman, the health of the woman or her unborn child
  - Serious impairment to bodily functions or serious dysfunction of any bodily organ or part
- Pursuant to our agreement with the MDHHS, HAP CareSource or HAP CareSource MI Health Link provide coverage for emergency services and medical screening exams consistent with the Emergency Medical Treatment and Active Labor Act (42 USCS 1395 dd (a)).
- HAP CareSource and HAP CareSource MI Health Link members may receive emergency screening and stabilization services without prior authorization.

## Federally Qualified Health Centers, Rural Health Clinics and Tribal Health Centers

- For services performed on or after Aug. 1, 2017, FQHC, RHC and TCH can submit claims by one of the methods below.
  - Electronic: Use the ASC X12N 837 5010 institutional format.
  - Paper: Use the National Uniform Billing Code claim form.
- Claims submitted after the date above using the professional claim formats CMS-1500 or 837P will be denied. For more information refer to the Medicaid Policy Bulletin: MSA 17-10 and MSA 17-24. You can find these bulletins when you visit [Michigan.gov/mdhhs](https://www.michigan.gov/mdhhs) and select: *Doing business with MDHHS; Information for Medicaid Providers; Providers; Policy, Letters & Forms*.

## Long-Term Support Services

- Long-term supports and services include:
  - Nursing facility services
  - State plan personal care services
  - Supplemental services for individuals who live in the community and do not meet nursing facility level of care determination
  - HAP CareSource MI Health Link home and community-based services and waiver services for individuals who live in the community and meet nursing facility level of care determined by the LOCD
- These services require authorization.
- Claims can be submitted via:
  - **Electronically:** Use ASCX12N 5010 837 I (institution)  
Use ASCX12N 5010 837 P (professional)
  - **Paper:** CMS-1500 claim form or UB-04 claim form based on the service type

## Per Diem Services

Service codes that are per diem CPT/HCPCS codes must be reported per day. Date spans are not accepted for per diem CPT/HCPCS codes.

## Modifier N1, N2, N3 for Home Oxygen Use

Following CMS guidelines, HAP requires providers to use modifiers N1, N2, N3 (based on sat % group) in place of the KX modifier for home oxygen use.

## Modifier GA- Pre-service notice of non-coverage was provided by the plan for HAP CareSource MI Health Link only

- Use Modifier GA when:
  - The plan made an organization determination and gave the member an Integrated Denial Notice before the enrollee received the non-covered services.
  - The member refused your offer of obtaining a pre-service determination and wanted to proceed with the service.
  - The member wanted to proceed with the service and doesn't want to appeal a denial of coverage notice from HAP CareSource MI Health Link.

- If you bill for a non-covered service using modifier GA and a plan provider has not referred the enrollee, the claim will go to patient liability, and you may bill the member.
- If you bill for a non-covered service without using the GA modifier, HAP CareSource MI Health Link will deny your claim. It will go to provider liability.

### Urgent Care Services

- Bill appropriate level E & M codes for urgent care services. Also include the appropriate codes for all other services provided on the same day.
- Providers will be reimbursed at the Medicaid fee schedule. You can find fee schedules when you visit [Michigan.gov/mdhhs](https://www.michigan.gov/mdhhs). Click on *Assistance Programs*, then *Medicaid*, then *Providers*, then *Billing and Reimbursement*, then *Provider Specific Information*.
- For authorization information, log in to the [HAP CareSource Provider Portal](#).

## Michigan Department of Health and Human Services Newborn Recoveries

To avoid upfront EDI rejections from HAP CareSource for timely filing limit, newborn recovery claims with a date of service greater than one year must be:

- Billed within 60 days of MDHHS remittance advice date
- Submitted via paper with supporting remittance advice to:

HAP CareSource  
P.O. Box 1186  
Dayton, OH 45401-1186

## Telemedicine Services

HAP CareSource and HAP CareSource MI Health Link follow telemedicine billing guidance from the Michigan Department of Health and Human Services (MDHHS). All telemedicine services, as allowed on the Michigan Medicaid telemedicine database and submitted on professional claim format (CMS-1500 form or 837P equivalent), require both:

- Place of service that would be reported as if the beneficiary were in-person for the visit
- The appropriate telemedicine modifier

Services submitted on an institutional claim format (UB-04 form or 837I equivalent) require:

- The appropriate National Uniformed Billing Committee (NUBC) revenue code, appropriate CPT/HCPCS code and Modifier 95 or Modifier 93, must be used

Telemedicine claims without these indicators may be denied.

For more information, please refer to the MDHHS policy bulletins MMP 23-10 and MMP 24-06 which can be found [here](#).

## Therapy Services

Therapy services furnished to Medicaid beneficiaries must be billed with the appropriate therapy modifier used to identify physical, occupational, or speech language therapy services. Services should also be reported with the appropriate modifier that represents the nature of the therapy performed. Modifier 96 should be used when habilitative services are rendered. Therapy services submitted without these modifiers may be denied.

## Billing Members

Providers who accept a patient as a Medicaid beneficiary with HAP CareSource or HAP CareSource MI Health Link, the beneficiary cannot be billed for:

- Medicaid-covered services, providers must inform the beneficiary before the service is provided if HAP CareSource or HAP CareSource MI Health Link do not cover the service.
- Medicaid-covered services for which the provider has been denied payment because of improper billing, failure to obtain prior authorization, or the claim is over one year old and has never been billed to HAP CareSource or HAP CareSource MI Health Link.

## Balance Billing

- Providers may not balance bill HAP CareSource or HAP CareSource MI Health Link members for unauthorized services if the enrollee had no prior knowledge of liability for the service.
- Cost-sharing does not apply to dual-eligible members in HAP CareSource MI Health Link or HAP CareSource dual eligible. For more information, visit [cms.gov](https://www.cms.gov). Select *Outreach & Education > Find your Provider Type > Health & Drug Plans > Medical Learning Network\* Provider Compliance*.

### Balance Billing by Provider Type – HAP CareSource MI Health Link Only

The table below is from the Medicare Managed Care Manual – Chapter 4 – Benefits and Beneficiary Protections, Section 170.2 (Medicaid).

| Type of Provider  | Balance Billing Rules  |
|---|--|
| Plan contracted and non-contracted providers that are original Medicare participating providers | Balance billing not allowed.   |
| Non-contracted, non-Medicare participating providers  | Bill HAP CareSource MI Health Link the difference between the enrollee's copayment or coinsurance and the original Medicare limiting charge, which is the maximum amount original Medicare requires a Medicare Advantage Organization to reimburse a provider. |
| Non-contracted, non-Medicare participating DME suppliers  | Bill HAP CareSource MI Health Link the difference between the enrollee's cost-sharing (copayment or coinsurance) and your charges.   |

## Claim Disputes

HAP CareSource and HAP CareSource MI Health Link allow contracted and non-contracted providers to submit claim disputes on payment decisions made by HAP CareSource or HAP CareSource MI Health Link.

HAP CareSource and HAP CareSource MI Health Link will resolve all disputes within 30 calendar days. There is one level of internal claim disputes. Any further disputes by contracted providers must follow the Binding Arbitration Process or Rapid Dispute Resolution. All non-contracted providers who wish to pursue the denial further must go through the Rapid Dispute Resolution with the State of Michigan.

All claim disputes must be submitted within 60 days of receipt of the date of payment or the date of the original claim rejection from HAP CareSource or HAP CareSource MI Health Link. All disputes must include a cover letter indicating basis for dispute and the additional documentation supporting the dispute. Resubmission of a denied claim alone does not constitute a dispute.

Providers can dispute claims by following the processes outlined below. All disputes must be submitted in writing to:

HAP CareSource  
Attn: Grievance & Appeals  
P.O. Box 1025  
Dayton, OH 45401-1025

[HAP CareSource Provider Portal](#)

Claims disputes must include the following claim information:

- A cover letter documenting reason for dispute
- Member details
- Date of service
- Claim number
- Additional documentation supporting the dispute
- Reference to the previously processed claim

There is one level of internal claim dispute within the Plan.

HAP CareSource and HAP CareSource MI Health Link will respond to dispute requests within 30 days of receipt.

| Dispute        | Process   |
|----------------|---|
| <b>Level 1</b> | Submit dispute within 60 days of original claim denial.*<br><br>HAP CareSource MI Health Link reviews the disputes and approves or upholds denial. If denial is upheld, HAP CareSource MI Health Link will send a letter to the provider advising which additional rights they have should they disagree with our decision. |
| <b>Level 2</b> | Submit dispute within 60 days of claim dispute.   |

| Dispute   | Process   |
|---|---|
| <b>Account Receivable Reconciliation Group (ARRG)</b> | For non-contracted hospital providers that have signed the Hospital Access Agreement, disputes will be referred to the AARG. The AARG is comprised of HAP CareSource MI Health Link stakeholders that meet no less than every 90 days to reconcile outstanding bills and payments.<br><br>All appeal decisions will be finalized at the AARG.   |
| <b>Decision</b>                                       | If the original decision is overturned and the service is approved, the claim will be reprocessed for payment. A letter will be sent to the provider notifying them of the Approval and that payment will be forthcoming within 2-3 weeks.  |
| <b>Unresolved</b>                                     | Where a disputed claim, or group of similar claims, remains, the hospital, provider or HAP CareSource MI Health Link may submit a request to (MDHHS) Michigan Department of Health and Human Services for Rapid Dispute Resolution (RDRP).  |
| <b>Arbitration/Rapid Dispute Resolution</b>           | <ul style="list-style-type: none"> <li>The Rapid Dispute Resolution process can be found in the Medicaid Provider Manual and should be followed for non-contracted hospital providers that have signed the Hospital Access Agreement.</li> <li>Non-contracted hospital providers that have not signed the Hospital Access Agreement and non-hospital providers do not have access to the Rapid Dispute Resolution process.</li> <li>The Binding Arbitration process can be requested by non-hospital providers or hospital providers that have not signed the Hospital Access Agreement after they have exhausted our internal provider dispute process.</li> </ul> |

\*Appeals received after 60 days will be returned with a letter indicating untimely filing and no action will be taken.

## Denials – When to Submit a Corrected Claim vs. a Dispute

### Corrected claim submission

If we deny a service for missing or incorrect information, and you agree with our decision and want to submit a corrected claim, then:

- Follow our process for Claim Corrections in this manual.

### Important!

Providers have one year from the date of service to submit a corrected claim.

Denials include, but are not limited to:

- Incorrect date of service
- Incorrect diagnosis or ICD-10 Manual guidelines not followed
- Missing NDC
- Inaccurate CPT/HCPCS/REV code

- Missing modifiers or incorrect modifiers (with the exception of the modifiers listed below), such as anatomical, DME, therapies,
- Over billed units

## Disputes

If you disagree with the denial and submitting a corrected claim will not resolve the issue, then:

- Submit an appeal letter and medical records within 60 days of the original denial date
- Do **not** keep submitting corrected claims to resolve a denial issue
- The denial must be resolved on the original claim.

You can find the appeals process in this manual.

Denials include, but are not limited to:

- Mutually exclusive procedures
- Units billed appropriately
- Exceeds clinical guidelines
- Included in the global surgical package
- Modifier missing – see list of modifiers below

## Missing Modifiers Requiring Appeal and Corrected Claim

If we deny a service for an unsupported modifier or you determine modifiers 24, 25, 27, 57, 59, 76, 91, XE, XS, XP, or XU should have been billed, then:

- Submit an appeal with medical records and a hard copy corrected claim.
- Do not just add a modifier on the claim that would bypass the edit/denial. This may cause the service to be denied again.

## Important!

- Modifiers XE, XS, XP, and XU give greater reporting specificity in situations where you used modifier 59 previously. Use these modifiers instead of modifier 59 whenever possible.
- Only use modifier 59 if no other, more specific, modifier is appropriate.
- All modifiers must be supported in the medical records.

## Claim Corrections

To ensure proper payment, please follow the process below.

| For                      | Instructions  |
|--------------------------|---|
| <b>Paper claims</b>      | <ul style="list-style-type: none"> <li>Institutional claims enter 7 for replacement or 8 for cancel in box 4 – Type of Bill on the UB-04 with the HAP CareSource claim number to replace in field 64 Document Control Number</li> <li>Professional claims enter 7 for replacement or 8 for cancel in box 22 on the CMS-1500 with the HAP CareSource claim number to replace in Original Ref No field</li> </ul> |
| <b>Electronic claims</b> | <ul style="list-style-type: none"> <li>Loop 2300 Segment CLM composite element CLM05-3 should be 7 or 8</li> <li>Loop 2300 Segment REF element REF01 should be F8 indicating the following number in REF02 is the HAP CareSource claim number to replace</li> </ul>   |

**Important!** Be sure to include the original HAP CareSource claim number and bill frequency code (7 for replacement; 8 for cancel) per billing standards.

## Replacement (xx7)

Replacement billing should be used when there are data changes to an originally submitted claim which would result in additional payment or corrections to the claim. The replacement claim identifier should be used for any claim that is not the original submission. Claims submitted without the replacement claim identifier may result in the claim being denied as a duplicate to the original claim. When a replacement claim is submitted correctly, we will:

- Adjust the original claim submission
- Process the new replacement claim

### Example

| Original claim     |       |                       |  |
|--------------------|-------|-----------------------|--|
| Line and procedure | Units | Outcome               |  |
| 1. K0003RR         | 1     | Paid                  |  |
| 1. K0195           | 1     | Denied needs modifier |  |

| Line and procedure | Units | Outcome          |  |
|--------------------|-------|------------------|--|
| 1. K0195RR         | 1     | Denied duplicate |  |

| Line and procedure | Units | Outcome |  |
|--------------------|-------|---------|--|
| 1. K0003RR         | 1     | Paid    |  |
| 1. K0195RR         | 1     | Paid    |  |

|  |   |
|--|---|
| <p><b>Incorrect resubmission</b></p> <p>Resubmitted claim with just the denied line and no replacement claim indicator. Claim will deny as a duplicate</p> | <p><b>Correct resubmission</b></p> <p>Resubmitted claim with replacement claim indicator. Original claim will be adjusted, and processing consideration will be applied replacement claim</p> |
|--|---|

### Important

For reconsiderations on a claim outcome with no update or change in data, you can:

- Contact HAP CareSource Provider Services at **1-833-230-2102**
- Call HAP CareSource MI Health Link Provider Services at **1-833-230-2159**
- Follow the online Claims Adjustment Process

## Cancel (xx8)

Cancel bill types reflect the elimination of a previously submitted claim in its entirety for a specific provider, patient, payer, insured and "Statement Covers Period."

HAP CareSource and HAP CareSource MI Health Link will use the cancelled claim as the indicator to adjust the original claim in full. This indicates the claim should not have been submitted.

## Post-Payment Review

HAP CareSource and HAP CareSource MI Health Link reserve the right to review claims and encounters to determine:

- |                                    |   |
|------------------------------------|---|
| - <b>Appropriate billing code</b>  | - <b>Duplication of service</b>           |
| - <b>Benefit level for service</b> | - <b>Eligibility of member</b>            |
| - <b>Completeness of claim</b>     | - <b>Prior authorization as indicated</b> |

When the services rendered appear to exceed the customary level of care, HAP CareSource or HAP CareSource MI Health Link may require medical records, reports, treatment records, or discharge summaries as appropriate.

## Quarterly Claim Audits

Quarterly, HAP CareSource and HAP CareSource MI Health Link's Payment Integrity department conducts claim audits per state requirements. These audits are a random selection of 100 claims paid within the previous quarter to ensure:

- The services billed are supported in the medical records
- The medical records follow the requirements in the medical record maintenance policy within this manual

### Process to obtain medical records

Two attempts are made to obtain medical records to support claim denials. We send letters to providers, each with a 30-day due date. If records are not returned by the deadline from the second letter, the entire claim will be denied due to no response to medical records request. No further action will be taken.

### Process for medical records that do not support services

If the medical records submitted do not support the services billed or follow HAP CareSource or HAP CareSource MI Health Link billing guidelines, we will send a letter to the provider with our findings. Providers have 30 days from the date of the letter to submit an appeal. If an appeal is not received, we will take the payment back for the unsupported services. No further action will be taken.

These services cannot be billed to the patients.

## Coding Validation Process

HAP CareSource and HAP CareSource MI Health Link have a code validation process to ensure specific modifiers have been used correctly. As you know, claims should always be coded to the level of specificity for the services rendered. Diagnosis codes and modifiers should be appropriately appended so they follow the national guidelines. Reported services should be supported in the patient's medical record.

Below is an overview of our process.

### Modifiers

We will review the following modifiers:

| Modifier  | Definition   |
|-----------|--|
| <b>22</b> | Increased Procedural Services. Documentation must support the substantial additional work and the reason for the additional work (i.e., increased intensity, time, technical difficulty of procedure, severity of patient's condition, physical and mental effort required). Note: This modifier should be appended to an evaluation and management (E/M) service. |
| <b>25</b> | Indicates a significant, separately identifiable E/M service was performed by the same physician or other qualified healthcare professional on the same day of a procedure or other services.  |
| <b>59</b> | Distinct procedural service. Used to identify procedures/services, other than E/M services, that are not normally reported together, but are appropriate under the circumstances.  |
| <b>XE</b> | Separate Encounter, a service that is distinct because it occurred during a separate encounter. Only use XE to describe separate encounters on the same date of service.   |
| <b>XS</b> | Separate Structure, a service that is distinct because it was performed on a separate organ/structure.   |
| <b>XP</b> | Separate Practitioner, a service that is distinct because it was performed by a different practitioner.  |
| <b>XU</b> | Unusual Non-Overlapping Service, the use of a service that is distinct because it does not overlap usual components of the main service  |

### Resources

Here are national resources for more detailed information on these modifiers.

- [American Medical Association Coding with Modifiers, 6th edition](#)
- [Current Procedural Terminology Manual](#)
- The Center for Medicare and Medicaid Services [National Correct Coding Initiative](#)
- [CMS Claims Processing Manual](#)

### Prepayment review

Claims submitted with the above modifiers on or after September 5, 2022, will pend for a prepayment review. Registered nurses with coding credentials will use nationally sourced guidelines to review information on the claim and the patient's claim history.

## Review outcome

After the review is completed, claims will either process for payment or deny. Providers can appeal a denial decision. Please refer to Claims Disputes in this manual. A nurse will review medical records and supporting documentation to determine if the denial was appropriate or if it should be overturned and processed for payment.

We are confident this process will improve the accuracy of claims processing.

## Enhanced Clinical Editing Processes

We continuously work to enhance our claims payment accuracy solutions. This involves a regular review of standard billing practices and claims payment accuracy guidelines that will be updated in this manual periodically.

Edits in this section apply to all HAP CareSource lines of business. **Note:** For HAP CareSource or HAP CareSource MI Health Link claims, if an edit doesn't follow the MDHHS guidelines, then the MDHHS guidelines supersede the edit in the table below.

We have guidelines to promote correct coding that are national in scope, simple to understand and come from the following sources:

- The CMS medical coding guidelines
- AMA CPT coding guidelines
- Local and regional Medicare guidelines
- MDHHS guidelines for HAP CareSource claims

The table below is a sample of our enhanced guidelines for outpatient facility and professional claims. This is not an all-inclusive list. It will be updated from time to time.

| Topic        | Description and Guidelines   |
|--------------|--|
| Add-On Codes | <ul style="list-style-type: none"> <li>• Certain procedure codes are commonly performed and billed in addition to the primary procedure.</li> <li>• They should never be reported as a standalone service.</li> <li>• These codes are identified in the AMA CPT manual with a plus (+) symbol.</li> <li>• They're also listed in Appendix D of the CPT Manual.</li> <li>• Add-on codes in the HCPCS Level II Manual and the ADA Dental Services Manual are identified with "list separately in addition to code for primary procedure" or "each additional" language within the code description.</li> <li>• If an Add-on code is submitted and the primary procedure has not been identified on the same or different claim, HAP CareSource will deny the Add-on code as an inappropriately coded procedure.</li> </ul> |

| Topic                                  | Description and Guidelines  |
|--|---|
| <b>Ambulatory Surgery Center Edits</b> | <ul style="list-style-type: none"> <li>The following services will be denied if billed without an approved ASC surgical procedure for claims submitted with place of service 24: <ul style="list-style-type: none"> <li>Radiology</li> <li>Drugs and biologicals</li> <li>Devices</li> <li>Brachytherapy source</li> </ul> </li> </ul>  |
| <b>Ambulance Edits</b>                 | <ul style="list-style-type: none"> <li>If a provider does not submit an origin modifier combined with a destination modifier for ambulance services will be denied.</li> <li>Ambulance claims submitted with non-covered origin and destination modifiers will be denied.</li> <li>ALS emergency services will be denied when billed without a diagnosis that supports ALS emergency services</li> <li>ALS or BLS non-emergency services will be denied when billed without a diagnosis that supports ALS/BLS non-emergency services.</li> </ul>  |
| <b>Anesthesia Edits</b>                | <p>When more than one anesthesia CPT code (00100 – 01999) can be used for a surgery, then the lower based unit anesthesia code should be billed. If not, the service will be denied to be rebilled correctly.</p>   |
| <b>Assistant Surgeon Edits</b>         | <ul style="list-style-type: none"> <li>Reimbursement for an assistant surgeon will be denied when billed by the primary surgeon</li> <li>Only one assistant surgeon will be allowed for a surgical procedure</li> </ul>   |
| <b>Bundled Services</b>                | <ul style="list-style-type: none"> <li>There are several services or supplies CMS bundles into the payment for other related services. These services are grouped into three categories: <ol style="list-style-type: none"> <li>Not separately payable when billed on the same day as other payable services (Status Indicator P)</li> <li>Not payable under any circumstances (Status Indicator B)</li> <li>Injection services (Status Indicator T)</li> </ol> </li> </ul>   |
| <b>Correct Coding Edits</b>            | <ul style="list-style-type: none"> <li>When multiple CPT/HCPCS codes are billed together without modifiers to denote different sides, but there is a single code that describes the same procedure/services under one code, the service will be denied and to be rebilled under the correct code.</li> <li>Nuclear medicine procedure will be denied when billed without a radiopharmaceutical imaging agent on both outpatient and professional claims.</li> <li>Certain procedures will be limited to one unit per day regardless of appended modifier.</li> <li>99441-99443 (Telephone E/M services), G2010 (Remote evaluation of recorded video and/or image), G2012, or G2252 (Brief check in by MD/QHP) will be denied when an E/M service has been billed on the same day, previous seven days, or following day with the same primary diagnosis.</li> </ul> |

| Topic   | Description and Guidelines   |
|---|--|
| <b>Detailed Fetal Anatomical Ultrasound with Evaluation</b> | According to HAP CareSource policy, which is based on the Society of Maternal Fetal Medicine, a detailed fetal anatomic exam (76811 or 76812) is not intended to be the routine ultrasound performed for all pregnancies.  |
| <b>Device and Supply</b>                                    | <p>CMS has established a policy regarding the billing of implant devices and implant procedure codes. This policy identifies certain implant procedures that require an implant device to be billed along with the implant procedure, or vice versa. When one is billed without the other and they are required to be billed together, the billed service will be denied.</p> <p>Example: 92982 (PTCA) will be denied if billed without C1725 (Catheter, transluminal, angioplasty, non-laser) or C1885 (Catheter, transluminal, angioplasty, laser).</p>  |
| <b>Diagnosis-Age Rules</b>                                  | <ul style="list-style-type: none"> <li>• Certain diagnosis codes are identified as being specific to certain age groups.</li> <li>• All services on a claim billed with one of these codes will deny if: <ul style="list-style-type: none"> <li>- It's the only diagnosis on the claim.</li> <li>- It doesn't match the age of the patient on the claim for the date of service.</li> </ul> </li> <li>• This policy looks at all diagnoses on a claim.</li> </ul>  |
| <b>Diagnosis Criteria</b>                                   | CMS has determined that for certain services, for that procedure to be covered, it must be billed with a diagnosis to indicate the criteria for the service has been met. If the service is billed without one of the requisites diagnoses, the service will be denied. Example: CMS requires a diagnosis of morbid obesity for bariatric surgery procedures. If not billed on claim, then the service will be denied.   |
| <b>Diagnosis Edits</b>                                      | Ultrasound, abdominal aorta, screening study for abdominal aortic aneurysm [AAA] (CPT 76706) will be denied when the appropriate diagnosis based the patient age and gender is not billed per CMS guidelines.  |
| <b>Diagnosis Requirement</b>                                | <p>Effective Oct. 1, 2021, end stage renal disease (ESRD) facilities must submit a principal diagnosis of end stage renal disease (ICD-10 code N18.6) for claims submitted with bill type 0720-072Z (clinic-hospital based or independent renal dialysis center) and a condition code of 84 (dialysis for acute kidney injury).</p> <p>Dialysis for acute kidney injury (AKI) is excluded from this policy.</p>  |
| <b>Drug and Biological Edits</b>                            | <ul style="list-style-type: none"> <li>• When a drug is FDA approved, there are criteria required to be met for that drug to be prescribed. Below are some of the edits and HCPCS codes that these edits may be applied to: <ul style="list-style-type: none"> <li>- J0256, J0257, J9042, J9145, J9176, J9228, J1950, J3380, J1300, J0881, J0882, J0885, J2505, J9035, J9305, J9308, J1745, J9217, J9271, J9306, J9312, J9311, J9315, J9355, J2357, J0178, J2778, J7318, J7320, J7321, J7322, J7323, J7324, J7325, J7326, J7327, J7328, J7329, J2353, J9041, J9044, J1300, J9299</li> <li>- A9513, Q5108, Q5111, Q0138, Q0139, C9257, Q5103, Q5104, Q5109</li> </ul> </li> </ul> |

| Topic  | Description and Guidelines  |
|--|---|
| <b>Drug and Biological Edits</b><br><i>(Continued)</i> | <ul style="list-style-type: none"> <li>When an FDA approved indication or an approved off-labeled indication is not present on the claim will be denied. Indications are, but not limited to: <ul style="list-style-type: none"> <li>Diagnosis that the drug is to be used for</li> <li>Dosage and Max Dosage Over Time</li> <li>Frequency</li> <li>Route of Administration</li> <li>Lab Requirements</li> <li>Age Restrictions</li> </ul> </li> <li>Examples of Indications edits: <ul style="list-style-type: none"> <li>J2505, Q5108, or Q5111 will be denied when billed by any provider less than 10 days prior to the administration of a cytotoxic chemotherapy drug.</li> <li>J1950 will be denied when billed and the patient is greater than 11 years of age, and the patient's gender is female, and the diagnosis on the claim is central precocious puberty.</li> <li>Limit J1950 to 24 combined units every 48 weeks and the diagnosis on the claim is prostate cancer.</li> </ul> </li> <li>Chemotherapy drug administration code (96401-96450, 96542-96549, G0498, Q0083-Q0085) will be denied when billed with a drug that is administered using non-chemotherapy administration codes and a drug that is administered using chemotherapy codes has not been billed for the same date of service by any provider.</li> <li>Intravenous push chemotherapy administration (96409, 96411) will be denied when billed with specific drugs codes and no other drug administered by chemotherapy administration has been billed for the same date of service by any provider.</li> <li>Limit 96415 to one unit when billed with specific drug codes and no other chemotherapy drug administered by IV infusion for greater than one hour has been billed for the same date of service by any provider.</li> <li>Drug administration services other than for subcutaneous technique (96365-96371, 96373-96379, 96402-96450, 96542, 96549, or G0498) when billed with specifics codes and no other drug has been billed for the same date of service by any provider.</li> <li>Any code other than a drug code when billed with modifier JW (drug amount discarded/not administered to any patient) will be denied.</li> <li>A drug when billed with modifier JW (drug amount discarded/not administered to any patient) and another claim line does not exist for the same drug on the same date of service will be denied.</li> <li>Duplicate drug codes when the same code with the same units has been billed on a different claim by any provider for the same date of service will be denied.</li> </ul> |

| Topic   | Description and Guidelines  |
|---|---|
| <b>Drugs</b>  | <p>Effective Nov. 1, 2022, for Q5112, Q5113, Q5114, Q5116, or Q5117:</p> <ul style="list-style-type: none"> <li>Deny when billed with units representing a multiple of an entire vial (42, 84, or 126 units) and another claim line for the same drug does not exist on the same claim for the same date of service.</li> </ul>   |
| <b>Duplicates</b>                                   | <ul style="list-style-type: none"> <li>Any claim submitted by a physician or provider for the same service provided to a single patient on a specified date of service that was included on a previously submitted claim.</li> <li>When new claims and claim lines are received, they are compared against other claims and claim lines in both history and in the same new claim batch.</li> <li>Claims for multi-specialty groups operating under the same tax ID and specialty are processed in a slightly different manner. <ul style="list-style-type: none"> <li>Additional specific criteria, such as specialty, are used to make the determination to ensure providers within the tax ID do not edit against each other when treating the same member on the same date of service.</li> </ul> </li> </ul> |
| <b>Durable Medical Equipment and Supplies Edits</b> | <ul style="list-style-type: none"> <li>Indwelling catheters (A4311-A4313, A4314-A4316, A4338-A4346) will be limited to three units when billed separately or in any combination every three months.</li> <li>E0935 (CPM device) is limited to one unit per day when billed by any provider within three weeks of the original arthroplasty.</li> <li>According to national CMS policy, certain items are not payable because they are considered not primarily medical in nature; not medical equipment; a non-reusable supply; or a convenience item. These items will be denied as non-covered items when billed. Any non-covered durable medical equipment.</li> </ul>   |
| <b>Evaluation and Management Services</b>           | <ul style="list-style-type: none"> <li>The AMA defines a new patient as "one who has not received any professional services from the physician or another physician of the same specialty who belongs to the same group practice within the past three years." Otherwise, the patient is considered an established patient.</li> <li>Only one E/M code should be billed for a single date of service by the same provider group and specialty regardless of place of service.</li> <li>When E/M services are billed on the same date as other therapeutic or diagnostic services, they shouldn't be billed unless they're separate and distinct services.</li> <li>Annual exams or screening services should be billed as new or established patient preventive medicine visits, not as consultations.</li> </ul> |

| Topic   | Description and Guidelines   |
|---|--|
| <b>Evaluation and Management Services</b><br><i>(Continued)</i> | <ul style="list-style-type: none"> <li>Preventive medicine visits may include, but are not limited to, the following: <ul style="list-style-type: none"> <li>Gynecologic screening services</li> <li>Screening Pap Smear (Q0091)</li> <li>Cervical or vaginal cancer screening; pelvic and clinical breast examination (G0101)</li> <li>Prostate cancer screening; digital rectal examination (G0102)</li> <li>Visual screening</li> <li>Preventive medicine counseling codes</li> </ul> </li> <li>Please refer to AMA guidelines for correct use of E/M services codes and modifiers.</li> <li>Reimbursement for additional services considered part of the pediatric critical care inter-facility transport codes (99466-99467) and critical care codes (99291-99292) will be denied.</li> <li>Interprofessional telephone/internet consultation (99446-99449, or 99451) will be denied when billed and any face-to-face service has been billed on the same date or in the previous 14 days.</li> </ul>   |
| <b>Global Surgery</b>   | <ul style="list-style-type: none"> <li>The global surgery package includes all necessary services normally provided by the surgeon before, during and after a surgical procedure.</li> <li>The global surgery package only applies to surgical procedures that have global periods of 0, 10 and 90 days.</li> <li>Global surgery only applies to primary surgeons and co-surgeons.</li> <li>The following items are included in the global surgery package: <ul style="list-style-type: none"> <li>Preoperative and same day E/M visits after the decision is made to operate.</li> <li>All post-operative E/M visits and services for 10-day and 90-day surgeries related to the primary procedure per CMS guidelines.</li> <li>Anesthesia services billed by the surgeon are not reimbursed separately.</li> <li>Care management services (99487-99490) or transitional care management services (99495-99496) performed within 90 post-operative days of a 90-day medical or surgical service when billed by a non-physician practitioner (NPP) with the same Tax ID, regardless of provider ID and specialty, and the diagnosis is a complication of surgical and medical care, or an aftercare diagnosis will be denied.</li> <li>Care management services (99487-99490) or transitional care management services (99495-99496) when billed with modifier 24 and a major surgical procedure with the global postoperative period has been billed in the previous 10/90 days and the E/M diagnosis is a complication of surgical and medical care or an aftercare diagnosis will be denied.</li> </ul> </li> </ul> |

| Topic                                       | Description and Guidelines  |
|---|---|
| <b>Global Surgery</b><br><i>(Continued)</i> | <ul style="list-style-type: none"> <li>- Evaluation and management services performed within the global postoperative days of a medical or surgical service will be denied when billed by a non-physician practitioner (NPP) with the same Tax ID, regardless of Provider ID and Specialty, and the diagnosis is a complication of surgical and medical care or an aftercare diagnosis.</li> <li>- Evaluation and management services performed within 10 postoperative days of a 10-day medical or surgical service will be denied when billed by a non-physician practitioner (NPP) with the same Tax ID, regardless of Provider ID and Specialty, and the E/M service has a primary diagnosis associated to the 10-day medical or surgical service.</li> <li>- Evaluation and management services will be denied when billed with modifier 24 and a minor surgical procedure with a 10-day postoperative period has been billed in the previous 10 days and the E/M diagnosis is a complication of surgical and medical care or an aftercare diagnosis.</li> <li>- Evaluation and management services will be denied when billed with modifier 24 and a minor surgical procedure with a 10-day postoperative period has been billed in the previous 10 days and the E/M service has a primary diagnosis associated to the 10-day medical or surgical service.</li> </ul>   |
| <b>ICD-10 Correct Coding</b>                | <ul style="list-style-type: none"> <li>• In addition to ensuring ICD-10 diagnosis codes are coded to the highest level of specificity, and appropriate diagnosis to age codes are being submitted, there are unique coding attributes of the ICD-10 CM code set and coding conventions that also need to be observed.</li> <li>• Per coding guidelines, principal, primary or the only diagnosis submitted on a claim should never be one of the following: <ul style="list-style-type: none"> <li>- External causes</li> <li>- Manifestation codes</li> <li>- Sequela codes</li> </ul> </li> <li>• “Diagnosis to diagnosis pointer” and “diagnosis to modifier” edits are also new to the editing rules for ICD-10. If a diagnosis code for left side is used in the header, the line pointer or line modifier must match to the left side or service lines may be denied for inappropriate coding.</li> <li>• For many diagnosis codes, laterality has been built into the codes. These edits will look at the service and/or modifier billed to the diagnosis code to make sure they service was billed correctly. These edits also review diagnosis to diagnosis to determine if multiple diagnosis billed for a single service is appropriate. Claims billed inaccurately will be denied and to be rebilled correctly.</li> </ul> <p>Example: X-ray of foot 73620 with LT (left) modifier with a diagnosis of pain in right foot M79.671 - This claim would be denied since the modifier of left doesn't match the diagnosis showing right foot.</p> |

| Topic  | Description and Guidelines   |
|--|--|
| <b>ICD-10 Correct Coding</b><br><i>(Continued)</i> | <ul style="list-style-type: none"> <li>• All services received with a manifestation code billed as the only diagnosis on the claim will be denied.</li> <li>• Any procedure or service received with an ICD-10-CM sequela (7th character "S") code billed as the only diagnosis on the claim will be denied.</li> <li>• Any procedure or service received with an ICD-10-CM sequela (7th character "S") code billed in the primary, first listed or principal diagnosis position will be denied.</li> </ul>  |
| <b>IMRT</b>  | <p>Additional billings of 77301 (IMRT plan) when billed more than one date of service in eight weeks will be denied.</p>   |
| <b>IMRT with IGRT Delivery</b>                     | <p>Per <u>ASTRO coding guidance</u>:</p> <ul style="list-style-type: none"> <li>• If a facility bills for the IMRT, with IGRT delivery, they should bill for 77385 or 77386 depending on the complexity of the scan.</li> <li>• The facility should not bill 77014 and should appropriately bill 77385 or 77386 based on the complexity of the scan administer for IMRT with IGRT.</li> <li>• Hospitals should modify their chargemaster to include IGRT within IMRT delivery. However, do not bill or report IGRT Technical Component separately with IMRT.</li> <li>• If a physician bills for IMRT with IGRT delivery they should bill G6001, G6002, G6017 and/or 77014.</li> </ul> <p>Note: The provider should be billing CPT 77387 for IGRT related treatment in conjunction with IMRT delivery codes.</p> |
| <b>Inpatient Only Services</b>                     | <ul style="list-style-type: none"> <li>• CMS has identified certain services that may only be performed in a facility setting due to: <ul style="list-style-type: none"> <li>- The invasive nature of the procedure</li> <li>- The need for postoperative care following surgery</li> <li>- The underlying physical condition of the patient requiring surgery</li> </ul> </li> <li>• When these services are performed in an office setting, they will be denied.</li> </ul>  |
| <b>"Incident To" Services</b>                      | <ul style="list-style-type: none"> <li>• Per CMS guidelines, "incident to" services are provided as an integral, although incidental, part of the physician's personal, professional services in the course of diagnosis or treatment of an illness or injury.</li> <li>• "Incident to" services should not be billed in: <ul style="list-style-type: none"> <li>- An inpatient hospital</li> <li>- An outpatient department (including the emergency department)</li> <li>- A military treatment facility setting</li> </ul> </li> </ul>  |

| Topic                                     | Description and Guidelines   |
|---|--|
| <b>Maximum Allowable Units of Service</b> | <p>When a provider bills for a quantity of services that exceed the amount the health plan feels is reasonable for a given period of time, the units considered excessive will be denied. Maximum unit settings have been established for different time periods, such as per day, per year, and in some cases other time periods. The maximum allowable unit settings have been defined through a combination of various sources:</p> <ul style="list-style-type: none"> <li>• Procedure code definitions</li> <li>• Anatomical site definitions</li> <li>• Clinical guidelines suggested by specialty societies or physician panelists considered experts in their fields.</li> <li>• CMS' reimbursement limitations and code status indicators</li> <li>• Other analytics and research</li> </ul> <p><b>Example:</b> Code 97032 is defined as "Application of modality to one or more areas; electrical stimulation (manual), each 15 minutes." If one hour of this type of therapy is allowed per day, then the daily maximum unit for code 97032 would be set at four and any units greater than four per day will be denied. [15 min X 4 = 60 min (1hour)]</p> <p>Note regarding the use of Anatomical Modifiers - Anatomical modifiers E1-E4 (Eyes), FA-F9 (Fingers), and TA-T9 (Toes) have a maximum allowable of one unit per anatomical site. Any service billed with an anatomical modifier for more than one unit of service will be adjusted accordingly.</p> |
| <b>Modifiers</b>                          | <p>HAP CareSource follows CMS usage for modifiers. This includes, but not limited to:</p> <ul style="list-style-type: none"> <li>• Modifiers used to identify who provided the medical care (QZ, AH, etc.)</li> <li>• Modifiers use to add more information (E1, CA, etc.)</li> <li>• Modifiers use for durable medical equipment or by suppliers (RR, KX, etc.)</li> <li>• ABN specific modifiers (GA, GX, GY, GZ, etc.)</li> <li>• Modifiers which impact the pricing of the code (51, 54, As, etc.)</li> </ul>  |

| Topic                                   | Description and Guidelines  |
|---|---|
| <b>National Correct Coding</b>          | <ul style="list-style-type: none"> <li>The National Correct Coding Initiative or NCCI is a collection of bundling edits created and sponsored by CMS. They are separated into two major categories:</li> </ul> <ol style="list-style-type: none"> <li>Column I and Column II procedure code edits (previously referred to as "Comprehensive" and "Component")</li> <li>Mutually Exclusive procedure code edits</li> </ol> <ul style="list-style-type: none"> <li>CCI edits are for services performed by the same provider on the same date of service only. They don't apply to services performed within the global surgical period.</li> <li>Each CCI code pair edit is associated with a policy as defined in the National Correct Coding Initiative Policy Manual. Effective dates apply to code pairs in CCI and represent the date when CMS added the code pair combination to the CCI edits.</li> <li>Code combinations are processed based on this effective date.</li> <li>Termination dates also apply to code pairs in CCI. This date represents the date when CMS removed the code pair combination from the CCI edits.</li> <li>Code combinations are refreshed quarterly.</li> </ul> |
| <b>National Coverage Determinations</b> | <ul style="list-style-type: none"> <li>According to CMS policy, certain lab services are payable when billed with specific diagnoses.</li> <li>These services will be denied in the absence of one of the designated covered diagnoses identified in the NCD coding manual which can be found at <a href="https://www.cms.gov">cms.gov</a>, then select: <ul style="list-style-type: none"> <li>Regulations and Guidance</li> <li>Manuals</li> <li>Internet-Only Manuals</li> <li>100-03 Medicare National Coverage Determinations (NCD) Manual</li> </ul> </li> <li>Chapter 1 – Coverage Determinations, Part 3, Sections 170-190.34</li> </ul>  |
| <b>National Coverage Edits (CMS)</b>    | <ul style="list-style-type: none"> <li>E0748 (electrical osteogenesis stimulator) when billed and a diagnosis of post-surgical arthrodesis status is not present.</li> <li>E0760 (ultrasonic osteogenesis stimulator) when billed without a required diagnosis will be denied.</li> <li>Subsequent service, supply or device will be denied when modifier CA (procedure payable only in the inpatient setting when performed emergently on an outpatient who dies prior to admission) has been reported in the past for the same patient by any provider.</li> <li>77080 or 77085 will be denied when billed without a covered diagnosis based on CMS guidelines and HAP CareSource's BAM.</li> <li>G0102 or G0103 will be denied when billed and the patient is under 50 years of age.</li> </ul>  |

| Topic  | Description and Guidelines   |
|--|--|
| <b>National Coverage Edits (CMS)</b><br><i>(Continued)</i>                               | <ul style="list-style-type: none"> <li>• 84153 (prostate specific antigen [PSA], total) will be denied when billed more than twice in a patient's lifetime by any provider with a diagnosis of carcinoma in situ of the prostate.</li> <li>• Any combination of G0420-G0421 (face-to-face educational services related to the care of chronic kidney disease) if billed for more than 6 units in a patient's lifetime by any provider will be denied.</li> <li>• 99201-99397 or 99420-99499 (evaluation and management service) will be denied when billed with 99406 or 99407 (smoking and tobacco cessation counseling visit) on the same date of service.</li> <li>• G0422 or G0423 (intensive cardiac rehabilitation) when billed in any place of service other than 11 (office), 19 (outpatient hospital-off campus), or 22 (outpatient hospital-on campus) will be denied.</li> <li>• G0438 (annual wellness visit; initial visit) will be denied when billed more than once in a patient's lifetime.</li> <li>• Subsequent service, supply or device will be denied when modifiers PM (post-mortem), P6 (brain dead) or QL (pronounced dead after ambulance called) have been reported in the past for the same patient by any provider.</li> <li>• E/M services and outpatient clinic visits billed without a distinct services modifier when performed with continuous overnight oximetry monitoring (94762) will be denied.</li> <li>• FQHC new patient visit (G0466 or G0469) will be denied when reported for PPS payment and any professional service has been billed in the previous three years.</li> </ul> |
| <b>National Drug Code (NDC) Numbers</b>  | <p>Deny claim lines containing expired NDC numbers.</p> <p>According to CMS policy, providers are required to report valid NDC numbers for the given date of service. For example: the NDC number has surpassed the allowed obsolete period of 30 months (913 days) set in the standard NDC reference sources</p>  |
| <b>Non-Obstetric Transvaginal Ultrasound and Non-Obstetric Transabdominal Ultrasound</b> | <p>Pelvic ultrasound (76856 or 76857) and transvaginal ultrasound (76830) evaluate the patient for the same conditions at the same session. Therefore, they represent redundant services. HAP CareSource will not pay separately for the pelvic echography unless there are extenuating circumstances as to why both studies had to be performed.</p>  |
| <b>Oxygen</b>  | <ul style="list-style-type: none"> <li>• Modifier KX should be appended to oxygen and oxygen equipment only when all the coverage criteria have been met.</li> <li>• Modifiers GA, GY and GZ should be appended to oxygen and oxygen equipment when all the coverage criteria have not been met.</li> <li>• The oxygen and oxygen equipment (E0424-E0447, E1390-E1392, E1405-E1406, K0738) will also be denied when modifier KX, GA, GY or GZ are not submitted. (for Commercial and Medicare).</li> </ul>   |

| Topic   | Description and Guidelines  |
|---|---|
| <b>Place of Service</b>                               | <ul style="list-style-type: none"> <li>• Certain codes are allowable only in specific places of service. For example, hospital admission codes, 99221-99223 can only be billed for hospital places of services such as POS 21 inpatient hospital or POS 51 psychiatric inpatient facility.</li> <li>• Medical and surgical supplies and DME when billed with professional fee revenue codes (0960-0989) in an outpatient facility or inpatient facility setting will be denied. (CMS-1450)</li> </ul>   |
| <b>Procedure-Modifier Rules</b>                       | <ul style="list-style-type: none"> <li>• Procedure code modifier combinations are reviewed and validated.</li> <li>• Modifiers that affect reimbursement or show that separate and distinct services occurred may override incidental or mutually exclusive edits.</li> <li>• Appropriate use of modifiers to identify the correct anatomic site is required.</li> <li>• Modifier use may be subject to retrospective review.</li> <li>• Per AMA and CMS code definitions, procedures billed with incorrect modifiers will be denied as inappropriately coded procedures.</li> </ul>  |
| <b>Procedure Code Definition</b>                      | <p>Throughout the T-4 Manual and CMS HCPCS Manual, the publishers have provided instructions on code usage. MMM has adopted edits that support correct coding based on the definition or nature of a procedure code or combination of procedure codes. These edits will either bundle or re-code procedures based on the appropriateness of the code selection.</p> <p><b>Example:</b> CPT code 73510 (X-ray, hip, unilateral complete) billed on one line with modifier LT (left side) and on a second line with modifier RT (right side) will be replaced with 73520 (X-ray, hips, bilateral).</p>  |
| <b>Professional Component and Technical Component</b> | <ul style="list-style-type: none"> <li>• Most diagnostic radiology services and some laboratory services are reimbursed based on the concept that these services are divided into the following components: <ol style="list-style-type: none"> <li>1. Professional component. Describes the physician work portion of the procedure. This portion is identified by appending modifier 26 to the appropriate lab or radiology procedure.</li> <li>2. Technical component. Describes the technical portion of a procedure, such as the use of equipment and staff needed to perform the service. This portion is identified by appending modifier TC to the appropriate lab or radiology procedure.</li> </ol> </li> <li>• The CMS Medicare Physician Fee Schedule has certain indicators that note if the professional or technical component concept applies. If the professional or technical component don't apply, it's inappropriate to append modifier 26 or TC.</li> </ul> <p><b>Example:</b> CPT 90707 (MMR vaccine) is listed as a PC/TC Indicator 9 code. Since a vaccine wouldn't have a professional or technical component, it's inappropriate to append modifier 26 or TC to this service.</p> |

| Topic  | Description and Guidelines   |
|--|--|
| <b>RadiationTherapy</b>  | Limit any combination of Treatment devices, simple; intermediate; complex (77332-77334) to seven units in eight weeks by any provider and the diagnosis is not head neck cancer, or prostate cancer, and a complex therapy service has not been billed for the same date of service or within two weeks (before or after).   |
| <b>Revenue Code Validation</b>   | <ul style="list-style-type: none"> <li>Revenue codes are four-digit codes used to classify types of service. They are necessary for accurate hospital outpatient claims processing and are required for processing of all outpatient facility claims. If revenue codes are not present on a claim, the charges will be denied. There are also policies enforcing the appropriate use of revenue codes on outpatient facility claims.</li> <li>Revenue codes not recognized by CMS will be denied.</li> <li>The claim line will be denied when the revenue code and the HCPCS code does not match.</li> <li>Many revenue codes are required to be billed with a CPT/HCPCS code. If these revenue codes are not submitted with a valid CPT/HCPCS code, the charges will be denied.</li> </ul> <p><b>Example:</b> Revenue code 0510 (clinic) is required to be billed with a HCPCS code. If billed without one, the charges will be denied.</p> <ul style="list-style-type: none"> <li>Alternatively, the CPT/HCPCS codes billed must be appropriate for use with the billed revenue code. If the codes do not match, the charges will be denied.</li> </ul> <p><b>Example:</b> If a provider bills 71010 (chest x-ray) and the revenue code associated to the procedure is not 0324 (chest x-ray), then 71010 will be denied as a revenue code/HCPCS code mismatch.</p> <ul style="list-style-type: none"> <li>Certain revenue codes are not appropriate for use with outpatient hospital claims billed by facilities. If these revenue codes are billed by facilities for outpatient claims, the claims will be denied. Specifically, room and board revenue codes 010X-021X are intended to be used only in the inpatient hospital setting.</li> </ul> |
| <b>Same/Similar Services Performed Recently Edits/ Once Per Lifetime Edits</b> | <ul style="list-style-type: none"> <li>Subsequent claims after initial reimbursement are made for once-in-a-lifetime services will be denied.</li> <li>Claims after two reimbursements are made for once-in-a-lifetime services which can be performed bilaterally will be denied.</li> <li>Certain ophthalmology services when performed on the same side as a previous eye enucleation, evisceration, or exenteration by any provider will be denied.</li> <li>Ophthalmology services that are bilateral in nature when billed without modifier 52 (reduced service) following a previous eye enucleation, evisceration, or exenteration by any provider will be denied.</li> <li>Certain lower limb services when performed on the same side as a lower extremity amputation by any provider will be denied.</li> <li>Certain gastric services that are performed after a total gastrectomy by any provider will be denied.</li> <li>Certain upper limb services when performed on the same side as an upper extremity amputation by any provider will be denied.</li> </ul>  |

| Topic  | Description and Guidelines   |
|--|--|
| <b>Same/Similar Services Performed Recently Edits/ Once Per Lifetime Edits</b><br><i>(Continued)</i> | <ul style="list-style-type: none"> <li>• Certain renal services that are performed after a total nephrectomy by any provider will be denied.</li> <li>• Certain services related to the lung that are performed after a total pneumonectomy by any provider will be denied.</li> <li>• Certain services related to the uterus that are performed after a total hysterectomy by any provider will be denied.</li> <li>• Certain thyroid services that are performed after a total thyroidectomy by any provider will be denied.</li> </ul>  |
| <b>Self-Administered Drugs</b>   | <p>According to CMS policy, coverage for drugs that are furnished 'incident to' a physician's service is allowed provided that the drugs are not usually self-administered by the patients who take them. When these items are billed, they will be denied. An exception applies when drug J0129 (Injection, abatacept) or J2354 (Injection, octreotide) is reported with modifier JA (Administered intravenously).</p>  |
| <b>Special Treatment Procedures</b>  | <p>Special treatment procedure (i.e., total body irradiation, hemibody radiation, per oral or endocavitary irradiation) (77470) will be denied when billed by any provider without a qualifying diagnosis on the claim, and a complex therapy service has not been billed for the same date of service or within two weeks (before or after).</p>  |
| <b>Surgical Pathology</b>  | <ul style="list-style-type: none"> <li>• According to the AMA CPT Manual, "A specimen is defined as tissue or tissues that is (are) submitted for individual and separate attention, requiring individual examination and pathologic diagnosis. Service codes 88302 through 88309 describe all other specimens requiring gross and microscopic examination and represent additional ascending levels of physician work. Levels 88302 through 88309 are specifically defined by the assigned specimens."</li> <li>• Our enhanced guidelines will enforce the diagnosis meeting the level of surgical pathology reported. For example, the AMA CPT Manual states CPT 88302 should be used for the examination of: <ul style="list-style-type: none"> <li>- Appendix, incidental</li> <li>- Fallopian tube, sterilization</li> <li>- Fingers/toes, amputation, traumatic</li> <li>- Foreskin, newborn</li> <li>- Hernia sac, any location</li> <li>- Hydrocele sac</li> <li>- Nerve</li> <li>- Skin, plastic repair</li> <li>- Sympathetic ganglion</li> <li>- Testis, castration</li> <li>- Vaginal mucosa, incidental</li> <li>- Vas deferens, sterilization</li> </ul> </li> <li>• 88302 should not be used for examination of specimens not included in this list.</li> </ul> |

If you have any questions, please contact Provider Services at **1-833-230-2102** (HAP CareSource) or **1-833-230-2159** (HAP CareSource MI Health Link).

## National Correct Coding Initiative

The HAP CareSource claims edit system incorporates National Correct Coding Initiative methodologies for all products. More information can be found at [cms.gov](https://www.cms.gov). Select *Medicare*, then, under Coding, *National Correct Coding Initiative Edits*.

Reimbursement methodologies include:

- NCCI procedure-to-procedure edits that define pairs of HCPCS/CPT codes that should not be reported together for multiple reasons.
- Medically Unlikely Edits (MUE's) and units-of-service edits that define for each HCPCS/CPT code:
  - The number of units of service beyond the reported number of units allowed
  - The surgical procedure billed that should be considered as a component of the global surgical fee

Providers may not:

- Bill HAP CareSource or HAP CareSource MI Health Link members for a denied service based on NCCI code pair edits or MUEs.
- Use an Advance Beneficiary Notice of non-coverage to seek payment from members.

## Facility Inpatient Claims Edits

Edits will be applied to claims submitted with:

- Questionable admission-principal diagnosis
- Unacceptable principal diagnosis

This affects all HAP CareSource and HAP CareSource MI Health Link claims. Please see details below.

### Questionable Admission-Principal Diagnosis

Per the ICD Manual and CMS policy, questionable admission-principal diagnosis only codes are not sufficient justification for admission to an acute care hospital.

Claims submitted with a principal diagnosis from the questionable admission diagnosis list will be denied. A replacement claim with a valid principal diagnosis code will need to be submitted.

Examples from questionable admission-principal diagnosis only list:

- Diabetes mellitus without complication (E11.9, E13.9)
- Obesity related (E66.09, E66.1, E66.8, E66.9)
- Impacted cerumen (H61.2-H61.23)
- Essential (primary) hypertension (I10)
- Bundle branch block (I44.4-I44.7, I45.0, I45.1-I45.19)
- Elevated prostate specific antigen (R97.2-R97.21)
- Elevated blood pressure reading without hypertension (R03.0)
- Asymptomatic HIV infection status (Z21)
- Fitting and adjustment of cardiac pacemaker/defibrillator/other device (Z45.0-Z45.09)

## Unacceptable Principal Diagnosis

Per the ICD Manual and CMS policy, there are certain diagnosis codes that do not describe a current illness or injury, but only describe the circumstance that influences the patient's health, or the underlying cause of the injury or illness. These codes are considered unacceptable as a principal diagnosis for an inpatient admission.

Claims submitted with the principal diagnosis from the Unacceptable Principal Diagnosis list, will be denied. A replacement claim with a valid principal diagnosis code will need to be submitted.

Examples of unacceptable principal diagnoses:

- Malignant neoplasm associated with transplanted organ (C80.2)
- Graft-versus-host disease (D89.81-D89.813)
- Nicotine dependence (F17.200, F17.201, F17.210, F17.211, F17.220, F17.221, F17.290, F17.291)
- Glaucoma (H40.12-H40.1394, H40.15-H40.159)
- Cardiac tamponade (I31.4)
- Hepatopulmonary syndrome (K76.81)
- Malignant ascites (R18.0)
- Rabies contact (Z20.3)



## Section 11: Clinical Appeals

Providers, with written consent from the member, can appeal a utilization management decision made by HAP CareSource or HAP CareSource MI Health Link. The appeal must be submitted on the [HAP CareSource Provider Portal](#) or in writing to the address or fax number listed below based on the appeal type:

If you disagree with a clinical decision regarding medical necessity, we make it easy for you to be heard. Please see the information below this section about how to submit appeals and disputes.

After receiving a letter from HAP CareSource denying coverage, a provider or member can submit a pre-service or post-service clinical appeal. Clinical appeals are reviewed by nurses and physicians not involved in any prior review. They are also reviewed by practitioners with expertise and knowledge appropriate to the item, service, or drug being requested.

**(HAP CareSource) Pre-Service Appeal:** denial of an authorization for a service prior to being completed. Members, providers or the member's representative with member written consent, have 60 calendar days from the date of the receipt of the authorization denial to submit a standard pre-service appeal. This is considered a member appeal. Member appeals will be resolved within 30 days plus any extension, if applicable, for a standard appeal. Member appeals for Children's Special Health Care Services (CSHCS) members are resolved within 10 days, plus any extension, if applicable, for a standard appeal. See 'Extending an Appeal' for more information on extensions. Please see 'Expediting Clinical Appeals' for more information on expedited clinical appeals. Members have additional appeal rights through DIFS for an external review or may request a state fair hearing.

**(HAP CareSource MI Health Link) Pre-Service Appeal:** denial of an authorization for a service prior to being completed. Members, providers or the member’s representative with member written consent, have 60 days from the date of the receipt of the authorization denial, which is presumed to be five days from the date on the notice, to submit a standard pre-service appeal. This is considered a member appeal and all member appeals, pre- or post-service will be resolved within 30 days plus any extension, if applicable, for a standard appeal. See ‘Extending an Appeal’ for more information on extensions.

Part B drug standard appeals will be resolved within seven days and may not be extended. HAP CareSource will review documentation for Good Cause for late filing of an appeal. The pre-service appeal must be accompanied by a valid consent form. Please see ‘Expediting Clinical Appeals’ for more information on expedited clinical appeals. Pre-Service appeals for Medicare or Overlap services that are not approved by CareSource are forwarded to the Independent External Reviewer (IRE) by CareSource for Level 2 appeal, or in the event that HAP CareSource does not make a timely decision, and members may have additional levels of appeal. Members may also appeal through DIFS for an external review or request a state fair hearing for Overlap or Medicaid Services.

**(HAP CareSource) Post-Service Provider Appeal:** Providers have 60 calendar days from the date of the initial adverse benefit determination to submit a post-service appeal. Post-service provider appeals are resolved within 30 calendar days. Appeals submitted by providers and other representatives on behalf of the member are considered member appeals, will be resolved within 30 days plus any extension, if applicable, for a standard appeal. Member appeals for CSHCS members are resolved within 10 days, plus any extension, if applicable, for a standard appeal.

**(HAP CareSource MI Health Link) Post-Service Provider Appeal:** Participating providers should refer to the process for “Claim Disputes.” Non-participating providers may submit a claim appeal within 60 calendar days from the remittance notification date, which may include clinical review for medical necessity. Please refer to “Non-Participating Provider Appeals and Disputes” for more information. Provider appeals are resolved within 60 calendar days. Non-contract provider appeals for Medicare or Overlap services that are not approved by HAP CareSource are forwarded to the IRE by HAP CareSource for Level 2 appeal, or in the event that CareSource does not make a timely decision.

| Appeal Type                                 | Address   | Fax Number   |
|---|---|--|
| <b>Pre-Service or Pre-Service Expedited</b> | HAP CareSource<br>Attn: Grievance & Appeals<br>P.O. Box 1025<br>Dayton, OH 45401-1025 | HAP CareSource and HAP CareSource MI Health Link <b>Standard Appeals/ Disputes:</b> 1-937-396-3492<br><b>Expedited Appeals:</b> 1-937-396-3507 |
| <b>Post-Service</b>                         |   |  |

## Expediting Clinical Appeals

If you feel that the standard appeal time frame of 30 days could seriously jeopardize the life or health of your patient, or their ability to regain maximum function, you may ask us to expedite a clinical appeal. HAP CareSource does not take any punitive action against providers for supporting their patient’s expedited request. Please refer to the time frames for submitting appeals and requirements for Pre-Service appeals for HAP CareSource MI Health Link members.

Please note - expedited appeals for MI Medicaid members must be submitted within 10 calendar days of the adverse determination and require member written consent if submitted by anyone other than the member.

HAP CareSource will review appeals as expeditiously as the member's medical condition requires, and expedited appeals are resolved within 72 hours of receipt, unless the time frame is extended, or the appeal request does not meet expedited criteria. Please see "Denied Expedited Appeals" for more information about what happens if a request for expedited appeal review is denied, and "Extending an Appeal" for more information about extensions. HAP CareSource will make reasonable efforts to provide oral notice of the appeal resolution to the member or representative in addition to written notification. Providers will also receive notification of the appeal decision.

Please note, there is a limited amount of time to submit additional information for expedited clinical appeals. HAP CareSource will conduct outreach and work with the provider to obtain any needed information for the expedited appeal.

## Denied Expedited Clinical Appeals

If HAP CareSource decides not to expedite the clinical appeal because the criteria for expedited review is not met, HAP CareSource will transfer the request to a standard appeal timeframe beginning the day the expedited request was received. The member will be given prompt oral notice of the decision to not expedite. HAP CareSource MI Health Link members will be offered expedited grievance rights. A letter will also be sent to the member or representative notifying of the reason for the decision to not expedite the appeal, notifying that the appeal is being transferred the standard appeal time frame, and will include the member's grievance rights and time frames, as applicable, as well the right to request an expedited appeal with provider support of serious jeopardy to life or health.

## Extending an Appeal

Members may request that HAP CareSource extend the time frame to resolve any medical necessity appeal request by up to 14 days. HAP CareSource may also request an extension of up to 14 days, if the extension is in the member's best interest. HAP CareSource will make reasonable efforts to give prompt oral notice to the member or representative of the delay, and will notify the member or representative in writing the reasons for the extension and inform the member of the right to file a grievance if the member disagrees with the decision to extend the time frame. HAP CareSource will issue its determination and authorize or approve the service if the appeal is approved, as expeditiously as the member's health condition requires, but no later than upon the expiration date of the extension.

## Appeal Level

HAP CareSource and HAP CareSource MI Health Link contracted and non-contracted providers have one appeal level.

Providers have 60 days from the date of the initial organization determination to request a claims payment appeal. HAP CareSource has 30 calendar days to review and respond to the request. HAP CareSource members in the CHSCS program have 10 calendar days to resolve. HAP CareSource MI Health Link providers have 60 calendar days to review and respond to the request. Here is the process:

- Submit a written request along with any supporting documentation.

- HAP CareSource MI Health Link non-contracted providers, include a completed, signed Waiver of Liability form.
- Mail request, documentation and Waiver of Liability (if applicable) to:

HAP CareSource  
ATTN: Claims Department  
P.O. Box 1186  
Dayton, OH 45401

Note: If the Waiver of Liability is incomplete or unsigned the appeal will be dismissed and HAP CareSource MI Health Link will send a letter to the provider advising of the reason for decision.

## Time Frame Extension

Extending the appeal time frame for 14 calendar days is allowed when additional information is needed to support the member request and, in the member's, best interest.

## Difference between Healthcare Management (HCM) Appeals and Peer-to-Peer Review

**HCM Appeals:** A full chart review is done by HAP CareSource and HAP CareSource MI Health Link. These are conducted when the patient has been discharged from the hospital and authorization is still trying to be obtained by the provider.

When a DRG post-pay audit with a full chart review is conducted by one of HAP CareSource or HAP CareSource MI Health Link's contracted vendors, the only time HAP CareSource or HAP CareSource MI Health Link will override vendor findings is when an audit determination was made to change the DRG to observation, but HAP CareSource and HAP CareSource MI Health Link have already conducted a full chart review (HCM Appeal) and approved an inpatient stay.

If a full chart review was not done by HAP CareSource or HAP CareSource MI Health Link, then the audit determination will be upheld, and the provider will have to appeal directly to the vendor as instructed.

## Member Grievances Filed Directly with Provider

Per your contract with HAP CareSource or HAP CareSource MI Health Link, you are required to cooperate and participate in all aspects of our grievance system. Providers must send any grievances they receive directly from a member to HAP CareSource or HAP CareSource MI Health Link.

**Mail:** HAP CareSource  
Attn: Grievance & Appeals  
P.O. Box 1025  
Dayton, OH 45401-1025

**Fax:** Standard Appeals/Disputes: 1-937-396-3492  
Expedited Appeals: 1-937-396-3507

## Provider Appeal Process

| Appeal type   | Process and Requirements   |
|---|--|
| <b>Pre-Service</b><br>A request to change the decision on any case or service that must be made in whole or in part in advance of the member obtaining medical care or services | <ul style="list-style-type: none"> <li>The provider is notified of their appeal rights and procedure.</li> <li>The member, or provider or representative with written member consent has up to 60 calendar days from the date of receipt of the initial determination to file an appeal with member written consent. Please note - for HAP CareSource MI Health Link, the date of receipt of the initial determination is presumed to be five days after the date of the written initial determination date.</li> <li>Pre-service appeals must be submitted in writing to the address, on the <a href="#">HAP CareSource Provider Portal</a> or the fax number above.</li> <li>If initial denial is issued by a HAP CareSource or HAP CareSource MI Health Link Medical Director, a physician reviewer not involved in the initial denial reviews the case. The physician reviewer will be the same specialty as the requesting physician with similar credentials and licensure.</li> <li>Please note – for Medicaid members, HAP CareSource will resolve your clinical appeal within 30 calendar days or 10 calendar days for members enrolled in the CSHCS program date of receipt. For HAP CareSource MI Health Link, the preservice appeal will be resolved within 30 calendar days of the request for appeal.</li> </ul> <b>Level 2 – HAP CareSource MI Health Link Only</b><br>Second-level appeal is sent automatically to the Independent Review Entity for review. |
| <b>Post-Service</b><br>A request to change a decision on any review for care or services that have already been received  | <ul style="list-style-type: none"> <li>The provider is notified of their appeal rights and procedure.</li> <li>The provider has up to 60 calendar days from the date of the initial denial letter to file an appeal.</li> <li>Post-service appeals must be submitted in writing to the address, on the <a href="#">HAP CareSource Provider Portal</a> or the fax number above.</li> <li>If initial denial is issued by a HAP CareSource or HAP CareSource MI Health Link Medical Director, a physician reviewer not involved in the initial denial reviews the case.</li> <li>The appeal will be resolved within 30 calendar days (for HAP CareSource) and 60 calendar days (for HAP CareSource MI Health Link) of the request for appeal.</li> </ul>  |

| Appeal type   | Process and Requirements  |
|---|---|
| <p><b>Expedited (Pre-Service)</b><br/>A request to change an urgent care request where the decision could:</p> <ul style="list-style-type: none"> <li>• Seriously jeopardize the life or health of the member</li> <li>• Jeopardize the member's ability to regain maximum function</li> <li>• Subject the member to severe pain, not managed without the requested care</li> </ul> | <ul style="list-style-type: none"> <li>• When the HAP CareSource or HAP CareSource MI Health Link Medical Director denies the request for urgent care, written confirmation of the decision is sent to members and providers within 72 hours of receipt of the request.</li> <li>• The member, or their authorized representative, or their provider with member's written consent may file an expedited appeal for a denied urgent care request.</li> <li>• The member must submit the appeal within 60 days.</li> <li>• With member consent within 10 calendar days.</li> <li>• HAP CareSource MI Health Link will decide whether to expedite an appeal within 24 hours. We will make reasonable efforts to provide prompt verbal notification to the member of the decision to expedite or not expedite the appeal; the attempt will be made by phone. If the member is in a facility, the provider or facility will be notified on the same business day of the decision.</li> <li>• Verbal notification is given within 72 hours of receipt of the appeal request.</li> <li>• Written notification is given within three calendar days of the appeal request.</li> <li>• Due to the time frame requirement to complete the review, the appeal MD reviewer will be a HAP CareSource or HAP CareSource MI Health Link provider in the same or similar specialty, independent of each other (i.e. not partners in the same group). The appeal MD reviewer is of same or similar specialty, but not part of the initial denial.</li> </ul> |

## Section 12: Pharmacy

### Pharmacy Drug Plan Coverage

We manage prescription drug benefits. We use a pharmacy benefit manager (PBM) to process pharmacy claims.

#### Helpful numbers and links for providers

| For   | Contact   |
|---|---|
| Pharmacy Care Management  | Medicaid: <b>1-833-230-2102</b><br>MMP (Medicare-Medicaid Plan): <b>1-833-230-2159</b><br>Monday-Friday, 8 a.m. to 6 p.m. ET  |
| Completed prior authorization forms for HAP CareSource & HAP CareSource MI Health Link Pharmacy Department                                | Medicaid Fax: 866-930-0019<br>MMP (Medicare-Medicaid Plan) Fax (ESI Coverage Review Department): 1-877-251-5896   |
| Completed prior authorization forms for HAP CareSource & HAP CareSource MI Health Link Physician Administered Drugs Fax:                  | Medicaid Fax: 888-399-0271<br>MMP (Medicare-Medicaid Plan) Fax: 833-812-0187 OR submit electronically through <a href="https://www.evicore.com">Evicore.com</a>         |
| HAP CareSource Formulary  | <a href="https://client.formularynavigator.com/Search.aspx?siteCode=4727604885">https://client.formularynavigator.com/Search.aspx?siteCode=4727604885</a>               |
| HAP CareSource MI Health Link Formulary   | <a href="https://www.caresource.com/mi/plans/mihealthlink/benefits-services/pharmacy/">https://www.caresource.com/mi/plans/mihealthlink/benefits-services/pharmacy/</a> |
| Specialty and Mail Order (Home Delivery) Pharmacy (Pharmacy Advantage)<br><b>Note: Use of Pharmacy Advantage is optional for members.</b> | <b>1-800-456-2112</b><br>Monday-Friday, 8 a.m. to 6 p.m. ET   |

### Drug Formulary

The formulary is a list of covered drugs. Drugs on the formulary may have some restrictions, including:

- **Prior authorization (PA):** Specific member information and coverage criteria must be met prior to payment.
- **Step therapy (ST):** Medications noted with an ST are medications that require the trial and failure of other formulary medications prior to payment for the drug marked ST.
- **Quantity limits (QL):** Medications noted with a QL are subject to certain quantity limits.

- **Non-formulary drugs:** Some medications may not be included (covered) on the formulary or drug list.
- **Exception requests:** Providers and members may request an exception to the PA, ST or QL criteria, or ask for a formulary exception.

## Formulary and Drug List Changes

We post the drug formularies (drug lists) on the website annually and updates throughout the year as needed. If there are changes that result in drug restrictions or replacements, we will notify affected members and their prescribers. We will provide the formulary by mail upon request to providers who do not have fax, email, or internet access.

## Prior Authorization Requirements Removed for Specific Drugs for HAP CareSource

Per State of Michigan Senate Bill No. 412, prior authorization requirements for your HAP CareSource patients have been removed for drugs in the following classes:

- Cancer
- Organ replacement therapy
- Epilepsy or seizure disorder
- Opioid withdrawal symptom management

This applies to drugs administered through the pharmacy benefit and for medical injectable drugs for your HAP CareSource patients.

Claims for drugs in these protected classes will be approved according to reasonable, appropriate payment parameters (i.e., age, diagnosis, amounts, etc.) that align with a drug's U.S. Food and Drug Administration's approved labeled indications to:

- Prevent fraud, waste, and abuse
- Be reasonable, appropriate, and within community standards of practice

For additional details, please see Senate Bill No. 412.

## HAP CareSource

### Formulary

- For Medicaid, Healthy Michigan Plan, MIChild and Children's Special Health Care Services, we administer the State of Michigan Common Formulary (including products on the Single Preferred Drug List [SPDL]). This list of covered drugs is common across all contracted Medicaid health plans and is aligned with Fee-for-Service (FFS) Medicaid. It's developed and maintained by a Pharmacy and Therapeutics Committee with the Michigan Department of Health and Human Services (MDHHS) and Medicaid Health Plans.
- The Common Formulary, required under Section 1806 of Public Act 84 of 2015, was created to streamline drug coverage policies for Medicaid and Healthy Michigan Plan members and providers.
- The Common Formulary includes covered prescription drugs and over-the-counter drugs. The list also contains drugs that are "carved out" and covered under Medicaid FFS, with a status that shows these

medications are carved out. Pharmacies know the process for billing the Medicaid Health Plan or FFS Medicaid.

## Medications covered under the medical benefit:

- The Common Formulary/SPDL includes drugs covered as a pharmacy benefit only.
- Medications used in a physician's office may be covered under the medical benefit. For example:
  - Intrauterine devices
  - Physician-administered injectable drugs
  - Some vaccines

## Brand Over Generic Drug List

The State's SPDL includes some drugs where the brand drug is preferred over the generic version of the drug. All Medicaid Health Plans must comply with the State's requirements for preferred drugs. If the pharmacy submits a claim for the generic drug, they receive a rejection and point-of-service message that reminds them to bill the brand drug. The MDHHS maintains the list of these drugs. You can find it when you visit <https://michigan.magellanrx.com/provider/>; select *Documents; Other Drug Information* and *Brand Preferred Over Generic Products List*.

## Federal Medicaid Drug Rebate Program (MDRP)

Medicaid Health Plans can only cover drugs made by manufacturers that participate in the federal Medicaid Drug Rebate Program (MDRP). This includes both prescription drugs and over-the-counter drugs. Pharmacies will receive a rejection for claims submitted for a drug made by a manufacturer that does not participate in the federal MDRP. They will be instructed to bill a product from another manufacturer. This happens mostly with Over the Counter (OTC) products made by multiple manufacturers. The Medicaid Health Plan can override this rejection in certain circumstances with supporting documentation.

The [HAP CareSource formulary](#) and updates can be found at the website and contains a list of formulary drugs with the tier (including covered, preferred, or non-preferred status), changes, formulary restrictions such as prior authorization criteria, step therapy criteria and other related formulary information.

- Information on the website also includes descriptions about:
  - how to use the formulary
  - formulary restrictions and preferences
  - explanations of limits
  - generic drugs, prior authorization and step therapy
  - how to submit an exception request for a drug that is not on the list

Go here for HAP CareSource Medicaid pharmacy information at the website:

[Medicaid | Michigan – HAP CareSource | CareSource](#)

Go here for the HAP CareSource Medicaid drug formulary and related documents:

<https://client.formularynavigator.com/Search.aspx?siteCode=4727604885>

You can obtain a printed formulary by calling Provider Services at **1-833-230-2102**.

## Prior authorization or exception requests

Certain drugs on the Michigan Common Formulary, including some preferred SPDL drugs and all non-preferred SPDL drugs, may require prior authorization.

- To prescribe a drug that requires prior authorization, or to request an exception to the formulary for a drug that is not on the list, please complete a *Request for Prior Authorization Form*. We will accept any similar form.
- For the best patient experience, please review the drug formulary prior to writing a prescription for a new drug. Drugs are listed by category with a drug tier status which makes it easy to view the alternatives. If the drug has restrictions and/or an alternative is not appropriate, please complete a request for prior authorization (by fax or telephone) with supporting documentation.
- If the request is not approved in advance, there may be a delay for the member in obtaining their medication from the pharmacy.

## Contact information for HAP CareSource HAP CareSource MI Health Link

| For   | Contact   |
|---|---|
| <b>Prior Authorization/Formulary Exceptions Requests</b>              | Electronic (pharmacy benefit): CoverMyMeds or SureScripts prior authorization portal<br>Fax: 866-930-0019 |
| <b>Prior Authorization Line</b>                                       | Phone: 1-833-230-2102, Provider, then select the Pharmacy option  |
| <b>Physician Administered Drugs Prior Authorization or Exceptions</b> | Fax: 888-399-0271   |

## HAP CareSource MI Health Link

### Formulary

- The current HAP CareSource MI Health Link Formulary can be found [here](#). You can search for drugs alphabetically or by medical use of a drug. The formulary may change annually on January 1 and periodically throughout the year.
- You can obtain a printed formulary by calling Provider Services at **1-833-230-2159**.
- The drug formulary is a list of covered Medicare Part D and Medicaid drugs. The Additional Demonstration Drugs (ADD) file is a list of over the counter (OTC) drugs and some other drugs excluded from coverage under Medicare Part D but covered under the Medicaid portion of the HAP CareSource MI Health Link benefit. These are clearly labeled in the formulary with an ADD designation.
- The tier and any restrictions (prior authorization, step therapy, etc.) are also listed for each drug in the formulary listing.

## Prior authorization or exception requests

- To request a coverage determination (for prior authorization or an exception), please go to [Express Scripts](#).
- For the best patient experience, please review the formulary prior to writing a prescription for a new drug. If the drug has restrictions, a prior authorization request must be submitted. HAP CareSource MI Health Link now has electronic prior authorization available (ePA) on the CoverMyMeds platform. You may also complete a request form and fax with supporting documentation. You can also call us. See the table below for contact information.
- If the request is not approved in advance, there may be a delay for the member in obtaining their medication from the pharmacy.

## Contact information for HAP CareSource MI Health Link:

| For   | Contact   |
|---|---|
| Requests for Pharmacy Prior Authorization or Exceptions | Fax: 1-877-251-5896   |
| Provider Prior Authorization Line                       | Phone: 1-800-935-6103 (Express Scripts – ESI Coverage Review Department)  |
| Medical Drug Requests                                   | Fax: 1-833-812-0178 (to Express Scripts/Evicore for coverage review)<br><a href="http://www.evicore.com/">http://www.evicore.com/</a> |

## HAP CareSource and HAP CareSource MI Health Link Drug Utilization Review (DUR) Program

Concurrent DUR is the core of the DUR program. Point-of-service alerts are sent to dispensing pharmacists that identify health and safety concerns when a prescription claim is being processed. Pharmacists can then conduct clinical reviews based on these potential medication issues and act as needed.

**Retrospective DUR** evaluates a prescription against a patient's prescription history and evidence-based guidelines to alert the prescriber to important, drug-specific, patient-specific health and safety issues.

This program alerts prescribers to potentially life-saving risks as well as opportunities to:

- Improve care
- Increase adherence
- Prevent hospitalizations
- Improve health outcomes

Patient-specific alerts are sent to physicians via EHR, fax or letter. Pharmacist point-of-service alerts are sent for drug-disease or drug-drug interactions.

The success of the DUR program depends on collaboration with prescribers and pharmacists for patient care. Thank you for your willingness to receive and review patient-level information and consider opportunities to improve care.

## Prescription Drug Monitoring Program Requirement for Providers

Effective Oct. 1, 2021, Michigan Medicaid providers who prescribe a controlled substance are required to check the Michigan Automated Prescription System (MAPS) for the member's 12-month prescription drug history before prescribing controlled substances. Providers should document this required MAPS check according to Medicaid record retention policy.

As a best practice, Medicaid enrolled pharmacies are encouraged to check MAPS prior to dispensing a controlled substance.

These checks are in place for program integrity, quality and safety as required by the Substance Use-Disorder Prevention that Promotes Opioid Recovery and Treatment (SUPPORT) for Patients and Communities Act.

### The SUPPORT Act - Medicaid opioid prescribing

DUR provisions for the state fee-for-service Medicaid and managed Medicaid health plans can be found in section 1004 of the *Substance Use-Disorder Prevention that Promotes Opioid Recovery and Treatment for Patients and Communities Act*. This act, also known as the SUPPORT Act, was effective Oct. 1, 2019, and is designed to reduce opioid related fraud, misuse and abuse. The HAP CareSource program monitors claims data for potential fraud and abuse of controlled substances by members, providers and pharmacies.

#### **Specific claims processing edits for Medicaid pharmacy claims for opioids prospective safety edits.**

These are alerts in the claims processing system when the pharmacy is processing the claim. Passive edits **pause** the claim at the pharmacy and send an alert message to the dispensing pharmacist. A soft block **stops** the claim. The dispensing pharmacist can override it after reading the alert. A hard edit requires a patient-level override from the health plan. Types of prospective safety edits include:

- A passive concurrent DUR rule that identifies beneficiaries who request a long-acting opioid or fentanyl product, but the beneficiary appears to be opioid naïve based on the absence of another opioid in their claims history.
- A passive concurrent DUR rule that identifies beneficiaries with a greater than seven-day supply of a short acting opioid for beneficiaries new to therapy.
- A soft block concurrent DUR rule that identifies beneficiaries using multiple long-acting opioids.
- Quantity limits on acetaminophen-containing combination products, including but not limited to opioids, to prevent unsafe doses of acetaminophen from the use of multiple products (in alignment with the Medicaid Common Formulary/SPDL).

#### **Prospective safety edits specifically to address Morphine Milligram Equivalents (MME) dose limitations.** These edits include:

- A passive concurrent DUR rule provides information to the dispensing pharmacist if a beneficiary is new to opioid therapy and the opioid prescription has a dosage between 50-90 MME.
- A passive concurrent DUR rule that identifies if a beneficiary is new to opioid therapy and the opioid prescription has a dosage greater than 90 MME.
- A cumulative edit for the previous 30 days of opioid use above 90 MME threshold. This is a hard reject and an override must be manually placed by the health plan, after a review of the beneficiary's claims history and medical conditions and a discussion with the prescriber if necessary.
- Quantity limits on certain opioid products.

We also perform retrospective review of claims data for various scenarios, both at the plan level and by the pharmacy benefit manager. This helps to identify patterns and trends for further review at the beneficiary, pharmacy and provider level.

### **Questions or need help with opioid management?**

Visit the [CDC website](#).

## **Opioid Dispensing Rules for HAP CareSource MI Health Link**

We employ opioid dispensing rules that align with the Center for Medicare and Medicaid Services (CMS) policy and guidance. These include safety edits at the pharmacy and a Drug Management Program (DMP).

The purpose of the opioid safety edits and Drug Management Program is to prompt prescribers and pharmacists to conduct additional safety reviews to determine if the beneficiary's opioid use is appropriate and medically necessary. Plan sponsors are expected to implement these safety edits and conduct the Drug Management Program in a manner that minimizes any additional burden on prescribers, pharmacists and beneficiaries.

### **Opioid point of sale (POS) pharmacy safety edits**

#### **1. Opioid care coordination edit**

Any opioid claim will reject at the pharmacy if:

- It exceeds a morphine milligram equivalent (MME) dose of 90 mg per day and
- There is more than one opioid prescriber in the previous six months. This rejection ensures care is being coordinated among providers when there are multiple opioid prescribers. Pharmacies can consult with providers and override this rejection at the point of sale.

#### **2. Seven-day supply limit for opioid naïve patients**

- Opioid claims are limited to a seven-day supply when prescribed for opioid-naïve patients, i.e., for acute pain. An opioid naïve patient is identified at the dispensing pharmacy based on the prescription claims history of opioids dispensed. If a beneficiary has not had opioid prescriptions filled in the previous 108 days, the rule set assumes that an opioid is being prescribed to an opioid naïve beneficiary for treatment of acute pain. The pharmacy cannot override this edit.

#### **3. Multiple long-acting opioid medications**

- If a beneficiary has overlapping prescriptions for two long-acting opioid medications, the new prescription will reject. Pharmacies may override this rejection at the point of sale after confirming with the prescriber that the drug therapy is appropriate.

#### **4. Concomitant use of benzodiazepines**

- If a beneficiary has overlapping claims for benzodiazepine and opioid medications, the new prescription will reject. Pharmacies may override this rejection at the point of sale after confirming with the prescriber that concomitant use is appropriate.

## Drug Management Program (DMP) HAP CareSource MI Health Link Only

The Drug Management Program helps ensure beneficiaries use their prescription opioid medications safely. A beneficiary may be eligible for enrollment in the DMP based on the following criteria:

1. Aggregate opioid prescriptions exceed 90 mg MME for any duration during the past six months, AND
2. The beneficiary has three or more prescribers contributing to opioid claims in past six months, AND
3. The beneficiary has three or more pharmacies contributing to the opioid claims in the past six months, OR
4. More than five prescribers contribute to opioid claims regardless of the number of pharmacies dispensing opioids in the past six months.

Beneficiaries who meet the prescription claims criteria undergo a second review for any potential exclusions based on medical criteria. The DMP may not apply to beneficiaries who are residents of a long-term care facility, in hospice care or receiving palliative or end-of-life care, are being treated for active cancer-related pain or have sickle cell disease.

Beneficiaries who meet prescription claims criteria and do not have medical exclusions undergo case management coordinated by a pharmacist to determine whether enrollment in the DMP is appropriate. This is a collaborative process with the prescribers of opioids and may also include HAP CareSource MI Health Link's professional staff of care management nurses, social workers, mental health experts, or physician medical directors.

If a beneficiary is at risk for overuse, misuse or abuse of opioid prescription medications, HAP CareSource MI Health Link may limit access to opioids and/or benzodiazepines and/or opioid potentiators (i.e. gabapentin and pregabalin) by utilizing a variety of opioid control tools:

- Requiring the beneficiary to obtain all prescriptions for opioid medications from one pharmacy
- Requiring the beneficiary to get all prescriptions for opioid medications from one doctor
- Limiting the amount of opioid medications covered in a specified time period

Any dual-eligible member with a coverage limitation under Part D will have that same drug or quantity restriction under the Medicaid benefit.

We communicate, in writing, with beneficiaries and prescribers prior to putting any limitations or restrictions in place. Members and prescribers have rights to appeal these decisions.

The dispensing pharmacy or a HAP CareSource MI Health Link pharmacist may contact you about a beneficiary's opioid prescription(s) to determine if opioid use is appropriate and medically necessary. During normal business hours, your office will be contacted, or you may be paged. After hours contact will follow your after-hours process as instructed by telephonic recordings or answering services.

For more information on the Part D opioid safety policies, please visit [\*A Prescriber's Guide to Medicare Prescription Drug \(Part D\) Opioid Policies.\*](#)

Additional resources to explain federal governmental programs to manage the opioid epidemic are posted here: <https://www.cms.gov/About-CMS/Story-Page/prescribing-opioids>.

## Benefits Monitoring Program (BMP) - HAP CareSource Only

We administer a BMP as required by MDHHS to educate and prevent overuse, misuse, or abuse of Medicaid services (medical visits, ER, prescription drugs, etc.). Program enrollment criteria are based on identification of overutilization, misuse or abuse of physician, medical and pharmacy services (with some exclusions based on diagnosis or circumstances). This is a collaborative program managed by the HAP CareSource Pharmacy and Case Management staff. The teams do a comprehensive review of medical and pharmacy history for beneficiaries who are identified by the State or by the Plan using established criteria. Related to drugs, criteria include multiple prescription fills for drugs/categories with abuse potential and use of multiple prescribers and pharmacies. A MAPS report that includes all controlled substances fills for a member may be reviewed, if appropriate, to identify/confirm controlled substances prescription activity.

When a member is enrolled in the BMP program, HAP CareSource sends an educational letter/form to notify the beneficiary. The beneficiary has 10 days to discuss the findings with HAP CareSource. If the beneficiary does not return the form, HAP CareSource sends a second notice to the beneficiary that they will be enrolled and the providers to which they've been assigned. Providers are also notified/educated about the enrollment.

### Potential Control Mechanisms

- When a member in BMP is assigned to a pharmacy, they are locked into the use of a specific pharmacy for certain drugs (drugs with potential abuse). Drugs outside of the restricted drugs may be obtained at the same pharmacy or other pharmacies if the member chooses to do so.
- When a member in BMP is assigned to a prescriber (or multiple prescribers), only those specific drugs are restricted to those providers. The provider and other providers may prescribe other drug classes.

If we are reviewing a member for potential enrollment into the program, we may contact your office to request additional information. Thank you in advance for responding with additional information.

## HAP CareSource Transition of Care Policy - Prescriptions

The HAP CareSource transition of care program for prescription drugs ensures continued access to services during a transition from fee-for-service (FFS) Medicaid or from another Medicaid Health Plan (MHP) when a member, in the absence of continued services, would suffer serious detriment to their health or be at risk of hospitalization or institutionalization.

### Prescriptions

HAP CareSource provides a transition supply of medication without prior authorization if one of the following occur:

- The member is taking a drug that is not covered by HAP CareSource (not on the formulary drug list)
- Formulary rules/restrictions do not cover the amount ordered by the prescriber
- The drug requires prior authorization
- The drug is part of a step therapy restriction

### **When does the transition fill apply?**

A transition (temporary) supply applies for maintenance drugs where the member is already on the drug and has received a 30-day supply of the drug in the previous 90 days. Consistent with Medicare, Medicaid Health Plans are required to allow up to a 30-day temporary supply during the member's 90-day transition period. New members are in a transition period for 90 days after enrollment.

### **How is the transition policy communicated?**

Our Medicaid transition policy is a quality program and is communicated to members and providers in various ways:

- Member website
- Member Handbook
- Provider education/manual (posted on the website)
- Newsletter articles

In addition, when a transition fill is processed at the pharmacy, transition notices are sent to the member and the prescriber. The notices are sent to the member within three business days and to the provider within five business days. The notices include the following:

- An explanation that the drug is not on the list or requires prior authorization and that this is a temporary/transition fill
- Claim information (member, drug name)
- Instructions for the member/prescriber

### **How does the transition process work?**

When a pharmacy processes a claim for a member who is in their 90-day transition period, most drugs will automatically pay in transition if the claim is for a drug or amount that:

- Is not covered
- Requires prior authorization
- Is part of a step therapy restriction

For safety and monitoring reasons, certain drug categories, are transitioned through a request from the provider, member or the member's representative.

In addition, for any Medicaid covered drug, the member, his or her appointed representative, or the member's prescriber, may request continuity of care on behalf of the member. If you would like to request a transition fill for a Medicaid covered drug, you can contact:

- The HAP CareSource Pharmacy team at **1-833-230-2102**, provider, then select the pharmacy option
- Customer Service
- The member's Care Manager

## HAP CareSource MI Health Link Transition of Care Policy - Prescriptions

Under certain circumstances, HAP CareSource MI Health Link can offer a temporary supply of a drug to members when the drug is not on the drug list or when it is restricted in some way. To be eligible for a temporary supply, a member must meet the two requirements below:

1. The change to their drug coverage must be one of the following types of changes:
  - a. The drug they have been taking is no longer on the plan's drug list.
  - b. The drug they have been taking is now restricted in some way.
2. They must be in one of the situations described below:
  - a. **For those members who are new or who were in the plan last year and aren't in a long-term care (LTC) facility:** We will cover a temporary supply of their drug during the first 90 days of their membership in the plan if they were new and during the first 90 days of the calendar year if they were in the plan last year. This temporary supply will be for a maximum of a 30-day supply. If their prescription is written for fewer days, we will allow multiple refills to provide up to a maximum of a 30-day supply of medication. The prescription must be filled at a network pharmacy.
  - b. **For those members who are new or who were in the plan last year and reside in an LTC facility:** We will cover a temporary supply of their drug during the first 90 days of their membership in the plan if they are new and during the first 90 days of the calendar year if they were in the plan last year. The total supply will be for a maximum of a 31-day supply. If their prescription is written for fewer days, we will allow multiple fills to provide up to a maximum of a 31-day supply of medication. (Please note that the long-term care pharmacy may provide the drug in smaller amounts at a time to prevent waste.)
  - c. **For those members who have been in the plan for more than 90 days and reside in an LTC facility and need a supply right away:** We will cover one 31-day supply of a particular drug, or less if their prescription is written for fewer days. This is in addition to the above long-term care transition supply.



## Section 13: Quality Management

### Quality Management Program for HAP CareSource including HAP CareSource Children's Special Health Care Services (CSHCS) and HAP CareSource Healthy Michigan Plan (HMP)

HAP CareSource has an ongoing Quality Assessment and Performance Improvement Program (QAPI) for HAP CareSource members including HAP CareSource CSHCS and HAP CareSource HMP. The program is designed to:

- Promote and improve the delivery of members medical and health care services consistent with our mission and goals.
- Objectively and systematically monitor and evaluate the appropriateness of clinical and nonclinical member care and services.

HAP CareSource pursues opportunities to improve care and services and resolve identified problems. HAP CareSource, PCPs and specialists have a role in monitoring, maintaining and improving the quality of care and services.

QAPI effectiveness is evaluated annually. You can find a copy of the QAPI program, including progress on our annual goals and the annual evaluation by:

- Visiting: <https://caresource.com/MI/providers/education/quality-improvement/medicaid>

Ongoing monitoring of care and services is performed through a review of:

- Administrative data
- After-hours care surveys
- Complaints and grievances
- Medical records
- Utilization data
- HEDIS measure outcomes
- Appointment wait time surveys
- CAHPS and Provider Satisfaction
- On-site facility reviews

## Preventive and Clinical Care Guidelines for HAP CareSource and HAP CareSource MI Health Link

HAP CareSource and HAP CareSource MI Health Link approves and adopts evidence-based nationally recognized standards and guidelines and promotes them to providers to help inform and guide clinical care provided to members.

Member health resources are available on the website and cover a broad range of wellness, preventive health and chronic disease management tools. Guidelines are reviewed at least every two years or more often as appropriate and updated as necessary. They may be found at **CareSource.com** > Providers > Education > Patient Care > Health Care Links. The use of the guidelines allows HAP CareSource MI Health Link to measure their impact on member health outcomes. Review and approval of the guidelines are completed by the Market HAP CareSource MI Health Link Provider Advisory Committee (PAC). The HAP CareSource MI Health Link Enterprise PAC approved the guidelines and Quality Enterprise Committee (QEC) is notified of guideline approval. Topics for guidelines are identified through analysis of member population demographics and national or state priorities. Guidelines may include, but are not limited to:

- Mental Health (e.g., depression)
- Adult health (e.g., hypertension and diabetes)
- Population health (e.g., obesity and tobacco cessation)

Guidelines are promoted to providers through one or more of the following: newsletters, our website, direct mailings, provider manual and through focused meetings with Provider Engagement Specialists. Information regarding clinical practice guidelines and other health information are made available to members via member newsletters, the member website or upon request. If you would like more information on HAP CareSource MI Health Link Quality Improvement, please call Provider Services at the appropriate number below:

- HAP CareSource **1-833-230-2102**
- HAP CareSource MI Health Link **1-833-230-2159**

## Quality Management Program for HAP CareSource MI Health Link

HAP CareSource MI Health Link has an ongoing Quality Assessment and Performance Improvement Program for HAP CareSource MI Health Link members. The program is designed to:

- Promote and improve delivery of members medical and health care services consistent with our mission statement and goals.
- Objectively and systematically monitor and evaluate the appropriateness of clinical and nonclinical member care and services.

HAP CareSource MI Health Link pursues opportunities to improve upon the care and services and resolve identified problems. All departments, primary care and high-volume specialist providers are involved in monitoring, maintaining and improving the quality of care and services.

QAPI effectiveness is evaluated annually. You can find a hard copy of the QAPI including progress on our annual goals and the annual evaluation on our website.

Ongoing monitoring of care and services is performed through review of:

- Administrative data
- HEDIS measure outcomes
- After hours care surveys
- Appointment wait time surveys
- Complaints and grievances
- Consumer and provider surveys
- Medical records
- On site facility reviews

## Health and Wellness Programs

We have wellness programs to help our members stay healthy. The programs below are for members in all HAP CareSource and HAP CareSource MI Health Link plans unless otherwise noted.

| Program                                    | Description  |
|--|--|
| <b>CareSource24®<br/>Nurse Advice Line</b> | <p>HAP CareSource and HAP CareSource MI Health Link members have access to a 24 hours a day, seven days a week Nurse Advice Line for health information to help with questions about medical care. Nurses are ready to answer questions any time, day or night. The Nurse Advice Line provides trusted, physician-approved information to help guide members' health care decisions. A registered nurse helps with:</p> <ul style="list-style-type: none"> <li>• Choosing appropriate location for medical care</li> <li>• Finding a doctor or hospital</li> <li>• Understanding treatment options</li> <li>• Achieving a healthy lifestyle</li> <li>• Learning how take medication safely</li> </ul> <p>To use CareSource24, members can call 1-833-687-7370 (<b>1-833-NURSE-70</b>).</p> |

| Program  | Description  |
|--|--|
| <b>Preventive Health Reminders</b>   | <p>HAP CareSource and HAP CareSource MI Health Link outreach to members that may be due for preventive health services including:</p> <ul style="list-style-type: none"> <li>• Blood lead testing</li> <li>• Cervical cancer screening</li> <li>• Child and adolescent vaccines</li> <li>• Colorectal cancer screening</li> <li>• Comprehensive diabetes care</li> <li>• Lead testing</li> <li>• Mammogram screening</li> <li>• Well-child and adolescent visits</li> <li>• Annual Well Visits</li> </ul>  |
| <b>Smoking Cessation Program</b>   | <p>The Michigan Tobacco Quitline is a free, phone-based program to help members quit using tobacco. Members will work one-on-one with a health coach to develop a quit plan. Members can enroll in the program by self-referral, PCP referral or health plan referral. To refer a member to the program, call <b>1-800 QUIT NOW (784-8669)</b>. For more information, call <b>1-888-654-2200</b>.</p>  |
| <b>Maternity Program Powered by HAP CareSource Mom &amp; Baby Beginnings</b> | <p>HAP CareSource and HAP CareSource MI Health Link's Maternity Management program, Mom &amp; Baby Beginnings, supports Medicaid-eligible pregnant women and to ensure members have a healthy pregnancy by:</p> <ul style="list-style-type: none"> <li>• Connecting members with an OB provider</li> <li>• Providing reminders for prenatal and postpartum visits and assisting with scheduling and transportation, if needed</li> <li>• Conducting maternity-specific assessments in order to ensure members are receiving the care that they need</li> <li>• Developing member-centric individualized Care Treatment Plans</li> <li>• Educating on benefits and rewards available while pregnant, including dental services</li> <li>• Connecting members to nurses, social work, mental health services, and lactation support</li> <li>• Referring members to a Maternal Infant Health Program (MIHP). MIHPs offer in home visits to provide education about pregnancy and newborn care.</li> <li>• Checking in after delivery to make sure everyone is doing well</li> </ul> <p>For more information or to enroll, members can call <b>Mom &amp; Baby Beginnings at 1-833-230-2034</b>.</p> |

| Program                                       | Description   |
|---|---|
| <b>Maternal Infant Health Program, (MIHP)</b> | <p>MIHP supports healthy pregnancies and healthy infants. It is open to all MI Health Link and Medicaid-eligible pregnant women. It also serves infants with Medicaid. MIHP will:</p> <ul style="list-style-type: none"> <li>• Visit members during and after their pregnancy to help them take care of themselves and their baby</li> <li>• Nurses who visit will teach about pregnancy, labor and delivery. They also teach members how to care for their baby</li> <li>• Social workers will help with housing, baby supplies and other support</li> <li>• Dietitians will teach about eating healthy during pregnancy. They also teach members how to feed their baby</li> <li>• Connect members to parenting classes</li> <li>• Refer members to local community services, if needed</li> <li>• Refer members to childbirth classes close by</li> <li>• Help members with transportation to services, if needed</li> </ul> |

If Medicaid members have questions about MIHP, they should contact HAP CareSource at **1-833-230-2023**.

If HAP CareSource MI Health Link members have questions about MIHP, they should contact HAP CareSource MI Health Link at **1-833-230-2159**.

## Blood Lead Testing Reminder

No safe blood lead level in children exists. Even low levels cause harm. Michigan Medicaid policy requires all Medicaid-enrolled children to be tested for blood lead:

- At 12 and 24 months of age
- Between 24 and 72 months of age if not previously tested

Recently, The Centers for Disease Control and Prevention updated the blood lead reference value (BLRV) from 5 µg/dL to 3.5 µg/dL. The BLRV should be used as a guide to determine follow-up actions.

### Resources

For more information and resources about blood lead screening and recommendations, visit [For Healthcare Providers](https://www.michigan.gov/for-healthcare-providers) (michigan.gov).

## HAP CareSource PrEP Resources

HAP CareSource is working with MDHHS to increase awareness of Pre-Exposure Prophylaxis (PrEP) treatment. PrEP is a medication that people at risk for human immunodeficiency virus (HIV) acquisition can take to reduce their chances of getting HIV through sex and/or injectable drug use. To educate, inform and increase your awareness of PrEP, please register on the Centers for Disease Control and Prevention (CDC) National Provider Information Network (NPIN) website.

NPIN is a web-based information and resource platform connecting public health partners through collaborative communication and innovative technology solutions for HIV, viral hepatitis, sexually transmitted diseases (STDs), tuberculosis, and adolescent and school health. NPIN maintains a searchable database of information submitted to the CDC NPIN by the testing center or provider organization.

Information entered into the NPIN database powers tools such as the GetTested testing locator utility and the PrEP Locator tool. Please see a list of resources below:

|   |   |
|---|---|
| <b>CDC Resources</b>  | <ul style="list-style-type: none"> <li>• <a href="#">CDC Guide to Taking a Sexual History</a></li> <li>• <a href="#">CDC: HIV</a></li> <li>• <a href="#">CDC HIV Nexus: CDC Resources for Clinicians</a></li> <li>• <a href="#">CDC Pre-Exposure Prophylaxis (PrEP) (patient-facing)</a></li> <li>• <a href="#">Let's Stop HIV Together Clinician Resources</a></li> <li>• <a href="#">Preexposure Prophylaxis for the Prevention of HIV Infection in the United States (2021 Update) - Clinical Practice Guideline</a></li> <li>• <a href="#">Preexposure Prophylaxis for the Prevention of HIV Infection in the United States (2021 Update) - Clinical Providers' Supplement</a></li> <li>• <a href="#">Sexually Transmitted Infections Treatment Guidelines, 2021</a></li> </ul> |
| <b>Henry Ford Health</b>  | <a href="https://www.henryford.com/services/lgbtq-health">https://www.henryford.com/services/lgbtq-health</a>   |
| <b>Michigan Department of Health &amp; Human Services (MDHHS) Resources</b> | <ul style="list-style-type: none"> <li>• <a href="https://michigan.gov/MIPrEP">michigan.gov/MIPrEP</a></li> <li>• <a href="#">MDHHS PrEP Brochure - michigan.gov (patient-facing)</a></li> <li>• <a href="#">STI/HIV Operations and Resource System (SHOARS) - michigan.gov</a></li> </ul>  |
| <b>U.S. Preventive Services Task Force</b>                                  | <a href="https://uspreventiveservicestaskforce.org">uspreventiveservicestaskforce.org</a> search for PrEP   |



## Section 14: Member Medical Records

### Requirements

To promote continuity and quality of member care, HAP CareSource and HAP CareSource MI Health Link require all participating providers to maintain their HAP CareSource and HAP CareSource MI Health Link patient charts in a manner that meets all of the following requirements and ensures the medical record information is organized and readily available when needed.

For more information regarding medical record requirements, please see Appendix A for provider contract language.

#### General

1. Medical records must be maintained in a manner that is current, detailed and organized to facilitate communication and coordination of care.
2. Medical records must be complete, documented accurately, updated in a timely manner, readily accessible, and permit prompt and systematic retrieval of information.
3. Medical records must be maintained in English, legible and fully disclose and document the extent of services provided to members.
4. Medical records should be in a detailed, comprehensive manner that conforms to good professional medical practice, allows effective professional medical review and medical audit processes, and facilitates a system for follow-up treatment.

5. Practitioners and providers must abide by all Federal and State laws and regulations regarding confidentiality and disclosure of medical records, or other health and enrollment information. These laws require providers to fully disclose the extent of the services, care, and supplies furnished to our members, as well as support claims billed.

## **Content and Organization**

1. Each page in the record contains the patient's name or ID number.
2. Patient's address, employer, home and work telephone numbers and marital status.
3. All entries contain the author's identification, which may be a handwritten signature, unique electronic identifier or initials. Per CMS, a valid signature must be for:
  - For services provided or ordered
  - Handwritten or electronic (note: stamped signatures are allowed if you have a physical disability and can prove to a CMS contractor that you're unable to sign due to that disability)
  - Legible or can be confirmed by comparing it to a signature log or attestation statement
4. Content is in chronological order.
5. The record is legible to someone other than the writer.
6. Must be signed and dated.
7. Medical records must contain, at a minimum:
  - a. Outpatient and emergency care
  - b. Specialist referrals
  - c. Ancillary care
  - d. Diagnostic test findings including laboratory and radiology
  - e. Prescriptions for medications
  - f. Allergies and adverse reactions (also documented if no known allergies)
  - g. Problem list (including significant illnesses and medical conditions)
  - h. Inpatient discharge summaries
  - i. Histories and physicals
  - j. Immunization records
  - k. Documentation of clinical findings and evaluation of each visit
  - l. Working diagnosis consistent with findings
  - m. Treatment plans consistent with diagnosis
  - n. Preventive services/risk screenings
  - o. Other documentation sufficient to fully disclose the quantity, quality, appropriateness, and timeliness of services provided.

8. Primary care health records must reflect the following information:
  - a. All services provided directly by a practitioner who provides primary care services.
  - b. All ancillary services and diagnostic tests ordered by a practitioner.
  - c. Reports of all diagnostic and therapeutic services for which a member was referred by a practitioner, (i.e., home health nursing, specialty physician, hospital discharge, PT).
9. Advanced Directives (required for hospitals, critical access hospitals, skilled nursing facilities, nursing facilities, home health agencies, providers of home health care, hospices) – whether or not an advance directive has been executed.

### **Retention, Confidentiality and Accessibility**

1. All medical records must be retained for at least 10 years.
2. Records are stored securely.
3. Only authorized personnel have access to records.
4. Staff receive periodic training in member information confidentiality.

### **Sharing Medical Record Information**

1. Practitioners and providers share health record information, as appropriate and in accordance with professional standards.
2. Medical records shall be made available to members, any provider treating a member, and State and Federal agencies as necessary. At a minimum, HAP CareSource requests medical records for record content and quality; peer review; grievance review, and audit reviews.
3. To the extent required by law, appropriate State and Federal agencies shall have the right, upon request, to inspect records at reasonable times, including all accounting and administrative records maintained by the provider.
4. When a patient changes PCP, the former PCP must forward the patient's medical records or copies of medical records to the new PCP within 10 working days from receipt of a written request.

### **Mental Health Records**

In addition to the standards above, mental health records shall contain the information below.

1. Each patient must have an individual treatment plan, completed by the second visit and include:
  - a. Strengths and weaknesses
  - b. Patient input
  - c. Diagnosis
  - d. Short and long-term goals
  - e. Treatment time frames and reassessment dates
  - f. Risk behaviors

- g. Specific treatment modalities
- h. Treatment referrals
- i. A written consent for treatment must be signed by the patient or legally responsible individual

Note: Records must be revised as clinically appropriate and be individualized to the patient.

- 2. Progress notes must contain the following:
  - a. Entries by mental health professional responsible for care
  - b. Entries by Allied Health professionals participating in the patient's treatment
  - c. Entries documenting each patient encounter
  - d. Session type identified for each patient encounter
  - e. Documentation for "no show" appointments
  - f. Evidence of communication with the PCP as well as a signed Release of Information or refusal

### **Provider Office Education and Training**

Here is how we educate provider offices on our medical record requirements.

- Requirements are outlined in provider contracts.
- During provider orientation, we provide a demonstration of where they can find the standards.
- Annually, we publish an article in the provider newsroom.
- Provider Services representatives are available to meet with offices to discuss the standards.
- Medical record audits are also completed during site visits based on member complaints. Providers receive education if they are deficient in that area of the audit.

## **Medical Records Retrieval Policy**

Providers shall make records available to HAP CareSource, HAP CareSource MI Health Link and/or State and Federal regulatory agencies when necessary to prove compliance with Federal or State HMO laws, CMS and other federal agency requirements pertaining to Medicare and the Affordable Care Act, or the obligations assumed by HAP CareSource or HAP CareSource MI Health Link in its subscriber contracts. Records must be made available in a timely manner.

- A. Provider must maintain a medical record with complete and accurate information for each member.
- B. All medical records must be updated and maintained in a timely fashion.
- C. To the extent required by law, appropriate State and Federal agencies shall have the right, upon request, to inspect records at reasonable times, including all accounting and administrative records maintained by the provider.
- D. Access standards and procedures for maintaining medical records for HAP CareSource or HAP CareSource MI Health Link members shall be compliant with MDHHS and CMS CH and HMO licensing requirements, as well as HAP CareSource or HAP CareSource MI Health Link standards.

E. Medical records shall be made available to members, any provider treating a member, and State and Federal agencies as necessary. At a minimum, HAP CareSource and HAP CareSource MI Health Link request medical records for the following reasons:

- Record content and quality must support submitted claims
- Peer review
- Grievance review
- Audit review
- Appeal Review

### CMS Risk Adjustment Validation Audits

Provider shall include supporting documentation in a Medicare Member's medical record for all diagnosis codes submitted to HAP CareSource or HAP CareSource MI Health Link for payment. Provider shall complete such documentation in accordance with CMS's coding guidance in effect at the time of completion. Provider shall timely supply HAP CareSource and HAP CareSource MI Health Link with medical records so that (1) HAP CareSource and HAP CareSource MI Health Link can comply with a CMS Risk Adjustment Data Validation Audit (RADV) and (2) HAP CareSource and HAP CareSource MI Health Link can conduct appropriate oversight and risk mitigation as it relates to HAP CareSource or HAP CareSource MI Health Link's risk adjustment processes. Provider shall submit complete and accurate risk adjustment data as requirement by CMS. Provider acknowledges Its obligation to cooperate with HAP CareSource or HAP CareSource MI Health Link and/or CMS during RADV audits and to timely produce (a) requested medical records in accordance with 42 CFR 422.310(e) and/or (B) any required attestations to correct signature deficiencies in the medical records. [42 CFR 422.310].

- A. When requested, the provider must make patient medical records, accounting and administrative records available for audit purposes. Request must be fulfilled within 30 days of initial request or by terms of the contract. If unable to complete by the required submission date, the provider must submit reason for delay in writing with a specific time frame for submission of medical record. If the medical record does not have clear signature or credentials documented, a signature attestation may be required within 10 working days of receipt of the full medical record.
- B. Records must be provided in a format required by law. Medical Records must include:
- Patient's condition or diagnosis legibly documented
  - Name of patient on each page
  - Date of service the visit took place (include both admit and discharge date for inpatient records)
  - Physician legible signature and date
  - Physician credentials
- C. Provider will maintain medical records related to covered services rendered by provider for 10 years.
- Inability to produce a medical record for a covered service will result in the following:
    - **First occurrence:** written warning and retrieval of paid amount made to the provider
    - **Second occurrence:** written warning and retrieval of paid amount made to the provider. Incident will be reviewed at Provider Peer Review Committee meeting.
    - **Third occurrence:** Termination of participation with HAP and retrieval of paid amount made to the provider.

## Section 15: Hepatitis C Virus –

### Frequently Asked Questions for Providers

In 2021, MDHHS announced a public health campaign, We Treat Hep C. It's aimed at eliminating hepatitis C virus (HCV) in Michigan. The initiative involves:

- Increasing the number of people who are tested for HCV
- Increasing the number of providers who treat HCV
- Expanding access to HCV curative treatments

### Hepatitis C Facts

Hepatitis C is a liver infection caused by the hepatitis C virus. It's spread through contact with blood from an infected person. Hepatitis C can be a short-term illness that resolves spontaneously. However, for most people who become infected with HCV, it becomes a chronic infection. Chronic HCV can result in serious, even life-threatening, health problems like cirrhosis and liver cancer.

People with HCV often have no symptoms and do not feel sick. When symptoms appear, they often are a sign of advanced liver disease. In Michigan, about 115,000 people are known to have HCV. However, that number may be as high as 200,000 considering those undiagnosed. Screening, testing and treatment can save and prolong life. For more information visit [Michigan.gov/WeTreatHepC](https://Michigan.gov/WeTreatHepC).

Below are some frequently asked questions about HCV.

### Member Outreach

#### 1. How do we educate members on hepatitis C?

We send a letter to all HAP CareSource members, age 18 and older. The letter has general information about HCV and the importance of testing. We also send letters to newly enrolled members. Letters were also sent to all HAP CareSource MI Health Link members.

#### 2. How do we help members who need transportation for testing or treatment?

Members can call our Member Service team to schedule a ride. They can be reached at **1-833-230-2053** (TTY 711) for Medicaid or **1-833-230-2057** for HAP CareSource MI Health Link. Information about the transportation benefit can be found:

- On the HAP CareSource website
- In the member handbook

### Testing

#### 1. What testing guidelines should be followed?

The CDC recommends all adults ages 18 and older should be tested for HCV at least once in a lifetime. Pregnant women should be tested during each pregnancy. The table below outlines the CDC recommendations for HCV screening. Providers are encouraged to make this testing part of routine primary care.

| For  | CDC Recommendations  |
|--|--|
| <b>Universal hepatitis C screening</b>   | <ul style="list-style-type: none"> <li>Hepatitis C screening at least once in a lifetime for all adults aged 18 years and older, except in settings where the prevalence of HCV infection (HCV RNA-positivity) is less than 0.1%*</li> <li>Hepatitis C screening for all pregnant women during each pregnancy, except in settings where the prevalence of HCV infection (HCV RNA-positivity) is &lt;0.1%*</li> </ul>   |
| <b>One-time hepatitis C testing regardless of age or setting prevalence among people with recognized conditions or exposures</b> | <ul style="list-style-type: none"> <li>People with HIV</li> <li>People who ever injected drugs and shared needles, syringes, or other drug preparation equipment, including those who injected once or a few times many years ago</li> <li>People with selected medical conditions, including persons who ever received maintenance hemodialysis and persons with persistently abnormal ALT levels</li> <li>Prior recipients of transfusions or organ transplants, including people who: <ul style="list-style-type: none"> <li>Received clotting factor concentrates produced before 1987</li> <li>Received a transfusion of blood or blood components before July 1992</li> <li>Received an organ transplant before July 1992</li> <li>Were notified that they received blood from a donor who later tested positive for HCV infection</li> <li>Health care, emergency medical and public safety personnel after needle sticks, sharps, or mucosal exposures to HCV-positive blood</li> <li>Children born to mothers with HCV infection</li> </ul> </li> </ul> |
| <b>Routine periodic testing for people with ongoing risk factors, while risk factors persist</b>                                 | <ul style="list-style-type: none"> <li>People who currently inject drugs and share needles, syringes, or other drug preparation equipment</li> <li>People with selected medical conditions, including people who ever received maintenance hemodialysis</li> </ul>   |
| <b>Any person who requests hepatitis C testing</b>   | These persons should receive it, regardless of disclosure of risk, because many persons might be reluctant to disclose stigmatizing risks  |

\*Determining prevalence: In the absence of existing data for hepatitis C prevalence, health care providers should initiate universal hepatitis C screening until they establish that the prevalence of HCV RNA positivity in their population is less than 0.1%, at which point universal screening is no longer explicitly recommended but may occur at the provider's discretion.

Source: [https://www.cdc.gov/hepatitis-c/hcp/diagnosis-testing/?CDC\\_AAref\\_Val=https://www.cdc.gov/hepatitis/hcv/guidelinesc.htm](https://www.cdc.gov/hepatitis-c/hcp/diagnosis-testing/?CDC_AAref_Val=https://www.cdc.gov/hepatitis/hcv/guidelinesc.htm)

## 2. What does HCV screening involve?

Screening for HCV involves measuring antibody to HCV in a person's serum. A reactive or positive test (detection of the antibody) is not a diagnosis of the disease. It only means a person was previously exposed to the virus. Note:

- If the antibody test is reactive, then:
  - A nucleic acid test (known as a polymerase chain reaction [PCR] test) for HCV ribonucleic acid (RNA) is needed to determine if the person currently has active HCV infection. (Note: Often, the antibody test and the RNA test can be performed on a single blood draw, with a positive antibody test automatically reflexing to the HCV RNA test).
- If the HCV RNA test is positive, then:
  - HCV treatment can be prescribed.

Be sure to follow the CDC HCV testing algorithms. They can be found [here](#).

## 3. How does HAP CareSource and HAP CareSource MI Health Link help members who test positive?

Our case managers assess the current treatment status. They will help resolve any issues or barriers to receiving treatment.

## 4. Does HAP CareSource or HAP CareSource MI Health Link have any initiatives to routinize testing?

Yes. We have the following initiatives:

- Our Care Management team has developed an outreach plan for:
  - Members needing HCV screening
  - Members diagnosed with HCV
- We ensure the member is connected with their primary care physician. We continue to provide ongoing support and follow up.
- Part of our maternity care program ensures the member gets all recommended screenings. HCV screening is included.
- Part of the health screening of new members includes HCV screening questions. Our care management team will follow up with members who have not completed screening.
- We added information on hepatitis C screening and treatment to:
  - **The Welcome Packet for new members**
  - The member handbook
  - The member newsletter
  - Our website
- Our Care Management team partners with the following groups to outreach to members:
  - Community-based organizations
  - Homeless shelters
  - Local health departments
  - Federally Qualified Health Centers

## 5. Does HAP CareSource or HAP CareSource MI Health Link have any initiatives to increase HCV testing and treatment among persons with a history of substance use?

All members, including those with a history of substance abuse, are encouraged to get HCV testing and treatment. Our Care Management teams collaborate with Prepaid Inpatient Health Plans (PIHPs) on shared members during monthly meetings. HCV testing and treatment for these members is addressed when applicable.

## Treatment

### 1. What is the recommended treatment for HCV?

Recently, direct-acting antivirals (DAA) were developed to treat hepatitis C. DAAs are oral medications that can cure the disease when taken daily for several weeks. They have few side effects or contraindications.

The MDHHS has a three-year agreement with the manufacturer AbbVie to expand access to the DAA MAVYRET® (glecaprevir/pibrentasvir) MAVYRET is an oral prescription medication. It's used to treat adults and children ages 3 and older with HCV.

**To minimize medication barriers, the prescription should be written for the full course of therapy in one fill. In most cases, this is an eight-week supply. If you prescribe the full course of therapy in one fill, the pharmacy can fill it in one prescription.**

Providers are encouraged to enroll their patients receiving MAVYRET into the MAVYRET Nurse Ambassador program. Information can be found [here](#).

### 2. What are authorization requirements for MAVYRET and other DAAs?

For all Michigan Medicaid plans, the preferred drug is Mavyret and it is available without a prior authorization or quantity limit. Mavyret is also on the MI Health Link formulary.

## HAP CareSource

| Preferred DAA   | MAVYRET (glecaprevir and pibrentasvir)   |
|---|--|
| <b>Non-Preferred DAAs</b><br>(prior authorization required) | <ul style="list-style-type: none"> <li>• Mavyret is preferred. The following DAAs are non-preferred.</li> <li>• Epclusa</li> <li>• Harvoni</li> <li>• ledipasvir/sofosbuvir(generic for Harvoni)</li> <li>• sofosbuvir/velpatasvir (generic for Epclusa)</li> <li>• Sovaldi</li> <li>• Vosevi</li> <li>• Zepatier</li> </ul> |

### 3. How does HAP CareSource or HAP CareSource MI Health Link ensure members with an HCV diagnosis are linked to a provider familiar with HCV treatment?

Our Care Management team will help coordinate care with the member's PCP. If specialist care is needed, we'll help find contracted providers close to the member's home. We'll also help with scheduling appointments.

If members need transportation for testing or treatment, they can call our Member Services team to schedule a ride. They can be reached at 1-833-230-2053 (TTY 711) for Medicaid or 1-833-230-2057 for HAP CareSource MI Health Link. Information about the transportation benefit can be found:

- On the HAP CareSource or HAP CareSource MI Health Link website
- In the member handbook

### 4. How does HAP CareSource or HAP CareSource MI Health Link follow up with members receiving treatment to offer support on medication adherence?

Our Pharmacy team reviews pharmacy claims for Hepatitis C antivirals and performs outreach to the prescriber or pharmacy when appropriate.

| If the MAVYRET Prescription is Filled for | Then   |
|---|--|
| A 28-day supply                           | The Pharmacy team contacts the pharmacy to ensure there is a refill allowed on the prescription. Then they contact the member to encourage them to get the refill in a timely manner.  |
| A 56 or 84-day supply                     | The member has the full course of therapy. Members being followed by our Care Management team will receive a medication reminder. The Pharmacy team will contact the member as needed. |

Similar activities and reach-out occur if a DAA other than Mavyret is prescribed.

HAP CareSource also communicates with pharmacy providers related to medication treatment:

- Electronic bulletins to the pharmacy network
- Reach-out to individual pharmacies when needed to facilitate medication adherence

### 5. Does HAP CareSource or HAP CareSource MI Health Link track members with an HCV diagnosis and no record of treatment?

Yes. A report is shared with Care Management teams monthly to facilitate review and follow up.

## Resources

### 1. Where can I find helpful resources about HCV?

MDHHS has partnered with several organizations for resources to help providers treat HCV patients. Please see the table below.

| For   | Contact   |
|---|---|
| <b>Consulting line for all health care professionals with questions about HCV treatment</b> <ul style="list-style-type: none"> <li>• On-demand webinars</li> <li>• Live training events</li> <li>• Office hours</li> <li>• Other resources for health care professionals on treating HCV</li> </ul> | Henry Ford Health<br><b>313-575-0332</b><br>8 a.m. to 5 p.m. Monday through Friday ET<br><br>Midwest AIDS Training and Education Center (MATEC) at Wayne State University School of Medicine Division of Infectious Diseases<br><a href="https://matecmichigan.com/clinical-resources">https://matecmichigan.com/clinical-resources</a>   |
| <b>Education and case consultation on HCV</b><br><br><b>Additional resources</b>  | <a href="https://www.msms.org/About-MSMS/News-Media/we-treat-hep-c-initiative-mdhhs-partners-with-professional-consultation-programs-to-offer-free-hepatitis-c-training-and-resources-for-health-care-providers">https://www.msms.org/About-MSMS/News-Media/we-treat-hep-c-initiative-mdhhs-partners-with-professional-consultation-programs-to-offer-free-hepatitis-c-training-and-resources-for-health-care-providers</a> |
| <b>Notification of new training opportunities and events</b>  | Send a request to be added to the listserv:<br>Email <a href="mailto:MDHHS-Hepatitis@michigan.gov">MDHHS-Hepatitis@michigan.gov</a>   |



## **Section 16: Vaccines, MCIR & Reporting Communicable Diseases**

### **Vaccines**

State law requires providers who administer vaccines to HAP CareSource and HAP CareSource MI Health Link members to obtain the vaccines through the Vaccines for Children (VFC) program. Enrollment in this program helps the member to receive vaccines during their visit. This is a federal program that makes vaccines available to immunize children aged 18 and under who are Medicaid eligible. HAP CareSource encourages pediatricians to be registered in the VFC program. To enroll in the VFC program, please check [this link](#). Vaccines can be obtained free of charge from local health departments (LDH).

### **Requirements for Reporting to the Michigan Care Improvement Registry (MCIR)**

Providers who administer immunizations are required to report them to the MCIR.

For questions, registration, training resources and technical assistance, visit [mcir.org](http://mcir.org). MCIR can also help you improve your immunization rates by running reminder/recall reports.

### **Requirements for Reporting to the Local Health Department (LDH)**

The state, HAP CareSource and HAP CareSource MI Health Link provider contract require providers to report communicable diseases to the local health department.

### **The Alliance for Immunization in Michigan (AIM)**

The Alliance for Immunization in Michigan (AIM) was formed in 1994 to focus on a broad spectrum of immunization issues in Michigan. AIM's mission is to promote immunizations across the lifespan through a coalition of health care professionals and agencies.

For vaccine information and resources, visit <https://www.aimtoolkit.org/health-care/the-toolkit.php>.

## Section 17: Continuity of Care

Members are expected to seek medical services from participating providers within the network. While in good standing, if a PCP or specialist terminates their contract with HAP CareSource and HAP CareSource MI Health Link, the terminated provider may continue to serve their HAP CareSource or HAP CareSource MI Health Link members to ensure continuity of care.

Continuity of care can occur when a member is being treated by the terminated provider and the member is:

- In an active course of treatment for an acute episode or chronic illness or acute medical condition. An active course of treatment is one in which discontinuity could cause a recurrence or worsening of the condition under treatment and interfere with anticipated outcomes.
- In the second or third trimester of pregnancy.
- Terminally ill.

If the member is an active care plan as described above, the terminated provider can continue treating the member for a period up to 90 days or until the member sees another provider for the condition being treated for.

If the provider has any HAP CareSource or HAP CareSource MI Health Link patients who meet the above criteria and is willing to continue treating them on a fee-for-service basis, the provider should follow the process below:

- Identify the patient on the list and document the reason for continuing their care.
- Fax the list back to HAP CareSource or HAP CareSource MI Health Link at 248-663-3780.
- HAP CareSource and HAP CareSource MI Health Link will send a confirmation letter to the provider that outlines the continued treatment conditions for each member that the provider agrees to continue treating.
- The provider will be allowed to continue treatment as a non-par provider with appropriate prior authorization for up to 90 calendar days for:
  - Members in active treatment for an acute or chronic medical condition
  - Members through the acute phase of the condition being treated
  - Members through the postpartum period of six weeks postdelivery for women in the second and third trimester of pregnancy
  - A terminally ill member for the remainder of their life
- You must share information regarding the treatment plan with HAP CareSource or HAP CareSource MI Health Link.
- You must follow the HAP CareSource or HAP CareSource MI Health Link health utilization management policies and procedures.
- You can't charge or balance bill the member for services.
- You will be reimbursed at current Medicaid fee-for-service rates.

If the provider is not willing to continue treating the member, HAP CareSource and HAP CareSource MI Health Link will work with the provider and the member to develop a transition plan to a new PCP or specialist.

## Section 18: Ensuring Culturally Appropriate Care

To ensure our members receive culturally appropriate care, our providers are expected to follow the guidelines below.

- Provider and each individual providing services on its behalf shall accept all eligible members, provide physical access, reasonable accommodations and accessible equipment for eligible members with physical or mental disabilities, and not segregate eligible members in any way or treat them in a location or manner different from other persons receiving health care services.
- Provider and each individual providing services on its behalf shall promote the delivery of services in a culturally responsive manner to all eligible members including those with limited proficiency in English, deaf and hard of hearing, and diverse cultural and ethnic backgrounds.
  - A person's cultural background shall be recognized and valued in the decision-making process.
  - Providing culturally competent care by listening and making accommodations for patients' diverse beliefs and practices. Providing culturally competent care by being aware of own assumptions, including those related to the culture of medicine and attempting a posture of cultural humility and respect toward those who hold different and perhaps conflicting assumptions from their own.
- Provider and each individual providing services on its behalf shall not discriminate against eligible members on any grounds prohibited by law, including without limitation, on the basis of:

- |                          |  |
|--------------------------|--|
| - <b>Age</b>             | - <b>Membership in HAP CareSource or HAP CareSource MI Health Link</b> |
| - <b>Ancestry</b>        | - <b>National origin</b>   |
| - <b>Color</b>           | - <b>Physical or mental handicap</b>                                   |
| - <b>Creed</b>           | - <b>Race</b>  |
| - <b>Disability</b>      | - <b>Religion</b>  |
| - <b>Gender identity</b> | - <b>Source of payment</b>   |
| - <b>Health status</b>   | - <b>Sexual orientation</b>  |
| - <b>Marital status</b>  |  |

- Provider and each individual providing services on its behalf also agree to comply with the provisions of the Americans with Disabilities Act of 1990 (42 USC 12101 et seq. and 47 USC 225).
- Providers are responsive to the linguistic, cultural, ethnic, racial, religious, age, gender and other unique needs of any minority, homeless population, Enrollees with disabilities (both congenital and acquired disabilities), or other special population served by the HAP CareSource. This responsiveness includes the capacity to communicate with Enrollees in languages other than English, when necessary, as well as those with a vision or hearing impairment.
- Providers, including multilingual network providers must understand and comply with their obligations under State or federal law to assist Enrollees with skilled medical interpreters and the resources that are available to assist network providers to meet these obligations. HAP CareSource or HAP CareSource MI Health Link Enrollees can call our Member Services department at 1-833-230-2053 for Medicaid or 1-833-230-2057 for MI Health Link (found on the back of the member ID card) or their HAP CareSource or HAP CareSource MI Health Link Care Coordinator for free interpreter assistance.

- Network providers and interpreters/translators are available for HAP CareSource or HAP CareSource MI Health Link enrollees who are deaf or vision- or hearing-impaired.
- Providers have a strong understanding of disability, recovery, and resilience cultures and LTSS.

### Cultural Competency Training Resources

To ensure providers have a strong understanding of culturally competent care, training is encouraged. Please see the resources below.

| Organization and Description  | Link  |
|---|---|
| <b>The Office of Minority Health at The U.S. Department of Health and Human Services, sponsors Think Cultural Health</b><br><br>Free, continuing education e-learning programs, designed to help you provide culturally and linguistically appropriate services (CLAS).   | <a href="#">Education - Think Cultural Health (hhs.gov)</a><br>Then choose the appropriate provider type. |
| <b>The Centers for Disease Control and Prevention</b> offers three online health literacy courses for health professionals: <ul style="list-style-type: none"> <li>• Health Literacy for Public Health Professionals (free continuing education)</li> <li>• Fundamentals of Communicating Health Risks</li> <li>• Effective Communication for Healthcare Teams: Addressing Health Literacy, Limited English Proficiency and Cultural Differences (free continuing education)</li> </ul> | <a href="#">Find Training   Health Literacy   CDC</a>   |
| <b>National LGBTQIA+ Health Education Center</b><br><br>Educational programs and resources to optimize quality, cost-effective health care for lesbian, gay, bisexual, transgender, queer, interest, asexual, and all sexual and gender minority (LGBTQIA+) people.   | <a href="http://www.lgbtqiahealtheducation.org">www.lgbtqiahealtheducation.org</a>                        |



## Section 19: Philosophy of Care

HAP CareSource and HAP CareSource MI Health Link health care providers will deliver services consistent with these philosophies:

- Person-centered planning: The principles of person-centered planning are:
  - Each member has strengths and the ability to express preferences and to make choices.
  - The member's choices and preferences shall always be honored and considered.
  - Each member has gifts and contributions to offer to the community and can choose how supports, services and treatment may help them utilize their gifts and make contributions to community life.
  - Person-centered planning processes maximize independence, create community connections and work towards achieving the individual's dreams, goals and desires.
  - A person's cultural background shall be recognized and valued in the decision-making process.
- Self-determination: All individuals, regardless if they have a disability, have the civil right to live the way they want to live. The principles of self-determination are:
  - Freedom to decide how one wants to live his or her life.
  - Authority over a targeted amount of dollars.
  - Support to organize resources in ways that are life enhancing and meaningful to the individual.
  - Responsibility for the wise use of public dollars and recognition of the contribution individuals across disability and aging can make to their community.
- Recovery: An individual's journey of healing and transformation to live a meaningful life in a community of his or her choice while striving to achieve maximum human potential. It's not the role of providers to make decisions for members, but to provide education about the possible outcomes that may result from various decisions.
- Independent living: Living just like everyone else and having opportunities to make decisions that affect one's life, being able to pursue activities of one's own choosing and being limited only in the same ways as one's nondisabled neighbors.

HAP CareSource and HAP CareSource MI Health Link health care providers are accountable for:

- Member satisfaction.
- Health care access to comprehensive and quality medical care and preventive services.
- Promoting shared responsibility for health care decisions with members and their families and caregivers.
- Providing culturally competent care by listening and making accommodations for patients' diverse beliefs and practices.
- Being aware of their own assumptions, including those related to the culture of medicine and attempting a posture of cultural humility and respect toward those who hold different and perhaps conflicting assumptions from their own.

## Section 20: Confidentiality, Fraud, Waste and Abuse and Whistleblower Protection

### Confidentiality Policy

HAP CareSource and HAP CareSource MI Health Link will ensure that employees, primary care providers and participating providers or physicians, through their contracts, hold confidential all information obtained through examination, care or treatment of members or patients. HAP CareSource and HAP CareSource MI Health Link will only divulge such information with appropriate authorization, by law or as medically or administratively necessary to provide services to our members. HAP CareSource and HAP CareSource MI Health Link do not share any member-specific information with employers. Measures to protect the records from loss, tampering, alteration, destruction and unauthorized or inadvertent disclosure will be taken by the responsible persons. Any record that contains clinical, social, financial, or other data on a member will be maintained in strictest confidence. Only authorized persons with a need to know have access to confidential information. The Quality Improvement Committee reviews and approves the confidentiality policies and annual compliance training occurs with the Health Insurance Portability and Accountability Act.

The State Medicaid Agencies, Department of Health and Human Services, manages the Medicaid recipient's routine consent to release information during their application for Medicaid. HAP CareSource and HAP CareSource MI Health Link do not enroll members. This function is performed by the State of Michigan. The routine consent covers future, known or routine needs for use of personal health information, such as for treatment, coordination of care, quality assessment and measurement including member surveys, accreditation and billing. The State of Michigan does not require any special consent. HAP CareSource and HAP CareSource MI Health Link practitioners are required to use a release of information form when members wish to have their records copied or released.

HAP CareSource and HAP CareSource MI Health Link protect the confidentiality of information about members consistent with the needs to conduct business without divulging more information than is necessary for treatment, payment and operations.

Information that is held confidential includes personal health information such as name, date of birth, address, gender, medical record information, claims, benefits and other administrative data that are personally identifiable. This includes all forms of PHI, oral, written and electronic forms of member information. If a member is unable to give consent, the member's legal guardian may authorize the release of personal health information and have access to information about the patient.

Health plan associates sign a confidentiality statement upon employment.

### Reporting Fraud, Waste and Abuse

HAP CareSource and HAP CareSource MI Health Link are committed to the prevention, detection and correction of any criminal conduct.

Any HAP CareSource or HAP CareSource MI Health Link associate (member, employee, provider, first tier and downstream related entity and their governing bodies) must share this commitment to remain compliant, lawful and ethical conduct.

The HAP CareSource and HAP CareSource MI Health Link Program Integrity Special Investigations Unit (SIU) is dedicated to detecting, preventing and investigating all reported issues of potential, suspected, or known cases of fraud, waste and abuse and issues of non-compliance resulting from fraudulent and abusive actions committed by providers, contractors, subscribers and employees.

**Fraud** is the intentional deception or misrepresentation that an individual knows, or should know, to be false, or does not believe to be true and makes, knowing the deception could result in some unauthorized benefit to himself or some other person(s).

The acts may be committed for the person's own benefit or for the benefit of another party. In order to be considered fraud, the act must be performed knowingly, willfully and intentionally.

**Examples:**

- A. To purposely bill for services that were never given or to bill for a service that has a higher reimbursement than the service produced.
- B. Misrepresenting who provided the services, altering claim forms, electronic claim records or medical documentation.

**Waste** refers to the over-utilization of services, or practices that result in unnecessary costs. Waste also refers to useless consumption or expenditure without adequate return, or an act or instance of wasting. Waste goes beyond fraud and abuse and most waste does not involve a violation of law. Waste relates primarily to mismanagement, inappropriate actions and inadequate oversight.

**Examples:**

- A. Providing services that are not medically necessary (i.e., unnecessary diagnostic testing).
- B. A provider prescribing medications without validating if the member still needs them.

**Abuse** involves provider practices that are inconsistent with sound fiscal, business, or medical practices and result in an unnecessary cost to the Medicaid program, or in reimbursement for services that are not medically necessary or that fail to meet professionally recognized standards for health care. It also includes recipient practices that result in unnecessary cost to the Medicaid program. Abuse is similar to fraud except that there is no requirement to prove or demonstrate that abusive acts were committed knowingly, willfully and intentionally.

**Examples:**

- A. Using the Emergency Room for non-emergency health care.
- B. Going to more than one doctor to get the same prescription.
- C. Threatening or offensive behavior at a provider's office, hospital, or pharmacy.

All reported cases of suspected fraud, waste and abuse are monitored and handled by the HAP CareSource Program Integrity SIU.

If you suspect any provider, member, employee, or contractor of HAP CareSource or HAP CareSource MI Health Link of potential fraud, waste or abuse of Medicare or Medicaid assets, please contact us

immediately. We have a 24-hour, toll-free fraud hotline. You can also mail your concern. Please see information below. The report can be filed anonymously so you are not required to leave your name or any contact information.

- Phone: Navex FWA Hotline **1-844-415-1272**
- Fax: 1-800-418-0248
- Email: [fraud@caresource.com](mailto:fraud@caresource.com)
- Mail: HAP CareSource  
Attn: Program Integrity  
P.O. Box 1940  
Dayton, OH 45401-1940

You may also report your concern to Medicaid, Michigan Department of Health and Human Services, Office of Inspector General by:

- Phone: **1-855-MI-FRAUD (643-7283)**
- Mail: MDHHS-OIG  
P.O. Box 30062  
Lansing, Michigan 48909
- Visiting: [Michigan.gov/fraud](http://Michigan.gov/fraud)

## Whistleblower Protection

As discussed in more detail in the Compliance Program and the policies, employees are responsible for internally reporting compliance issues including issues that raise false claims concerns, fraudulent activity, or noncompliance to the code of conduct. It is the policy of the company that no employee who makes a report of alleged wrongdoing will be subjected to reprisal, harassment, retribution, discipline, or discrimination by company or any of its employees or agents based on having made the report. Any employee or agent who engages in any such reprisal, harassment, retribution, discipline, or discrimination against a good faith reporter may be subject to disciplinary action as deemed appropriate by the company.

The Michigan Whistleblowers' Protection Act provides protection to employees who report a violation or suspected violation of state, local or federal law. The Michigan Medicaid False Claims Act provides protection for employees who initiate, assist, or participate in a proceeding or court action under this law or who cooperate or assist with investigations conducted under this law.

The Federal False Claims Act contains protections for employees who are discharged, demoted, suspended, or discriminated against in retaliation for their involvement in False Claims Act cases.



## Section 21: Model of Care - HAP CareSource MI Health Link Only

The target population for HAP CareSource MI Health Link Program consists of Medicare and Medicaid eligible individuals, defined as Medicare beneficiaries who are also eligible for full Medicaid benefits. The service area for the HAP CareSource MI Health Link product is Macomb and Wayne Counties in Michigan.

### Specially-Tailored Services Geared Toward the Most Vulnerable Population

HAP CareSource MI Health Links understands how vulnerable the HAP CareSource MI Health Link population is and therefore, has added benefits specific to their known unique needs. These value-added services and benefits include:

- A \$0 copay for generic and brand drugs.
- Care Coordination— A nurse or social worker helps the beneficiary navigate the managed care system and attain optimal health. All beneficiaries get a health risk assessment and inter-disciplinary plan of care.
- Health and Wellness Programs - Includes smoking cessation, preventive health outreach for services due such as vaccinations and colorectal cancer screening and disease management programs for diabetes, asthma and hypertension.

- A 24/7 health information line.
- An emergency response service benefit for high-risk individuals. Persons must meet certain criteria and must be approved by the medical director.
- Podiatry for medically necessary foot care.
- Vision Care - One routine eye exam every two years and up to one pair of glasses, including lenses and frames, every two years.
- A hearing test.
- Dental Care - includes an oral exam, fluoride treatment, X-rays and cleaning.

The additional services that HAP CareSource MI Health Link provides to our most vulnerable beneficiaries depend on the beneficiary's needs and goals. The following examples show some of the vulnerable beneficiary categories and the additional services for which they are eligible:

- **Frail:** In-home physical therapy and occupational therapy assessments and treatment, transportation to and from medical appointments, in-home safety assessment and emergency response system.
- **Disabled:** In-home physical therapy and occupational assessments and treatment, transportation to and from medical appointments, in-home safety assessment and emergency response system.
- **End-stage renal disease:** Nutrition counseling, transportation to and from dialysis and medical appointments, educational materials on cooking, renal disease and medications and a medication reconciliation program.
- **Beneficiaries near the end of life:** Hospice information, home health aides, nursing care in home, transportation to medical appointments and emergency response system.
- **Beneficiaries with multiple and complex conditions:** The beneficiary's personal care coordinator works with them to navigate the managed care system and attain optimal health, emergency response system, health and wellness programs including smoking cessation, preventive health outreach for services such as vaccinations and colorectal cancer screening and disease management programs for diabetes.

## Integrated Care Bridge or Electronic Care Bridge

HAP CareSource MI Health Link maintains an Integrated Care Bridge to facilitate timely and effective information flow between the plan, provider, Michigan Health Information Network Shared Services (MiHIN) and the PIHPs. The Care Bridge can directly exchange information between all members of the healthcare team for more efficient care.

## Care Coordination

Every beneficiary is assigned to a HAP CareSource MI Health Link care coordinator based on the beneficiary's assigned risk level and individual needs. HAP CareSource MI Health Link will allow the beneficiary or his or her authorized representative a choice in the selection of a HAP CareSource MI Health Link care coordinator.

The care coordinator must be either a Michigan: licensed registered nurse, licensed nurse practitioner, licensed physician's assistant, licensed Bachelor's prepared social work; limited license Master's prepared social worker; or limited license Bachelor's prepared social work; or a clinical nurse specialist.

The registered nurse (RN) care coordinators have experience in a variety of settings such as acute care, long term care, home care, mental health, infusion centers, social work and Area Agencies on Aging to meet the needs of the HAP CareSource MI Health Link population. The Social Worker (SW) care coordinator is a master's level social worker eligible for State of Michigan certification as a Certified Social Worker. They have knowledge of community resources and problems unique to the Medicare and Medicaid population, such as that acquired during one to two years of work experience. They have a professional level of analytical skills to analyze and solve problems and develop viable intervention plans.

Care coordinators report to the Case Management Team Lead and are responsible for the following:

- Conducting, collecting and reviewing the health risk assessment (HRA), including analyzing and stratifying the beneficiary's health care needs based on the HRA
- Contacting beneficiary and reviewing the HRA with them
- Identifying any medical or social impediments to care
- For persons with special health care needs, collaborating with the member's providers and HAP CareSource MI Health Link Utilization Management team to ensure direct access to specialist care appropriate for the member's condition and identified needs
- Determining the beneficiary's ability to follow a prescribed plan of care
- Initiating and implementing a plan of care with attainable goals in conjunction with all health care providers and community agencies
- Modifying the plan as necessary through monitoring and re-evaluation to accommodate changes in treatment or progress
- Contacting the beneficiary on a predetermined schedule to evaluate interventions
- Presenting questionable cases to the medical director for review
- Entering authorizations for approved services into the system per HAP CareSource MI Health Link procedures
- Assuring maintenance and sharing of records and reports
- Assuring HIPAA compliance
- Maintaining paper-based and electronic information systems

The HAP CareSource MI Health Link care coordinator will use the results of the Level I and Level II assessment, when indicated, to develop a person-centered Individual Integrated Care and Supports Plan with the member and ICT chosen by the member. The plan of care will include a review and analysis of the member's:

- **Current health status:** Including fall risk, multiple chronic conditions such as diabetes, chronic obstructive pulmonary disease, congestive heart failure and cancer.
- **Clinical history:** Including disease onset, hospitalizations, treatment history, medications, past surgeries, psychiatric conditions and acute exacerbations due to nonadherence to medications and polypharmacy.
- **Activities of daily living:** Including functional ability to perform ADLs, identified deficiencies in vision, hearing or speech limitations, toileting, incontinence issues, bathing, transferring, and mobility including fall risk, eating and swallowing and dressing. It includes assessment of instrumental activities of daily living such as housework, shopping, phone use and money management.
- **Mental health status:** Including psychosocial and cognitive functions such as checking for orientation to person, place and time, wandering issues, threat to self or others and displaying unsafe

or extreme bizarre habits. This includes checking for depression, using the screening tool and a history of other psychological conditions.

- **Life planning:** When appropriate, help member complete a living will, advance directive and power of attorney and forward those documents to the PCP.
- **Cultural and religious limitations or preferences:** Including language, treatment choices and facilitation of access to culturally acceptable health care for the beneficiary, such as informing beneficiary of providers who are located close to their home and speak the same language.
- **Caregiver resources:** Including family involvement and identification of care giver who can participate in developing and implementing plan of care. Communication occurs with the beneficiary and if one has been identified, their caregiver.
- **Benefits:** This includes eligibility issues and financial barriers. Can help identify available community resources and special programs for treatment of conditions including hospice. The care coordinator ensures that referrals are for covered services and facilitates accessing these services. They also educate the beneficiary on the benefits for both Medicare and Medicaid and help resolve any LIS eligibility issues. The case manager facilitates the coordination of the member to work with Michigan Medicare/Medicaid Assistance Programs (MMAPS) in our service area to also help them understand their benefits.
- **Case management plan with short and long-term goals:** Upon completion of the HRA and the welcome call, the care coordinator works with the beneficiary to develop short term goals that can be achieved within three to six months and long-term goals that can be achieved within nine to twelve months. The goals are mutually agreed upon with the care coordinator, the beneficiary and, with consultation, with the PCP. They are based on immediate needs the beneficiary identifies, including their preferences for care and their future goals to improve their health status. These goals include the member's life goals.
- **Additional resources:** Additional resources may be identified during the care plan development. For example, for fall risk or mobility issues, additional resources may include physical therapy, a home safety evaluation and vision and hearing testing. The Care Manager communicates these additional resources to the PCP.
- **Transition of care plan:** When a member's care is transitioned to another setting, such as transfer to hospital or skilled nursing facility, the care plan is adjusted to reflect their current environment and outcome possibilities.
- **Near end-of-life issues:** The plan of care in Guiding Care includes the documentation of completion of the member's advance directives and power of attorney. Add-on services include MMAP counselors, hospice counselors and other disease related foundations.
- **Barriers:** These may include issues with understanding medical instructions, motivation to change, finances and transportation. The care coordinators discuss the plan of care by phone and send the member the ICT brochure. It is written at a sixth grade reading level to help them understand the information. The beneficiary receives a welcome packet that informs them of the Medicare and Medicaid benefits. They receive a welcome call from the Member Services representatives who answer their questions and discuss the Medicaid and Medicare benefits. The free transportation benefit is discussed with beneficiaries when they enroll to help eliminate transportation barriers. All contact with members is meant to motivate them to follow the plan of care. While their financial costs for medical care are covered through either Medicare or Medicaid, financial incentives are offered for completion of preventive services such as mammograms.
- **Follow-up schedule:** Includes documentation of appointments such as counseling, specialty

physician and wound clinic to reflect member's adherence to the plan. Appointment scheduling, attendance and follow-up are documented in the Guiding Care system. Appointment results and referral provider recommendations are also documented in the Guiding Care system. For example, if a PCP provides a home care referral for wound dressing changes and IV infusion of antibiotics, the care coordinator facilitates the referral for that care and sets up the arrangements with wound care and IV infusion. The care coordinator would document wound dimension over time, give the member self-care instructions and update the PCP on the member's status. This would also be reflected in the plan of care and in Guiding Care.

- **Self-management plan:** Includes monitoring symptoms, activity, BP, blood sugars, etc. The member's self-management is an integral part of the care plan. The care coordinator confirms the member understands how to monitor symptoms related to their disease process. Referrals to home care are made to assist in educating the members on self-management activities such as monitoring blood pressure, sugar level, daily weights, temperature and wound appearance. It includes education on reporting symptoms to their PCP.
- **Progress assessment:** Upon completion of the HRA, the HAP CareSource MI Health Link care coordinator works with the member to develop short-term goals (ones that can be achieved within three to six months) and long-term goals (ones can be achieved within nine to twelve months). The goals are mutually agreed upon with the care coordinator, the member and the PCP. They are based on the immediate needs identified by the member, including member preferences for care and future goals to improve their health status.

The time frame for reevaluation is individualized based on the member's plan of care. If the member does not meet a goal, the goal is revised, or a new goal is established with the member, based on their input. An annual, comprehensive reevaluation is done after the annual HRA is completed.

## Integrated Care Team

The member is the center of the Integrated Care Team (ICT). The HAP CareSource MI Health Link care coordinator ensures that the member has access to and input in the development of an ICT to ensure the integration of medical, mental health, psychosocial care and LTSS based on the HRA. The ICT is person-centered, built on the member's specific preferences and needs and delivers services with transparency, individualization, accessibility, respect, linguistic and cultural competence and dignity.

The ICT honors the member's choice about their level of participation. This choice will be revisited periodically by the care coordinator as it may change. The care coordinator will include a person familiar with the member's needs, circumstances and preferences when the member cannot participate fully in or report accurately to the ICT. It is the member's right to determine the appropriate involvement of other members of the ICT based on the needs identified in the HRA, in accordance with applicable privacy standards.

The care coordinator and the member are responsible for setting and facilitating ICT meetings and facilitating communication among ICT members. LTSS and PIHP support coordinators will be members of ICTs, as applicable, to encourage communication and collaboration between ICOs, PIHPs and other providers. The HAP CareSource MI Health Link care coordinator is responsible for assuring the ICT process, but the member may request his or her LTSS or PIHP supports coordinator remain the main point of contact about their care.

## Long Term Services and Supports (LTSS) – HAP CareSource MI Health Link Members

Qualified HAP CareSource MI Health Link members have access to a variety of LTSS and home and community-based services (HCBS) to help them meet daily needs for assistance independently and improve their quality of life.

LTSS and HCBS benefits are provided over an extended period, mainly in member homes and communities. They are also available in facility-based settings (e.g., nursing facilities and supplemental services which could include personal care services), or as outlined in a member's individual integrated care and supports plan.

Overall, the HAP CareSource MI Health Link model of care promotes improved utilization of home and community-based services to avoid hospitalization and nursing facility care. HAP CareSource MI Health Link care managers work closely with community partners and HCBS providers to expedite evaluation and access to services.

The HAP CareSource MI Health Link program provides seamless coordination between medical care, LTSS, HCBS and mental health and substance use benefits covered by Medicare and Medicaid.

Home and Community Based Services (HCBS Waiver) that our plan pays for include:

- Adult day program
- Assistive technology
- Chore services
- Environmental modifications
- Expanded Community Living Supports
- Fiscal Intermediary Services
- Home delivered meals
- Non-medical transportation
- Preventive nursing services
- Private duty nursing
- Respite care services

The above services require prior authorization.



## Section 22: HAP CareSource MI Health Link Member Information

### HAP CareSource MI Health Link Members

Below is the information we provide to members. It's an excerpt from the *HAP CareSource MI Health Link Member Handbook* regarding filing a grievance and appeal.

**Important!** Any reference to a section and page number throughout this verbiage is to a particular area in the member handbook. The formatting does not match the actual handbook. A copy of the actual handbook can be found here: *HAP CareSource MI Health Link Member Handbook*.

### What to do if you have a problem

This chapter tells you what to do if you have a problem with your plan or with your services or payment. Medicare and Michigan Medicaid approved these processes. Each process has a set of rules, procedures, and deadlines that must be followed by us and by you.

#### A1. About the legal terms

There are difficult legal terms for some of the rules and deadlines in this chapter. Many of these terms can be hard to understand, so we have used simpler words in place of certain legal terms. We use abbreviations as little as possible.

For example, we will say:

- “Making a complaint” rather than “filing a grievance”
- “Coverage decision” rather than “organization determination,” “benefit determination,” “at-risk determination,” or “coverage determination”
- “Fast coverage decision” rather than “expedited determination”

Knowing the proper legal terms may help you communicate more clearly, so we provide those too.

## Where to call for help

### B1. Where to get more information and help

Sometimes it can be confusing to start or follow the process for dealing with a problem. This can be especially true if you do not feel well or have limited energy. Other times, you may not have the knowledge you need to take the next step.

#### **You can get help from the MI Health Link Ombudsman**

If you need help getting answers to your questions or understanding what to do to handle your problem, you can call the MI Health Link Ombudsman. The MI Health Link Ombudsman is not connected with us or with any insurance company. They can help you understand which process to use. The phone number for the MI Health Link Ombudsman is 1-888-746-6456. The services are free. Refer to Chapter 2 for more information on ombudsman programs.

#### **You can get help from the State Health Insurance Assistance Program (SHIP)**

You can also call your State Health Insurance Assistance Program (SHIP). In Michigan, the SHIP is called the Michigan Medicare/Medicaid Assistance Program (MMAP). MMAP counselors can answer your questions and help you understand what to do to handle your problem. MMAP is not connected with us or with any insurance company or health plan. MMAP has trained counselors and their services are free. The MMAP phone number is 1-800-803-7174. You can also find information on MMAP’s website at [mmapinc.org](http://mmapinc.org).

#### **Getting help from Medicare**

You can call Medicare directly for help with problems. Here are two ways to get help from Medicare:

- Call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, seven days a week. TTY: 1-877-486-2048. The call is free.
- Visit the Medicare website ([www.medicare.gov](http://www.medicare.gov)).

#### **Getting help from Michigan Medicaid**

You can also call Michigan Medicaid for help with problems. Call the Beneficiary Help Line Monday through Friday from 8:00 a.m. to 7:00 p.m. at 1-800-642-3195 (TTY: 1-866-501-5656), or 1-800-975-7630 if calling from an internet-based phone service. You can also email [beneficiarysupport@michigan.gov](mailto:beneficiarysupport@michigan.gov).

## Which process to use to help with your problem

### C1. Using the process for coverage decisions and appeals or for making a complaint

If you have a problem or concern, you only need to read the parts of this chapter that apply to your situation. The chart below will help you find the right section of this chapter for problems or complaints.

| Is your problem or concern about your benefits or coverage?  |   |
|--|---|
| (This includes problems about whether particular medical care (medical items, services and/or Part B prescription drugs) are covered or not, the way in which they are covered, and problems related to payment for medical care.) |   |
| Yes.   | No.   |
| My problem is about benefits or coverage.<br>Refer to <b>Section D: “Coverage decisions and appeals”</b> on page 154.  | My problem is not about benefits or coverage.<br>Skip ahead to <b>Section J: “How to make a complaint”</b> on page 197. |

## Coverage decisions and appeals

### D1. Overview of coverage decisions and appeals

The process for asking for coverage decisions and making appeals deals with problems related to your benefits and coverage for your medical care (services, items and Part B prescription drugs, including payment).

**NOTE:** Medicaid specialty mental health services are covered by your Prepaid Inpatient Health Plan (PIHP). This includes mental health, intellectual/developmental disability, and substance use disorder services and supports.

If you live in Macomb County, contact your PIHP for information about coverage decisions and appeals on mental health services.

- Macomb County Community Mental Health 1-855-966-2264, TTY: 711, 24 hours a day, seven days a week

If you live in Wayne County, contact the PIHP for information about coverage decisions and appeals on mental health services.

- Detroit Wayne Mental Health Authority 1-800-241-4949, TTY: 1-800-630-1044, 24 hours a day, seven days a week

### What is a coverage decision?

A coverage decision is an initial decision we make about your benefits and coverage or about the amount we will pay for your medical services, items, or drugs. We are making a coverage decision whenever we decide what is covered for you and how much we pay. We are also making a coverage decision whenever you ask us to increase or change the amount of a service, item, or drug that you are already receiving.

If you or your providers are not sure if a service, item, or drug is covered by Medicare or Michigan Medicaid, either of you can ask for a coverage decision before you get the service, item, or drug.

### What is an appeal?

An appeal is a formal way of asking us to review our coverage decision and change it if you think we made a mistake. For example, we might decide that a service, item, or drug that you want is not covered or is not medically necessary for you. If you or your provider disagree with our decision, you can appeal.

## D2. Getting help with coverage decisions and appeals

### Who can I call for help asking for coverage decisions or making an appeal?

You can ask any of these people for help:

- Call your **Care Coordinator** at 1-833-230-2057.
- Call **Member Services** at 1-833-230-2057.
- Talk to **your doctor or other provider**. Your doctor or other provider can ask for a coverage decision or appeal on your behalf.
- Call the **MI Health Link Ombudsman** for free help. The MI Health Link Ombudsman can help you with questions about or problems with MI Health Link or our plan. The MI Health Link Ombudsman is an independent program, and is not connected with this plan. The phone number is 1-888-746-6456.
- Call the **Michigan Medicare/Medicaid Assistance Program (MMAP)** for free help. MMAP is an independent organization. It is not connected with this plan. The phone number is 1-800-803- 7174.
- Talk to a **friend or family member** and ask them to act for you. You can name another person to act for you as your “representative” to ask for a coverage decision or make an appeal. Your designated representative will have the same rights as you do in asking for a coverage decision or making an appeal.
  - If you want a friend, relative, or other person to be your representative, call Customer Service and ask for the “Appointment of Representative” form.
  - You can also get the form by visiting [www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf](http://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf). The form gives the person permission to act for you. You must give us a copy of the signed form.
- You also have the right to ask a lawyer to act for you. You may call your own lawyer or get the name of a lawyer from the local bar association or other referral service. If you choose to have a lawyer, you must pay for those legal services. However, some legal groups will give you free legal services if you qualify. If you want a lawyer to represent you, you will need to fill out the Appointment of Representative form.
  - However, you do not need a lawyer to ask for any kind of coverage decision or to make an appeal.

## D3. Using the section of this chapter that will help you

There are four different types of situations that involve coverage decisions and appeals. Each situation has different rules and deadlines. We separate this chapter into different sections to help you find the rules you need to follow. **You only need to read the section that applies to your problem:**

- **Section E on page 158** gives you information if you have problems about services, items, and certain drugs (**not** Part D drugs). For example, use this section if:
  - You are not getting medical care or other supports and services that you want, and you believe our plan covers this care.
  - We did not approve services, items, or drugs that your doctor wants to give you, and you believe this care should be covered and is medically necessary.
  - **NOTE:** Only use Section E if these are drugs **not** covered by Part D. Drugs in the *List of Covered Drugs*, also known as the Drug List, with an "ADD" are not covered by Part D. Refer to Section F on page 174 for Part D drug appeals.

- You got medical care or other supports and services you think should be covered, but we are not paying for this care.
- You got and paid for medical care or other supports and services you thought were covered, and you want to ask us to pay you back.
- You are being told that coverage for care you have been getting will be reduced or stopped, and you disagree with our decision.
- **NOTE:** If the coverage that will be stopped is for hospital care, home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services, you need to read a separate section of this chapter because special rules apply to these types of care. Refer to Sections G and H on pages 183 and 190.
- Your request for a coverage decision might be dismissed, which means we won't review the request. Examples of when we might dismiss your request are: if your request is incomplete, if someone makes the request for you but hasn't given us proof that you agreed to allow them to make the request, or if you ask for your request to be withdrawn. If we dismiss a request for a coverage decision, we will send a notice explaining why, and how to ask for a review of the dismissal. This review is a formal process called an appeal.
- **Section F on page 174** gives you information about Part D drugs. For example, use this section if:
  - You want to ask us to make an exception to cover a Part D drug that is not on our Drug List.
  - You want to ask us to waive limits on the amount of the drug you can get.
  - You want to ask us to cover a drug that requires prior authorization (PA) or approval.
  - We did not approve your request or exception, and you or your doctor or other prescriber thinks we should have.
  - You want to ask us to pay for a prescription drug you already bought. (This is asking for a coverage decision about payment.)
- **Section G on page 183** gives you information on how to ask us to cover a longer inpatient hospital stay if you think the doctor is discharging you too soon. Use this section if:
  - You are in the hospital and think the doctor asked you to leave the hospital too soon.
- **Section H on page 190** gives you information if you think your home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services are ending too soon.

If you're not sure which section you should use, please call Member Services at **1-833-230-2057** (TTY: 711).

If you need other help or information, please call the MI Health Link Ombudsman at 1-888-746-6456.

## Problems about services, items, and drugs (not Part D drugs)

### E1. When to use this section

This section is about what to do if you have problems with your benefits for your medical care or other supports and services. You can also use this section for problems with drugs that are **not** covered by Part D, including Medicare Part B drugs. Drugs in the Drug List with an "ADD" are **not** covered by Part D. Use Section F for Part D drug appeals.

This section tells what you can do if you are in any of the five following situations:

1. You think we cover a medical service or other supports and services you need but are not getting.

**What you can do:** You can ask us to make a coverage decision. Refer to Section E2 on page 159 for information on asking for a coverage decision.

2. We did not approve care your provider wants to give you, and you think we should have.

**What you can do:** You can appeal our decision to not approve the care. Refer to Section E3 on page 161 for information on making an appeal.

3. You got services or items that you think we cover, but we will not pay.

**What you can do:** You can appeal our decision not to pay. Refer to Section E3 on page 161 for information on making an appeal.

4. You got and paid for services or items you thought were covered, and you want us to reimburse you for the services or items.

**What you can do:** You can ask us to pay you back. Refer to Section E5 on page 172 for information on asking us for payment.

5. We reduced or stopped your coverage for a certain service, and you disagree with our decision.

**What you can do:** You can appeal our decision to reduce or stop the service. Refer to Section E3 on page 161 for information on making an appeal.

**NOTE:** If the coverage that will be stopped is for hospital care, home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services, special rules apply. Read Sections G or H on pages 183 and 190 to find out more.

## E2. Asking for a coverage decision

### How to ask for a coverage decision to get medical care or long term supports and services (LTSS)

To ask for a coverage decision, call or write us, or ask your representative or doctor to ask us for a decision.

- You can call us at: **1-833-230-2057, TTY: 1-833-711-4711 or 711**
- You can write to us at: HAP CareSource  
P.O. Box 1025  
Dayton, OH 45401
- **NOTE:** If you live in Macomb County, the PIHP will make coverage decisions for mental health, intellectual/developmental disability, and substance use disorder services and supports. Contact your PIHP for more information.
  - Macomb County Community Mental Health 1-855-996-2264, TTY: 711, 24 hours a day, seven days a week
- **NOTE:** If you live in Wayne County, the PIHP will make coverage decisions for mental health, intellectual/development disability, and substance use disorder services and supports. Contact the PIHP for more information.
  - Detroit Wayne Mental Health Authority 1-800-241-4949, TTY: 1-800-630-1044, 24 hours a day, seven days a week

## How long does it take to get a coverage decision?

It usually takes up to 14 calendar days after you, your representative, or your provider asked unless your request is for a Medicare Part B prescription drug. If your request is for a Medicare Part B prescription drug, we will give you a decision no more than 72 hours after we receive your request. If we don't give you our decision within 14 calendar days (or 72 hours for a Medicare Part B prescription drug), you can appeal.

Sometimes we need more time, and we will send you a letter telling you that we need to take up to 14 more calendar days. The letter will explain why more time is needed. We can't take extra time to give you a decision if your request is for a Medicare Part B prescription drug.

## Can I get a coverage decision faster?

**Yes.** If you need a response faster because of your health, ask us to make a “fast coverage decision.” If we approve the request, we will notify you of our decision within 72 hours (or within 24 hours for a Medicare Part B prescription drug).

However, sometimes we need more time, and we will send you a letter telling you that we need to take up to 14 more calendar days. The letter will explain why more time is needed. We can't take extra time to give you a decision if your request is for a Medicare Part B prescription drug.

**The legal term** for “fast coverage decision” is **“expedited determination.”**

## Asking for a fast coverage decision:

- If you request a fast coverage decision, start by calling or faxing our plan to ask us to cover the care you want.
- You can call Member Services at **1-833-230-2057** or fax us at 1-937-396-3492. For details on how to contact us, refer to Chapter 2.
- You can also have your doctor or your representative call us.

## Here are the rules for asking for a fast coverage decision:

You must meet the following two requirements to get a fast coverage decision:

1. You can get a fast coverage decision only if you are asking about coverage for services or items you have not yet received. (You cannot ask for a fast coverage decision if your request is about payment for medical care or an item you already got.)
  2. You can get a fast coverage decision only if the standard 14 calendar day deadline (or the 72-hour deadline for Medicare Part B prescription drugs) could cause serious harm to your health or hurt your ability to function.
- If your provider says that you need a fast coverage decision, we will automatically give you one.
  - If you ask for a fast coverage decision without your provider's support, we will decide if you get a fast coverage decision.
    - If we decide that your condition does not meet the requirements for a fast coverage decision, we will send you a letter. We will also use the standard 14 calendar day deadline (or the 72-hour deadline for Medicare Part B prescription drugs) instead.
    - This letter will tell you that if your provider asks for the fast coverage decision, we will automatically give a fast coverage decision.

- The letter will also tell how you can file a “fast complaint” about our decision to give you a standard coverage decision instead of a fast coverage decision. For more information about the process for making complaints, including fast complaints, refer to Section J on page 195.

### **How will I find out the plan’s answer about my coverage decision?**

We will send you a letter telling you whether or not we approved coverage.

### **If the coverage decision is No, how will I find out?**

If the answer is **No**, we will send you a letter telling you our reasons for saying **No**.

- If we say No, you have the right to ask us to change this decision by making an appeal. Making an appeal means asking us to review our decision to deny coverage.
- If you decide to make an appeal, it means you are going on to the Internal Appeals process (read the next section for more information).

## **E3. Internal Appeal for services, items, and drugs (not Part D drugs)**

### **What is an appeal?**

An appeal is a formal way of asking us to review a coverage decision (denial) or any adverse action that we took. If you or your provider disagree with our decision, you can appeal.

**NOTE:** If you live in Macomb County, the PIHP handles appeals about mental health, intellectual/developmental disability, and substance use disorder services and supports. Contact your PIHP for more information.

- Macomb County Community Mental Health 1-855-996-2264, TTY: 711, 24 hours a day, seven days a week.

**NOTE:** If you live in Wayne County, the PIHP handles appeals for mental health, intellectual/developmental disability, and substance use disorder services and supports. Contact the PIHP for more information.

- Detroit Wayne Mental Health Authority 1-800-241-4949, TTY: 1-800-630-1044, 24 hours a day, seven days a week.

If you need help during the appeals process, you can call the MI Health Link Ombudsman at 1-888- 746-6456. The MI Health Link Ombudsman is not connected with us or with any insurance company or health plan.

### **What is an adverse action?**

An adverse action is an action, or lack of action, by our plan that you can appeal. This includes:

- We denied or limited a service or item your provider requested;
- We reduced, suspended, or ended coverage that was already approved;
- We did not pay for a service or item that you think is covered;
- We did not resolve your authorization request within the required timeframes;
- You could not get a covered service or item from a provider in our network within a reasonable amount of time; **or**
- We did not act within the time frames for reviewing a coverage decision and giving you a decision.

## What is an Internal Appeal?

An Internal Appeal (also called a Level 1 Appeal) is the first appeal to our plan. We will review your coverage decision to find out if it is correct. The reviewer will be someone who did not make the original coverage decision. When we complete the review, we will give you our decision in writing and tell you what you can do next if you disagree with the decision. You must ask for an Internal Appeal before you can ask for an External Appeal under Section E4 below.

You can ask for a “standard appeal” or a “fast appeal.”

## How do I make an Internal Appeal?

- To start your appeal, you, your representative, or your provider must contact us. You can call Member Services at 1-833-230-2057. For additional details on how to reach us for appeals, refer to Chapter 2. For additional details on internal and external appeals parties, refer to Chapter 9, section E4 *External Appeal for services, items, and drugs (not Part D drugs)*.
- You can ask us for a “standard appeal” or a “fast appeal.”
- If you are asking for a standard appeal or fast appeal, make your appeal in writing or call us.
  - You can submit a request to the following address:  
HAP CareSource MI Health Link,  
P.O. Box 2578  
Dayton, OH 45401
  - You may also ask for an appeal by calling Member Services at **1-833-230-2057**.

## Can someone else make the appeal for me?

**Yes.** Your doctor or other provider can make the appeal for you. Also, someone besides your doctor or other provider can make the appeal for you. First, you must complete an Appointment of Representative form. The form gives the other person permission to act for you.

If we don't get this form, and someone is acting for you, your appeal request will be dismissed. If this happens, you have a right to have someone else review our dismissal. We will send you a written notice explaining your right to ask the Independent Review Organization to review our decision to dismiss your appeal.

To get an Appointment of Representative form, call Member Services and ask for one, or visit [www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf](http://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf).

We must get the completed Appointment of Representative form before we can review the appeal.

## How much time do I have to make an Internal Appeal?

You must ask for an Internal Appeal within 60 calendar days from the date on the letter we sent to tell you our decision. If you miss this deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of a good reason are: you were in the hospital, or we gave you the wrong information about the deadline for requesting an appeal. You should explain the reason your appeal is late when you make your appeal.

**NOTE:** If you appeal because we told you that a service you currently get will be changed or stopped, **you have fewer days to appeal** if you want to keep getting that service while your appeal is processing. Read “Will my benefits continue during Internal Appeals” on page 159 for more information.

### **Can I get a copy of my case file?**

**Yes.** Ask us for a free copy by calling Member Services at **1-833-230-2057 (TTY: 1-833-711-4711 or 711).**

### **Can my provider give you more information about my appeal?**

**Yes.** Both you and your provider may give us more information to support your appeal.

### **How will we make the appeal decision?**

We take a careful look at all of the information about your request for coverage of medical care or other supports and services. Then, we check if we were following all the rules when we said **No** to your request. The reviewer will be someone who did not make the original decision.

If we need more information, we may ask you or your doctor for it.

### **When will I hear about a “standard” appeal decision?**

We must give you our answer within 30 calendar days after we get your appeal (or within 7 calendar days after we get your appeal for a Medicare Part B prescription drug). We will give you our decision sooner if your condition requires us to.

- However, if you ask for more time or if we need to gather more information, we can take up to 14 more calendar days. If we decide we need to take extra days to make the decision, we will send you a letter that explains why we need more time. We can't take extra time to make a decision if your appeal is for a Medicare Part B prescription drug.
- If you believe we should not take extra days, you can file a “fast complaint” about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. For more information about the process for making complaints, including fast complaints, refer to Section J on page 197.
- If we do not give you an answer to your appeal within 30 calendar days (or within 7 calendar days after we get your appeal for a Medicare Part B prescription drug) or by the end of the extra days (if we took them), we will automatically send your case for an External Appeal if your problem is about coverage of a Medicare service or item. You will be notified when this happens. If your problem is about coverage of a Michigan Medicaid service or item, you can file an External Appeal yourself. For more information about the External Appeal process, refer to Section E4 on page 166.

**If our answer is Yes** to part or all of what you asked for, we must approve or give the coverage within 30 calendar days after we get your appeal (or within seven calendar days after we get your appeal for a Medicare Part B prescription drug).

**If our answer is No** to part or all of what you asked for, we will send you a letter. If your problem is about coverage of a Medicare service or item, the letter will tell you that we automatically sent your case to the Independent Review Entity for an External Appeal. If your problem is about coverage of a Michigan Medicaid service or item, the letter will tell you how to file an External Appeal yourself. For more information about the External Appeal process, refer to Section E4 on page 166.

### **When will I hear about a “fast” appeal decision?**

If you ask for a fast appeal, we will give you our answer within 72 hours after we get your appeal. We will give you our answer sooner if your condition requires us to do so.

- However, if you ask for more time or if we need to gather more information, we can take up to 14 more calendar days. If we decide to take extra days to make the decision, we will send you a letter

that explains why we need more time. We can't take extra time to make a decision if your request is for a Medicare Part B prescription drug.

- If you believe we should not take extra days, you can file a “fast complaint” about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. For more information about the process for making complaints, including fast complaints, refer to Section J on page 197.
- If we do not give you an answer to your appeal within 72 hours or by the end of the extra days (if we took them), we will automatically send your case for an External Appeal if your problem is about coverage of a Medicare service or item. You will be notified when this happens. If your problem is about coverage of a Michigan Medicaid service or item, you can file an External Appeal yourself. For more information about the External Appeal process, refer to Section E4 on page 166.

**If our answer is Yes** to part or all of what you asked for, we must authorize or provide the coverage within 72 hours after we get your appeal.

**If our answer is No** to part or all of what you asked for, we will send you a letter. If your problem is about coverage of a Medicare service or item, the letter will tell you that we sent your case to the Independent Review Entity for an External Appeal. If your problem is about coverage of a Michigan Medicaid service or item, the letter will tell you how to file an External Appeal yourself. For more information about the External Appeal process, refer to Section E4 on page 166.

### **Will my benefits continue during Internal Appeals?**

If we decide to change or stop coverage for a service that was previously approved, we will send you a notice before taking the proposed action. If you file your Internal Appeal within 10 calendar days of the date on our notice or prior to the intended effective date of the action, we will continue your benefits for the service while the Internal Appeal is pending.

If you are appealing to get a new service from our plan, then you would not get that service unless your appeal is finished and the decision is that the service is covered.

### **E4. External Appeal for services, items, and drugs (not Part D drugs)**

#### **If the plan says No to the Internal Appeal, what happens next?**

You must ask for an Internal Appeal and get a decision from us before you can ask for an External Appeal.

**If we say No** to part or all of your Internal Appeal, we will send you an appeal denial notice. This notice is called the Notice of Appeal Decision. This notice will tell you if the service or item is usually covered by Medicare and/or Michigan Medicaid.

- If your problem is about a Medicare service or item, you will automatically get an External Appeal with the Independent Review Entity (IRE) as soon as the Internal Appeal is complete.
- If your problem is about a Michigan Medicaid service or item, you can file an External Appeal yourself with the Michigan Office of Administrative Hearings and Rules (MOAHR) and/or a request for an External Review with the Michigan Department of Insurance and Financial Services (DIFS). The Notice of Appeal Decision will tell you how to do this. Information is also on page 166.
- If your problem is about a service or item that could be covered by both Medicare and Michigan Medicaid, you will automatically get an External Appeal with the IRE. You can also ask for an External Appeal with MOAHR and/or External Review with DIFS.

## What is an External Appeal?

An External Appeal (also called a Level 2 Appeal) is the second appeal, which is done by an independent organization that is not connected to the plan. Medicare's External Appeal organization is called the Independent Review Entity (IRE). The IRE is an independent organization hired by Medicare. It is not a government agency. Medicare oversees its work. You may have an authorized representative, or a legal representative if you are deceased, be a part of the internal appeal process and the State Fair Hearing. HAP CareSource MI Health Link will also be a part of the State Fair Hearing.

Michigan Medicaid's External Appeal is a Fair Hearing through the Michigan Office of Administrative Hearings and Rules (MOAHR). You also have the right to request an External Review of Michigan Medicaid service denials through the Michigan Department of Insurance and Financial Services (DIFS).

## My problem is about a Michigan Medicaid covered service or item. How can I make an External Appeal?

There are two ways to make an External Appeal for Michigan Medicaid services and items: (1) Fair Hearing and/or (2) External Review.

### Fair Hearing

You have the right to ask for a Fair Hearing from the Michigan Office of Administrative Hearings and Rules (MOAHR). A Fair Hearing is an impartial review of a decision made by our plan. You may ask for a Fair Hearing after the Internal Appeal with our plan. In addition, if you do not receive a notice about your appeal, or a decision on your appeal within the time frame the plan has to respond on your appeal, you may ask for a Michigan Medicaid Fair Hearing.

You must ask for a Fair Hearing within **120 calendar days** from the date on the Notice of Appeal Decision.

**NOTE:** If you ask for a Fair Hearing because we told you that a service you currently get will be changed or stopped, **you have fewer days to file your request** if you want to keep getting that service while your Fair Hearing is pending. Read "Will my benefits continue during External Appeals" on page 186 for more information.

To ask for a Fair Hearing from MOAHR, you must complete a Request for Hearing form. We will send you a Request for Hearing form with the Notice of Appeal Decision. You can also get the form by calling the Michigan Medicaid Beneficiary Help Line at 1-800-642-3195 (TTY: 1-866-501-5656), or 1-800-975-7630 if calling from an internet-based phone service, Monday through Friday from 8:00 a.m. to 7:00 p.m. Complete the form and send it to:

Michigan Office of Administrative Hearings and Rules (MOAHR)  
P.O. Box 30763  
Lansing, MI 48909

FAX: 517-763-0146

You can also start the Fair Hearing by calling 800-648-3397. You can ask for an expedited (fast) Fair Hearing by calling that number or writing to the address or faxing to the number listed above.

After MOAHR gets your Fair Hearing request, you will get a letter telling you the date, time, and place of your hearing. Hearings are usually conducted over the phone, but you can ask that your hearing be conducted in person.

MOAHR must give you an answer in writing within 90 calendar days of when it gets your request for a Fair Hearing. If you qualify for an expedited Fair Hearing, MOAHR must give you an answer within 72 hours. However, if MOAHR needs to gather more information that may help you, it can take up to 14 more calendar days.

After you get the MOAHR final decision, you have 30 calendar days from the date of the decision to file a request for rehearing/reconsideration and/or to file an appeal with the Circuit Court.

### External Review

You also have the right to ask for an External Review through the Michigan Department of Insurance and Financial Services (DIFS). You must complete our Internal Appeals process first before you can ask for this type of External Appeal.

Your request for an External Review must be submitted **within 127 calendar days** of your receipt of our Internal Appeal decision.

**NOTE:** If you qualified for continuation of benefits during the Internal Appeal and you ask for an External Review **within 10 calendar days** from the date of the Internal Appeal decision, you can continue to get the disputed service during the review. Read “Will my benefits continue during External Appeals” on page 186 for more information.

To ask for an External Review from DIFS, you must complete the Health Care Request for External Review form. We will send you this form with our Notice of Appeal Decision. You can also get a copy of the form by calling DIFS at 517-284-8800. Complete the form and send it with all supporting documentation to:

DIFS Office of Research, Rules, and Appeals – Appeals Section  
P.O. Box 30220  
Lansing, MI 48909-7720

FAX: 517-284-8837  
Email: [DIFS-HealthAppeal@Michigan.gov](mailto:DIFS-HealthAppeal@Michigan.gov)  
DIFS Consumer Hotline: 1-877-999-6442

If your request does not involve reviewing medical records, the External Review will be conducted by the Director of DIFS. If your request involves issues of medical necessity or clinical review criteria, it will be sent to a separate Independent Review Organization (IRO).

If the review is conducted by the Director and does not require review by an IRO, the Director will issue a decision within 14 calendar days after your request is accepted. If the review is referred to an IRO, the IRO will give its recommendation to DIFS within 14 calendar days after it is assigned the review. The Director will then issue a decision within seven business days after it receives the IRO's recommendation.

If the standard time frame for review would jeopardize your life or health, you may be able to qualify for an expedited (fast) review. An expedited review is completed within 72 hours after your request. To qualify for an expedited review, you must have your doctor verify that the timeframe for a standard review would jeopardize your life or health.

If you disagree with the External Review decision, you have the right to appeal to Circuit Court in the county where you live or the Michigan Court of Claims within 60 days from the date of the decision.

### **My problem is about a Medicare covered service or item. What will happen at the External Appeal?**

An Independent Review Entity (IRE) will carefully review the Internal Appeal decision and decide whether it should be changed.

- You do not need to ask for the External Appeal. We will automatically send any denials (in whole or in part) to the IRE. You will be told when this happens.
- The IRE is hired by Medicare and is not connected with this plan.
- You may ask for a copy of your file by calling Member Services at **1-833-230-2057 (TTY: 1-833-711-4711 or 711)**.

The IRE must give you an answer to your External Appeal within 30 calendar days of when it gets your appeal (or within 7 calendar days of when it gets your appeal for a Medicare Part B prescription drug). This rule applies if you sent your appeal before getting medical services or items.

- However, if the IRE needs to gather more information that may benefit you, it can take up to 14 more calendar days. If the IRE needs extra days to make a decision, it will tell you by letter. The IRE can't take extra time to make a decision if your appeal is for a Medicare Part B prescription drug.

If you had a “fast appeal” at the Internal Appeal, you will automatically have a fast appeal at the External Appeal. The IRE must give you an answer within 72 hours of when it gets your appeal.

- However, if the IRE needs to gather more information that may benefit you, it can take up to 14 more calendar days. If the IRE needs extra days to make a decision, it will tell you by letter. The IRE can't take extra time to make a decision if your appeal is for a Medicare Part B prescription drug.

### **What if my service or item is covered by both Medicare and Michigan Medicaid?**

If your problem is about a service or item that could be covered by both Medicare and Michigan Medicaid, we will automatically send your External Appeal to the Independent Review Entity. You can also submit an External Appeal to the Michigan Office of Administrative Hearings and Rules (MOAHR) and/or an External Review to the Michigan Department of Insurance and Financial Services (DIFS). Follow the instructions on page 167.

### **Will my benefits continue during External Appeals?**

If we previously approved coverage for a service but then decided to change or stop the service before the authorization expired, you can continue your benefits during External Appeals in some cases.

- If the service is covered by Medicare and you qualified for continuation of benefits during the Internal Appeal, your benefits for that service will automatically continue during the External Appeal process with the Independent Review Entity (IRE).
- If the service is covered by Michigan Medicaid, your benefits for that service will continue if you qualified for continuation of benefits during your Internal Appeal and you ask for a Fair Hearing from MOAHR or an External Review from DIFS within 10 calendar days from the date of the Notice of Appeal Decision.
- If the service could be covered by both Medicare and Michigan Medicaid and you qualified for continuation of benefits during the Internal Appeal, your benefits for that service will automatically continue during the IRE review. You may also qualify for continuation of benefits during MOAHR and/or DIFS review if you submit your request within the timeframes listed above.

If your benefits are continued, you can keep getting the service until one of the following happens: (1) you withdraw the appeal; or (2) all entities that got your appeal (the IRE, MOAHR, and/or DIFS) decide “no” to your request you may be responsible for the continued coverage cost. If any of the entities decide “yes” to your request, your services will continue.

### **How will I find out about the decision?**

If your External Appeal went to the Michigan Office of Administrative Hearings and Rules (MOAHR) for a Fair Hearing, MOAHR will send you a letter explaining its decision.

- If MOAHR says **Yes** to part or all of what you asked for, we must approve the service for you as quickly as your condition requires, but no later than 72 hours from the date we receive MOAHR’s decision.
- If MOAHR says **No** to part or all of what you asked for, it means they agree with the Internal Appeal decision. This is called “*upholding the decision*” or “*turning down your appeal*.”

If your External Appeal went to the Michigan Department of Insurance and Financial Services (DIFS) for an External Review, DIFS will send you a letter explaining the Director’s decision.

- If DIFS says **Yes** to part or all of what you asked for, we must approve the service for you as quickly as your condition requires.
- If DIFS says **No** to part or all of what you asked for, it means they agree with the Internal Appeal decision. This is called “*upholding the decision*” or “*turning down your appeal*.”

If your External Appeal went to the Independent Review Entity (IRE), it will send you a letter explaining its decision.

- If the IRE says **Yes** to part or all of what you asked for, we must authorize the coverage as quickly as your condition requires, but no later than 72 hours from the date we get the IRE’s decision.
- If the IRE says **Yes** to part or all of what you asked for in your standard appeal for a Medicare Part B prescription drug, we must authorize or provide the Medicare Part B prescription drug within 72 hours after we get the IRE’s decision. If you had a fast appeal, we must authorize or provide the Medicare Part B prescription drug within 24 hours from the date we get the IRE’s decision.
- If the IRE says **No** to part or all of what you asked for, it means they agree with the Internal Appeal decision. This is called “*upholding the decision*.” It is also called “*turning down your appeal*.”

### **What if I had different types of External Appeals and they have different decisions?**

If any of the External Appeal organizations (MOAHR, DIFS, and/or the IRE) decide Yes for all or part of what you asked for, we will give you the approved service or item that is closest to what you asked for in your appeal.

### **If the decision is No for all or part of what I asked for, can I make another appeal?**

If your External Appeal went to the Michigan Office of Administrative Hearings and Rules (MOAHR) for a Fair Hearing, you can appeal the decision within 30 days to the Circuit Court. You may also request a rehearing or reconsideration by MOAHR within 30 days.

If your External Appeal went to the Michigan Department of Insurance and Financial Services (DIFS) for an External Review, you can appeal to the Circuit Court in the county where you live or the Michigan Court of Claims within 60 days from the date of the decision.

If your External Appeal went to the Independent Review Entity (IRE), you can appeal again only if the dollar value of the service or item you want meets a certain minimum amount.

The letter you get from the MOAHR, DIFS, or IRE will explain additional appeal rights you may have. Refer to Section I on page 188 for more information on additional levels of appeal.

**NOTE:** Your benefits for the disputed service will not continue during the additional levels of appeal.

## **E5. Payment problems**

We do not allow our network providers to bill you for covered services and items. This is true even if we pay the provider less than the provider charges for a covered service or item. You are never required to pay the balance of any bill. The only amount you should be asked to pay is any required Patient Pay Amount (PPA) for nursing home care.

If you get a bill for covered services and items, send the bill to us. **You should not pay the bill yourself.** We will contact the provider directly and take care of the problem.

For more information, start by reading Chapter 7: “Asking us to pay a bill you have gotten for covered services or drugs.” Chapter 7 describes the situations in which you may need to ask for reimbursement or to pay a bill you got from a provider. It also tells how to send us the paperwork that asks us for payment.

### **Can I ask you to pay me back for a service or item I paid for?**

Remember, if you get a bill for covered services and items, you should not pay the bill yourself. But if you do pay the bill, you can get a refund if you followed the rules for getting services and items.

If you are asking to be paid back, you are asking for a coverage decision. We will find out if the service or item you paid for is a covered service or item, and we will check if you followed all the rules for using your coverage.

- If the service or item you paid for is covered and you followed all the rules, we will send you the payment for the service or item within 60 calendar days after we get your request. If you haven't paid for the service or item yet, we will send the payment directly to the provider. When we send the payment, it's the same as saying **Yes** to your request for a coverage decision.
- If the service or item is not covered, or you did not follow all the rules, we will send you a letter telling you we will not pay for the service or item, and explaining why.

### **What if we say we will not pay?**

If you do not agree with our decision, **you can make an appeal.** Follow the appeals process described in Section E3 on page 155. When you follow these instructions, please note:

- If you make an appeal for reimbursement, we must give you our answer within 60 calendar days after we get your appeal.
- If you are asking us to pay you back for a service or item you already got and paid for yourself, you cannot ask for a fast appeal.

**If we answer No** to your appeal and the service or item is usually covered by Medicare, we will automatically send your case to the Independent Review Entity (IRE). We will notify you by letter if this happens.

- If the IRE reverses our decision and says we should pay you, we must send the payment to you or to the provider within 30 calendar days. If the answer to your appeal is **Yes** at any stage of the appeals process after review by the IRE, we must send the payment you asked for to you or to the provider within 60 calendar days.
- If the IRE says **No** to your appeal, it means they agree with our decision not to approve your request. (This is called “upholding the decision.” It is also called “turning down your appeal.”) The letter you get will explain additional appeal rights you may have. You can appeal again only if the dollar value of the service or item you want meets a certain minimum amount. Refer to Section I on page 196 for more information on additional levels of appeal.

If we answer **No** to your appeal and the service or item is usually covered by Michigan Medicaid, you can ask for a Fair Hearing from the Michigan Office of Administrative Hearings and Rules (MOAHR) or an External Review from the Michigan Department of Insurance and Financial Services (refer to Section E4 on page 166).

## Part D drugs

### F1. What to do if you have problems getting a Part D drug or you want us to pay you back for a Part D drug

Your benefits as a member of our plan include coverage for many prescription drugs. Most of these drugs are “Part D drugs.” There are a few drugs that Medicare Part D does not cover but that Michigan Medicaid may cover. **This section only applies to Part D drug appeals.**

The Drug List includes some drugs with an “ADD”. These drugs are **not** Part D drugs. Appeals or coverage decisions about drugs with an “ADD” symbol follow the process in Section E on page 152.

#### Can I ask for a coverage decision or make an appeal about Part D prescription drugs?

**Yes.** Here are examples of coverage decisions you can ask us to make about your Part D drugs:

- You ask us to make an exception such as:
  - Asking us to cover a Part D drug that is not on the plan’s Drug List
  - Asking us to waive a restriction on the plan’s coverage for a drug (such as limits on the amount of the drug you can get)
- You ask us if a drug is covered for you (for example, when your drug is on the plan’s Drug List but we require you to get approval from us before we will cover it for you).

**NOTE:** If your pharmacy tells you that your prescription cannot be filled, you will get a notice explaining how to contact us to ask for a coverage decision.

- You ask us to pay for a prescription drug you already bought. This is asking for a coverage decision about payment.

If you disagree with a coverage decision we have made, you can appeal our decision. This section tells you how to ask for coverage decisions **and** how to request an appeal. Use the chart below to help you decide which section has information for your situation:

| Which of these situations are you in?   |   |  |   |
|---|---|--|---|
| <p>Do you need a drug that isn't on our Drug List or need us to waive a rule or restriction on a drug we cover?</p> <p><b>You can ask us to make an exception.</b> (This is a type of coverage decision.)</p> <p>Start with <b>Section F2</b> on page 175. Also refer to Sections F3 and F4 on pages 176 and 177.</p> | <p>Do you want us to cover a drug on our Drug List and you believe you meet any plan rules or restrictions (such as getting approval in advance) for the drug you need?</p> <p><b>You can ask us for a coverage decision.</b></p> <p>Skip ahead to <b>Section F4</b> on page 177.</p> | <p>Do you want to ask us to pay you back for a drug you already got and paid for?</p> <p><b>You can ask us to pay you back.</b> (This is a type of coverage decision.)</p> <p>Skip ahead to <b>Section F4</b> on page 177.</p> | <p>Have we already told you that we will not cover or pay for a drug in the way that you want it to be covered or paid for?</p> <p><b>You can make an appeal.</b> (This means you are asking us to reconsider.)</p> <p>Skip ahead to <b>Section F5</b> on page 180.</p> |

## F2. What an exception is

An exception is permission to get coverage for a drug that is not normally on our Drug List or to use the drug without certain rules and limitations. If a drug is not on our Drug List or is not covered in the way you would like, you can ask us to make an “exception.”

When you ask for an exception, your doctor or other prescriber will need to explain the medical reasons why you need the exception.

Here are examples of exceptions that you or your doctor or another prescriber can ask us to make:

- Covering a Part D drug that is not on our Drug List.
  - If we agree to make an exception and cover a drug that is not on the Drug List, you will not be charged.
- Removing a restriction on our coverage. There are extra rules or restrictions that apply to certain drugs on our Drug List (for more information, refer to Chapter 5, Section C).
  - The extra rules and restrictions on coverage for certain drugs include:
    - Being required to use the generic version of a drug instead of the brand name drug.
    - Getting plan approval before we will agree to cover the drug for you. (This is sometimes called “PA.”)
    - Being required to try a different drug first before we will agree to cover the drug you are asking for. (This is sometimes called “step therapy.”)
    - Quantity limits. For some drugs, we limit the amount of the drug you can have.

## F3. Important things to know about asking for exceptions

### Your doctor or other prescriber must tell us the medical reasons

Your doctor or other prescriber must give us a statement explaining the medical reasons for requesting an exception. Our decision about the exception will be faster if you include this information from your doctor or other prescriber when you ask for the exception.

Typically, our Drug List includes more than one drug for treating a particular condition. These are called “alternative” drugs. If an alternative drug would be just as effective as the drug you are asking for and would not cause more side effects or other health problems, we will generally not approve your request for an exception.

### **We will say Yes or No to your request for an exception**

- If we say **Yes** to your request for an exception, the exception usually lasts until the end of the calendar year. This is true as long as your doctor continues to prescribe the drug for you and that drug continues to be safe and effective for treating your condition.
- If we say **No** to your request for an exception, you can ask for a review of our decision by making an appeal. Section F5 on page 180 tells how to make an appeal if we say **No**.

The next section tells you how to ask for a coverage decision, including an exception.

### **F4. How to ask for a coverage decision about a Part D drug or reimbursement for a Part D drug, including an exception**

#### **What to do**

- Ask for the type of coverage decision you want. Call, write, or fax us to make your request. You, your representative, or your doctor (or other prescriber) can do this. You can call Member Services at **1-833-230-2057**. Include your name, contact information, and information about the claim.
- You or your doctor (or other prescriber) or someone else who is acting on your behalf can ask for a coverage decision. You can also have a lawyer act on your behalf.
- Read Section D on page 154 to find out how to give permission to someone else to act as your representative.
- You do not need to give your doctor or other prescriber written permission to ask us for a coverage decision on your behalf.
- If you want to ask us to pay you back for a drug, read Chapter 7 of this handbook. Chapter 7 describes times when you may need to ask for reimbursement. It also tells how to send us the paperwork that asks us to pay you back for our share of the cost of a drug you have paid for.
- If you are asking for an exception, provide the “supporting statement.” Your doctor or other prescriber must give us the medical reasons for the drug exception. We call this the “supporting statement.”
- Your doctor or other prescriber can fax or mail the statement to us. Or your doctor or other prescriber can tell us on the phone, and then fax or mail a statement.

#### **If your health requires it, ask us to give you a “fast coverage decision.”**

We will use the “standard deadlines” unless we have agreed to use the “fast deadlines.”

- A **standard coverage decision** means we will give you an answer within 72 hours after we get your doctor’s statement.
- A **fast coverage decision** means we will give you an answer within 24 hours after we get your doctor’s statement.

You can get a fast coverage decision only if you are asking for a drug you have not yet received. (You cannot get a fast coverage decision if you are asking us to pay you back for a drug you already bought.)

You can get a fast coverage decision **only if using the standard deadlines could cause serious harm to your health or hurt your ability to function.**

If your doctor or other prescriber tells us that your health requires a “fast coverage decision,” we will automatically agree to give you a fast coverage decision, and the letter will tell you that.

- If you ask for a fast coverage decision on your own (without your doctor’s or other prescriber’s support), we will decide whether you get a fast coverage decision.
- If we decide that your medical condition does not meet the requirements for a fast coverage decision, we will use the standard deadlines instead.
  - We will send you a letter telling you that. The letter will tell you how to make a complaint about our decision to give you a standard decision.
  - You can file a “fast complaint” and get a response to your complaint within 24 hours. For more information about the process for making complaints, including fast complaints, refer to Section J on page 197.

#### **Deadlines for a “fast coverage decision”**

- If we are using the fast deadlines, we must give you our answer within 24 hours. This means within 24 hours after we get your request. Or, if you are asking for an exception, this means within 24 hours after we get your doctor’s or prescriber’s statement supporting your request. We will give you our answer sooner if your health requires it.
- If we do not meet this deadline, we will send your request to Level 2 of the appeals process. At Level 2, an Independent Review Entity will review your request.
- **If our answer is Yes** to part or all of what you asked for, we must give you the coverage within 24 hours after we get your request or your doctor’s or prescriber’s statement supporting your request.
- **If our answer is No** to part or all of what you asked for, we will send you a letter that explains why we said **No**. The letter will also explain how you can appeal our decision.

#### **Deadlines for a “standard coverage decision” about a drug you have not yet received**

- If we are using the standard deadlines, we must give you our answer within 72 hours after we get your request. Or, if you are asking for an exception, this means within 72 hours after we get your doctor’s or prescriber’s supporting statement. We will give you our answer sooner if your health requires it.
- If we do not meet this deadline, we will send your request on to Level 2 of the appeals process. At Level 2, an Independent Review Entity will review your request.
- **If our answer is Yes** to part or all of what you asked for, we must approve or give the coverage within 72 hours after we get your request or, if you are asking for an exception, your doctor’s or prescriber’s supporting statement.
- **If our answer is No** to part or all of what you asked for, we will send you a letter that explains why we said **No**. The letter will also explain how you can appeal our decision.

#### **Deadlines for a “standard coverage decision” about payment for a drug you already bought**

- We must give you our answer within 14 calendar days after we get your request.
- If we do not meet this deadline, we will send your request to Level 2 of the appeals process. At Level 2, an Independent Review Entity will review your request.

- **If our answer is Yes** to part or all of what you asked for, we will make payment to you within 14 calendar days.
- **If our answer is No** to part or all of what you asked for, we will send you a letter that explains why we said **No**. The letter will also explain how you can appeal our decision.

#### **F5. Level 1 Appeal for Part D drugs**

- To start your appeal, you, your doctor or other prescriber, or your representative must contact us. Include your name, contact information, and information regarding your claim.
- If you are asking for a standard appeal, you can make your appeal by sending a request in writing. You may also ask for an appeal by calling us at **1-833-230-2159**.
- If you want a fast appeal, you may make your appeal in writing or you may call us.
- Make your appeal request **within 60 calendar days** from the date on the notice we sent to tell you our decision. If you miss this deadline and have a good reason for missing it, we may give you more time to make your appeal. For example, good reasons for missing the deadline would be if you have a serious illness that kept you from contacting us or if we gave you incorrect or incomplete information about the deadline for requesting an appeal.
- You have the right to ask us for a copy of the information about your appeal. To ask for a copy, call Member Services at **1-833-230-2057**.

If you wish, you and your doctor or other prescriber may give us additional information to support your appeal.

#### **If your health requires it, ask for a “fast appeal”**

- If you are appealing a decision our plan made about a drug you have not yet received, you and your doctor or other prescriber will need to decide if you need a “fast appeal.”
- The requirements for getting a “fast appeal” are the same as those for getting a “fast coverage decision” in Section F4 on page 177.

#### **Our plan will review your appeal and give you our decision**

- We take another careful look at all of the information about your coverage request. We check if we were following all the rules when we said **No** to your request. We may contact you or your doctor or other prescriber to get more information. The reviewer will be someone who did not make the original coverage decision.

#### **Deadlines for a “fast appeal”**

- If we are using the fast deadlines, we will give you our answer within 72 hours after we get your appeal, or sooner if your health requires it.
- If we do not give you an answer within 72 hours, we will send your request to Level 2 of the appeals process. At Level 2, an Independent Review Entity will review your request.
- **If our answer is Yes** to part or all of what you asked for, we must give the coverage within 72 hours after we get your appeal.
- **If our answer is No** to part or all of what you asked for, we will send you a letter that explains why we said **No** and how to appeal our decision.

### Deadlines for a “standard appeal”

- If we are using the standard deadlines, we must give you our answer within 7 calendar days after we get your appeal, or sooner if your health requires it, except if you are asking us to pay you back for a drug you already bought. If you are asking us to pay you back for a drug you already bought, we must give you our answer within 14 calendar days after we get your appeal. If you think your health requires it, you should ask for a “fast appeal.”
- If we do not give you a decision within 7 calendar days, or 14 calendar days if you asked us to pay you back for a drug you already bought, we will send your request to Level 2 of the appeals process. At Level 2, an Independent Review Entity will review your request.
- **If our answer is Yes** to part or all of what you asked for:
  - If we approve a request for coverage, we must give you the coverage as quickly as your health requires, but no later than 7 calendar days after we get your appeal or 14 calendar days if you asked us to pay you back for a drug you already bought.
  - If we approve a request to pay you back for a drug you already bought, we will send payment to you within 30 calendar days after we get your appeal request.
- **If our answer is No** to part or all of what you asked for, we will send you a letter that explains why we said **No** and tells how to appeal our decision.

### F6. Level 2 Appeal for Part D drugs

If we say **No** to part or all of your appeal, you can choose whether to accept this decision or make another appeal. If you decide to go on to a Level 2 Appeal, the Independent Review Entity (IRE) will review our decision.

- If you want the IRE to review your case, your appeal request must be in writing. The letter we send about our decision in the Level 1 Appeal will explain how to request the Level 2 Appeal.
- When you make an appeal to the IRE, we will send them your case file. You have the right to ask us for a copy of your case file by calling Member Services at **1-833-230-2057 (TTY: 1-833-711-4711 or 711)**.
- You have a right to give the IRE other information to support your appeal.
- The IRE is an independent organization that is hired by Medicare. It is not connected with this plan and it is not a government agency.
- Reviewers at the IRE will take a careful look at all of the information related to your appeal. The organization will send you a letter explaining its decision.

### Deadlines for “fast appeal” at Level 2

- If your health requires it, ask the Independent Review Entity (IRE) for a “fast appeal.”
- If the IRE agrees to give you a “fast appeal,” it must give you an answer to your Level 2 Appeal within 72 hours after getting your appeal request.
- If the IRE says **Yes** to part or all of what you asked for, we must authorize or give you the drug coverage within 24 hours after we get the decision.

### Deadlines for “standard appeal” at Level 2

- If you have a standard appeal at Level 2, the Independent Review Entity (IRE) must give you an answer to your Level 2 Appeal within 7 calendar days after it gets your appeal, or 14 calendar days if you asked us to pay you back for a drug you already bought.

- If the IRE says **Yes** to part or all of what you asked for, we must authorize or give you the drug coverage within 72 hours after we get the decision.
- If the IRE approves a request to pay you back for a drug you already bought, we will send payment to you within 30 calendar days after we get the decision.

### **What if the Independent Review Entity says No to your Level 2 Appeal?**

**No** means the Independent Review Entity (IRE) agrees with our decision not to approve your request. This is called “upholding the decision.” It is also called “turning down your appeal.”

If you want to go to Level 3 of the appeals process, the drugs you are requesting must meet a minimum dollar value. If the dollar value is less than the minimum, you cannot appeal any further. If the dollar value is high enough, you can ask for a Level 3 appeal. The letter you get from the IRE will tell you the dollar value needed to continue with the appeal process.

### **Asking us to cover a longer hospital stay**

When you are admitted to a hospital, you have the right to get all hospital services that we cover that are necessary to diagnose and treat your illness or injury.

During your covered hospital stay, your doctor and the hospital staff will work with you to prepare for the day when you leave the hospital. They will also help arrange for any care you may need after you leave.

- The day you leave the hospital is called your “discharge date.”
- Your doctor or the hospital staff will tell you what your discharge date is.

If you think you are being asked to leave the hospital too soon, you can ask for a longer hospital stay. This section tells you how to ask.

### **G1. Learning about your Medicare rights**

Within two days after you are admitted to the hospital, a caseworker or nurse will give you a notice called “An Important Message from Medicare about Your Rights.” If you do not get this notice, ask any hospital employee for it. If you need help, please call Member Services at **1-833-230-2057 (TTY: 1-833-711-4711 or 711)**.

You can also call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, seven days a week. TTY users should call 1-877-486-2048.

Read this notice carefully and ask questions if you don’t understand. The “Important Message” tells you about your rights as a hospital patient, including your rights to:

- Get Medicare-covered services during and after your hospital stay. You have the right to know what these services are, who will pay for them, and where you can get them.
- Be a part of any decisions about the length of your hospital stay.
- Know where to report any concerns you have about the quality of your hospital care.
- Appeal if you think you are being discharged from the hospital too soon.

You should sign the Medicare notice to show that you got it and understand your rights. Signing the notice does **not** mean you agree to the discharge date that may have been told to you by your doctor or hospital staff.

Keep your copy of the signed notice so you will have the information in it if you need it.

- To look at a copy of this notice in advance, you can call Member Services at **1-833-230-2057 (TTY: 1-833-711-4711 or 711)**. You can also call 1-800 MEDICARE (1-800-633-4227), 24 hours a day, seven days a week. TTY users should call 1-877-486-2048. The call is free.
- You can also find the notice online at [www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices](http://www.cms.gov/Medicare/Medicare-General-Information/BNI/HospitalDischargeAppealNotices).
- If you need help, please call Member Services or Medicare at the numbers listed above.

## **G2. Level 1 Appeal to change your hospital discharge date**

If you want us to cover your inpatient hospital services for a longer time, you must request an appeal. A Quality Improvement Organization will do the Level 1 Appeal review to find out if your planned discharge date is medically appropriate for you.

In Michigan, the Quality Improvement Organization is called Livanta. To make an appeal to change your discharge date, call Livanta at: 1-888-524-9900 (TTY: 1-888-985-8775).

### **Call right away!**

Call the Quality Improvement Organization **before** you leave the hospital and no later than your planned discharge date. “An Important Message from Medicare about Your Rights” contains information on how to reach the Quality Improvement Organization.

- **If you call before you leave**, you are allowed to stay in the hospital after your planned discharge date without paying for it while you wait to get the decision on your appeal from the Quality Improvement Organization.
- **If you do not call to appeal**, and you decide to stay in the hospital after your planned discharge date, you may have to pay all of the costs for hospital care you get after your planned discharge date.
- **If you miss the deadline** for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to our plan instead. For details, refer to Section G4 on page 187.

We want to make sure you understand what you need to do and what the deadlines are.

- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services at **1-833-230-2057 (TTY: 1-833-711-4711 or 711)**. You can also call the Michigan Medicare/Medicaid Assistance Program (MMAP) at 1-800-803-7174. You can also get help from the MI Health Link Ombudsman by calling 1-888-746-6456.

### **What is a Quality Improvement Organization?**

It is a group of doctors and other health care professionals who are paid by the federal government. These experts are not part of our plan. They are paid by Medicare to check on and help improve the quality of care for people with Medicare.

### **Ask for a “fast review”**

You must ask the Quality Improvement Organization for a **“fast review”** of your discharge. Asking for a “fast review” means you are asking the organization to use the fast deadlines for an appeal instead of using the standard deadlines.

### What happens during the fast review?

- The reviewers at the Quality Improvement Organization will ask you or your representative why you think coverage should continue after the planned discharge date. You don't have to prepare anything in writing, but you may do so if you wish.
- The reviewers will look at your medical record, talk with your doctor, and review all of the information related to your hospital stay.
- By noon of the day after the reviewers tell us about your appeal, you will get a letter that gives your planned discharge date. The letter explains the reasons why your doctor, the hospital, and we think it is right for you to be discharged on that date.

### What if the answer is Yes?

- If the Quality Improvement Organization says **Yes** to your appeal, we must keep covering your hospital services for as long as they are medically necessary.

### What if the answer is No?

- If the Quality Improvement Organization says **No** to your appeal, they are saying that your planned discharge date is medically appropriate. If this happens, our coverage for your inpatient hospital services will end at noon on the day after the Quality Improvement Organization gives you its answer.
- If the Quality Improvement Organization says **No** and you decide to stay in the hospital, then you may have to pay for your continued stay at the hospital. The cost of the hospital care that you may have to pay begins at noon on the day after the Quality Improvement Organization gives you its answer.
- If the Quality Improvement Organization turns down your appeal and you stay in the hospital after your planned discharge date, then you can make a Level 2 Appeal.

### G3. Level 2 Appeal to change your hospital discharge date

If the Quality Improvement Organization has turned down your appeal and you stay in the hospital after your planned discharge date, then you can make a Level 2 Appeal. You will need to contact the Quality Improvement Organization again and ask for another review.

Ask for the Level 2 review **within 60 calendar days** after the day when the Quality Improvement Organization said **No** to your Level 1 Appeal. You can ask for this review only if you stayed in the hospital after the date that your coverage for the care ended.

In Michigan, the Quality Improvement Organization is called Livanta. You can reach Livanta at: 1-888- 524-9900 (TTY: 1-888-985-8775).

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.
- Within 14 calendar days of receipt of your request for a second review, the Quality Improvement Organization reviewers will make a decision.

### What happens if the answer is Yes?

- We must pay you back for our share of the costs of hospital care you got since noon on the day after the date of your first appeal decision. We must continue providing coverage for your inpatient hospital care for as long as it is medically necessary.
- You must continue to pay your share of the costs and coverage limitations may apply.

## What happens if the answer is No?

It means the Quality Improvement Organization agrees with the Level 1 decision and will not change it. The letter you get will tell you what you can do if you wish to continue with the appeal process. If the Quality Improvement Organization turns down your Level 2 Appeal, you may have to pay the full cost for your stay after your planned discharge date.

### G4. What happens if you miss an appeal deadline?

#### You can appeal to us instead

If you miss appeal deadlines, there is another way to make Level 1 and Level 2 Appeals, called Alternate Appeals. But the first two levels of appeal are different.

**NOTE:** If you live in Macomb County, the PIHP handles appeals about mental health, intellectual/developmental disability, and substance use disorder services and supports. This includes Alternate Appeals for inpatient mental health care. Contact your PIHP for more information.

- Macomb County Community Mental Health 1-855-966-2264, TTY: 711, 24 hours a day, seven days a week

**NOTE:** If you live in Wayne County, the PIHP handles appeals about mental health, intellectual/developmental disability, and substance use disorder services and supports. This includes Alternate Appeals for inpatient mental health care. Contact the PIHP for more information.

- Detroit Wayne Mental Health Authority 1-800-241-4949, TTY: 1-800-630-1044, 24 hours a day, seven days a week

#### Level 1 Alternate Appeal to change your hospital discharge date

If you miss the deadline for contacting the Quality Improvement Organization (which is within 60 days or no later than your planned discharge date, whichever comes first), you can make an appeal to us, asking for a “fast review.” A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

- During this review, we take a look at all of the information about your hospital stay. We check if the decision about when you should leave the hospital was fair and followed all the rules.
- We will use the fast deadlines rather than the standard deadlines for giving you the answer to this review. This means we will give you our decision within 72 hours after you ask for a “fast review.”
- **If we say Yes to your fast review**, it means we agree that you still need to be in the hospital after the discharge date. We will keep covering hospital services for as long as it is medically necessary. It also means that we agree to pay you back for our share of the costs of care you got since the date when we said your coverage would end.
- **If we say No to your fast review**, we are saying that your planned discharge date was medically appropriate. Our coverage for your inpatient hospital services ends on the day we said coverage would end.
  - If you stayed in the hospital after your planned discharge date, then you may have to pay the full cost of hospital care you got after the planned discharge date.
- To make sure we were following all the rules when we said **No** to your fast appeal, we will send your appeal to the “Independent Review Entity.” When we do this, it means that your case is automatically going to Level 2 of the appeals process.

## Level 2 Alternate Appeal to change your hospital discharge date

We will send the information for your Level 2 Appeal to the Independent Review Entity (IRE) within 24 hours of when we give you our Level 1 decision. If you think we are not meeting this deadline or other deadlines, you can make a complaint. Section J on page 197 tells how to make a complaint. During the Level 2 Appeal, the IRE reviews the decision we made when we said **No** to your “fast review.” This organization decides whether the decision we made should be changed.

- The IRE does a “fast review” of your appeal. The reviewers usually give you an answer within 72 hours.
- The IRE is an independent organization that is hired by Medicare. This organization is not connected with our plan and it is not a government agency.
- Reviewers at the IRE will take a careful look at all of the information related to your appeal of your hospital discharge.
- If the IRE says **Yes** to your appeal, then we must pay you back for our share of the costs of hospital care you got since the date of your planned discharge. We must also continue our coverage of your hospital services for as long as it is medically necessary.
- If the IRE says **No** to your appeal, it means they agree with us that your planned hospital discharge date was medically appropriate.
- The letter you get from the IRE will tell you what you can do if you wish to continue with the review process. It will give you the details about how to go on to a Level 3 Appeal, which is handled by a judge.

## H. What to do if you think your home health care, skilled nursing care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services are ending too soon

This section is about the following types of care only:

- Home health care services.
- Skilled nursing care in a skilled nursing facility.
- Rehabilitation care you are getting as an outpatient at a Medicare-approved Comprehensive Outpatient Rehabilitation Facility (CORF). Usually, this means you are getting treatment for an illness or accident, or you are recovering from a major operation.
  - With any of these three types of care, you have the right to keep getting covered services for as long as the doctor says you need it.
  - When we decide to stop covering any of these, we must tell you before your services end. When your coverage for that care ends, we will stop paying for your care.

If you think we are ending the coverage of your care too soon, **you can appeal our decision.** This section tells you how to ask for an appeal.

### H1. We will tell you in advance when your coverage will be ending

You will get a notice at least two calendar days before we stop paying for your care. This is called the “Notice of Medicare Non-Coverage.” The written notice tells you the date we will stop covering your care and how to appeal this decision.

You or your representative should sign the written notice to show that you got it. Signing it does **not** mean you agree with the plan that it is time to stop getting the care.

When your coverage ends, we will stop paying for your care.

## **H2. Level 1 Appeal to continue your care**

If you think we are ending coverage of your care too soon, you can appeal our decision. This section tells you how to ask for an appeal.

Before you start your appeal, understand what you need to do and what the deadlines are.

- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do. There are also deadlines our plan must follow. (If you think we are not meeting our deadlines, you can file a complaint. Section J on page 197 tells you how to file a complaint.)
- **Ask for help if you need it.** If you have questions or need help at any time, please call Member Services at **1-833-230-2057** and **TTY 1-833-711-4711 pr 711**. Or call the Michigan Medicare/Medicaid Assistance Program (MMAP) at 1-800-803-7174.

During a Level 1 Appeal, a Quality Improvement Organization will review your appeal and decide whether to change the decision we made. In Michigan, the Quality Improvement Organization is called Livanta. You can reach Livanta at: 1-888-524- 9900 (TTY: 1-888-985-8775). Information about appealing to the Quality Improvement Organization is also in the Notice of Medicare Non-Coverage.

This is the notice you got when you were told we would stop covering your care.

### **What is a Quality Improvement Organization?**

It is a group of doctors and other health care professionals who are paid by the federal government. These experts are not part of our plan. They are paid by Medicare to check on and help improve the quality of care for people with Medicare.

### **What should you ask for?**

Ask them for a “fast-track appeal.” This is an independent review of whether it is medically appropriate for us to end coverage for your services.

### **What is your deadline for contacting this organization?**

- You must contact the Quality Improvement Organization no later than noon of the day after you got the written notice telling you when we will stop covering your care.
- If you miss the deadline for contacting the Quality Improvement Organization about your appeal, you can make your appeal directly to us instead. For details about this other way to make your appeal, refer to Section H4 on page 193.

### **What happens during the Quality Improvement Organization’s review?**

- The reviewers at the Quality Improvement Organization will ask you or your representative why you think coverage for the services should continue. You don’t have to prepare anything in writing, but you may do so if you wish.
- When you ask for an appeal, the plan must write a letter to you and the Quality Improvement Organization explaining why your services should end.

- The reviewers will also look at your medical records, talk with your doctor, and review information that our plan has given to them.
- Within one full day after reviewers have all the information they need, they will tell you their decision. You will get a letter explaining the decision.

#### **What happens if the reviewers say Yes?**

- If the reviewers say **Yes** to your appeal, then we must keep providing your covered services for as long as they are medically necessary.

#### **What happens if the reviewers say No?**

- If the reviewers say **No** to your appeal, then your coverage will end on the date we told you. We will stop paying our share of the costs of this care.
- If you decide to keep getting the home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after the date your coverage ends, then you will have to pay the full cost of this care yourself.

### **H3. Level 2 Appeal to continue your care**

If the Quality Improvement Organization said **No** to the appeal **and** you choose to continue getting care after your coverage for the care has ended, you can make a Level 2 Appeal.

During the Level 2 Appeal, the Quality Improvement Organization will take another look at the decision they made at Level 1. If they say they agree with the Level 1 decision, you may have to pay the full cost for your home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services after the date when we said your coverage would end.

In Michigan, the Quality Improvement Organization is called Livanta. You can reach Livanta at: 1-888-524-9900 (TTY: 1-888-985-8775). Ask for the Level 2 review **within 60 calendar days** after the day when the Quality Improvement Organization said **No** to your Level 1 Appeal. You can ask for this review only if you continued getting care after the date that your coverage for the care ended.

- Reviewers at the Quality Improvement Organization will take another careful look at all of the information related to your appeal.
- The Quality Improvement Organization will make its decision within 14 calendar days of receipt of your appeal request.

#### **What happens if the review organization says Yes?**

- We must pay you back for our share of the costs of care you got since the date when we said your coverage would end. We must continue providing coverage for the care for as long as it is medically necessary.

#### **What happens if the review organization says No?**

- It means they agree with the decision they made on the Level 1 Appeal and will not change it.
- The letter you get will tell you what to do if you wish to continue with the review process. It will give you the details about how to go on to the next level of appeal, which is handled by a judge.

## H4. What happens if you miss the deadline for making your Level 1 Appeal

### You can appeal to us instead

If you miss appeal deadlines, there is another way to make Level 1 and Level 2 Appeals, called Alternate Appeals. But the first two levels of appeal are different.

#### Level 1 Alternate Appeal to continue your care for longer

If you miss the deadline for contacting the Quality Improvement Organization, you can make an appeal to us, asking for a “fast review.” A fast review is an appeal that uses the fast deadlines instead of the standard deadlines.

- During this review, we take a look at all of the information about your home health care, skilled nursing facility care, or care you are getting at a Comprehensive Outpatient Rehabilitation Facility (CORF). We check if the decision about when your services should end was fair and followed all the rules.
- We will use the fast deadlines rather than the standard deadlines for giving you the answer to this review. We will give you our decision within 72 hours after you ask for a “fast review.”
- **If we say Yes** to your fast review, it means we agree that we will keep covering your services for as long as it is medically necessary. It also means that we agree to pay you back for our share of the costs of care you got since the date when we said your coverage would end.
- **If we say No** to your fast review, we are saying that stopping your services was medically appropriate. Our coverage ends as of the day we said coverage would end.

If you continue getting services after the day we said they would stop, **you may have to pay the full cost** of the services.

To make sure we were following all the rules when we said No to your fast appeal, we will send your appeal to the “Independent Review Entity.” When we do this, it means that your case is automatically going to Level 2 of the appeals process.

#### Level 2 Alternate Appeal to continue your care for longer

We will send the information for your Level 2 Appeal to the Independent Review Entity (IRE) within 24 hours of when we give you our Level 1 decision. If you think we are not meeting this deadline or other deadlines, you can make a complaint. Section J on page 197 tells how to make a complaint.

During the Level 2 Appeal, the IRE reviews the decision we made when we said **No** to your “fast review.” This organization decides whether the decision we made should be changed.

- The IRE does a “fast review” of your appeal. The reviewers usually give you an answer within 72 hours.
- The IRE is an independent organization that is hired by Medicare. This organization is not connected with our plan, and it is not a government agency.
- Reviewers at the IRE will take a careful look at all of the information related to your appeal.
- **If the IRE says Yes** to your appeal, then we must pay you back for our share of the costs of care. We must also continue our coverage of your services for as long as it is medically necessary.
- **If the IRE says No** to your appeal, it means they agree with us that stopping coverage of services was medically appropriate.

The letter you get from the IRE will tell you what you can do if you wish to continue with the review

process. It will give you details about how to go on to a Level 3 Appeal, which is handled by a judge.

## **Appeal options after Level 2 or External Appeals**

### **I1. Next steps for Medicare services and items**

If you made a Level 1 or Internal Appeal and a Level 2 or External Appeal for Medicare services or items, and both your appeals have been turned down, you may have the right to additional levels of appeal. The letter you get from the Independent Review Entity will tell you what to do if you wish to continue the appeals process.

Level 3 of the appeals process is an Administrative Law Judge (ALJ) hearing. The person who makes the decision in a Level 3 appeal is an ALJ or an attorney adjudicator. If you want an ALJ or attorney adjudicator to review your case, the item or medical service you are requesting must meet a minimum dollar amount. If the dollar value is less than the minimum level, you cannot appeal any further. If the dollar value is high enough, you can ask an ALJ or attorney adjudicator to hear your appeal.

If you do not agree with the ALJ or attorney adjudicator's decision, you can use the Medicare Appeals Council. After that, you may have the right to ask a federal court to look at your appeal.

If you need assistance at any stage of the appeals process, you can contact the MI Health Link Ombudsman. The phone number is 1-888-746-6456.

### **I2. Next steps for Michigan Medicaid services and items**

You also have more appeal rights if your appeal is about services or items that might be covered by Michigan Medicaid.

If your appeal went to the Michigan Office of Administrative Hearings and Rules (MOAHR) for a Fair Hearing, MOAHR will send you a letter explaining its decision. If you disagree with the MOAHR final decision, you have 30 calendar days from the date of the decision to file a request for rehearing/reconsideration and/or to file an appeal with the Circuit Court. Please call MOAHR at 1-877- 833-0870 for information about requirements you must meet to qualify for a rehearing/reconsideration.

If your appeal went to the Michigan Department of Insurance and Financial Services (DIFS) for an External Review, DIFS will send you a letter explaining the Director's decision. If you disagree with the decision, you have the right to appeal to Circuit Court in the county where you live or the Michigan Court of Claims within 60 calendar days from the date of the decision.

**If you need help at any stage of the appeals process, you can contact the MI Health Link Ombudsman. The phone number is 1-888-746-6456.**

## **How to make a complaint**

### **J1. What kinds of problems should be complaints**

The complaint process is used for certain types of problems only, such as problems related to quality of care, waiting times, and customer service. Here are examples of the kinds of problems handled by the complaint process.

#### **Complaints about quality**

- You are unhappy with the quality of care, such as the care you got in the hospital.

**Complaints about privacy**

- You think that someone did not respect your right to privacy, or shared information about you that is confidential.

**Complaints about poor customer service**

- A health care provider or staff was rude or disrespectful to you.
- HAP CareSource MI Health Link staff treated you poorly.
- You think you are being pushed out of the plan.

**Complaints about accessibility**

- You cannot physically access the health care services and facilities in a doctor or provider's office.
- Your provider does not give you a reasonable accommodation you need such as an American Sign Language interpreter.

**Complaints about waiting times**

- You are having trouble getting an appointment or waiting too long to get it.
- You have been kept waiting too long by doctors, pharmacists, or other health professionals or by Member Services or other plan staff.

**Complaints about cleanliness**

- You think the clinic, hospital, or doctor's office is not clean.

**Complaints about language access**

- Your doctor or provider does not provide you with an interpreter during your appointment.

**Complaints about communications from us**

- You think we failed to give you a notice or letter that you should have received.
- You think the written information we sent you is too difficult to understand.

**Complaints about the timeliness of our actions related to coverage decisions or appeals**

- You believe that we are not meeting our deadlines for making a coverage decision or answering your appeal.
- You believe that, after getting a coverage or appeal decision in your favor, we are not meeting the deadlines for approving or giving you the service or paying you back for certain medical services.
- You believe we did not forward your case to the Independent Review Entity on time.

**Are there different types of complaints?**

**Yes.** You can make an internal complaint and/or an external complaint. An internal complaint is filed with and reviewed by our plan. An external complaint is filed with and reviewed by an organization that is not affiliated with our plan. If you need help making an internal and/or external complaint, you can call the MI Health Link Ombudsman at 1-888-746-6456.

**NOTE:** If you live in Macomb County, mental health services are covered by the PIHP. Contact your PIHP for more information

- Macomb County Community Mental Health 1-855-966-2264, TTY: 711, 24 hours a day, seven days a week

**NOTE:** If you live in Wayne County, mental health services are covered by the PIHP. Contact the PIHP for more information.

- Detroit Wayne Mental Health Authority 1-800-241-4949, TTY: 1-800-630-1044, 24 hours a day, seven days a week

## J2. Internal complaints

To make an internal complaint, call Member Services at **1-833-230-2057** and **TTY 1-833-711-4711 or 711**. You can make the complaint at any time unless it is about a Part D drug. If the complaint is about a Part D drug, you must make it within 60 calendar days after you had the problem you want to complain about.

- If there is anything else you need to do, Member Services will tell you.
- You can also write your complaint and send it to us. If you put your complaint in writing, we will respond to your complaint in writing.
- You may file a grievance within 60 calendar days of the date of the circumstance giving rise to the grievance. There is no filing limit for complaints concerning quality of care. Note: The 60-day limit may be extended for good cause. Include in your written request the reason why you could not file within the 60-day timeframe.

If possible, we will answer you right away. If you call us with a complaint, we may be able to give you an answer on the same phone call. If your health condition requires us to answer quickly, we will do that.

- We answer most complaints within 30 calendar days. If we need more information and the delay is in your best interest, or if you ask for more time, we can take up to 14 more calendar days (44 calendar days total) to answer your complaint. We will tell you in writing why we need more time.
- If you are making a complaint because we denied your request for a “fast coverage decision” or a “fast appeal,” we will automatically give you a “fast complaint” and respond to your complaint within 24 hours.
- If you are making a complaint because we took extra time to make a coverage decision or appeal, we will automatically give you a “fast complaint” and respond to your complaint within 24 hours.

**If we do not agree** with some or all of your complaint, **we will tell you** and give you our reasons. We will respond whether we agree with the complaint or not.

## J3. External complaints

### You can tell Medicare about your complaint

You can send your complaint to Medicare. The Medicare Complaint Form is available at: [www.medicare.gov/MedicareComplaintForm/home.aspx](http://www.medicare.gov/MedicareComplaintForm/home.aspx).

Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program.

If you have any other feedback or concerns, or if you feel the plan is not addressing your problem, please call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, seven days a week. TTY users can call 1-877-486-2048. The call is free.

### **You can tell Michigan Medicaid about your complaint**

You can also send your complaint to Michigan Medicaid. You can call the Beneficiary Help Line Monday through Friday from 8:00 AM to 7:00 PM at 1-800-642-3195 (TTY: 1-866-501-5656), or 1-800- 975-7630 if calling from an internet-based phone service.

### **You can file a complaint with the Office for Civil Rights**

You can make a complaint to the Department of Health and Human Services' Office for Civil Rights if you think you have not been treated fairly. For example, you can make a complaint about disability access or language assistance. The phone number for the Office for Civil Rights is 1-800-368-1019. TTY users should call 1-800-537-7697. You can also visit [www.hhs.gov/ocr](http://www.hhs.gov/ocr) for more information.

You may also contact the local Office for Civil Rights at:  
223 N. Michigan Avenue, Suite 240  
Chicago, IL 60601  
Phone: 1-800-368-1019  
Fax: 1-202-619-3818  
TTY: 1-800-537-7697

You can also contact the Michigan Department of Civil Rights by phone at 1-800-482-3604 or online at [www.michigan.gov/lara/about/contact-us](http://www.michigan.gov/lara/about/contact-us). TTY users should call 1-517-241-1965. You can also email [MDCRServiceCenter@michigan.gov](mailto:MDCRServiceCenter@michigan.gov) or fax 1-517-241-0546.

You may also have rights under the Americans with Disability Act and under Michigan's Persons with Disabilities and Elliott-Larsen Civil Rights Act. You can contact the MI Health Link Ombudsman for assistance. The phone number is 1-888-746-6456.

### **You can file a complaint with the Quality Improvement Organization**

When your complaint is about quality of care, you also have two choices:

- If you prefer, you can make your complaint about the quality of care directly to the Quality Improvement Organization (without making the complaint to us).
- Or you can make your complaint to us and to the Quality Improvement Organization. If you make a complaint to this organization, we will work with them to resolve your complaint.

The Quality Improvement Organization is a group of practicing doctors and other health care experts paid by the federal government to check and improve the care given to Medicare patients. To learn more about the Quality Improvement Organization, refer to Chapter 2.

In Michigan, the Quality Improvement Organization is called Livanta. The phone number for Livanta is 1-888-524-9900 (TTY: 1-888-985-8775).

### **You can tell the MI Health Link Ombudsman about your complaint**

The MI Health Link Ombudsman also helps solve problems from a neutral standpoint to make sure that our members get all the covered services that we are required to provide. The MI Health Link Ombudsman is not connected with us or with any insurance company or health plan. The phone number is 1-888-746-6456. The services are free.

## You can tell the State of Michigan about your complaint

If you have a problem with HAP CareSource MI Health Link, you can contact the Michigan Department of Insurance and Financial Services (DIFS) at 1-877-999-6442, Monday through Friday from 8:00 a.m. to 5:00 p.m.

The call is free. You can email [difs-HICAP@michigan.gov](mailto:difs-HICAP@michigan.gov). You can also write to:

DIFS – Office of Consumer Services  
P.O. Box 30220  
Lansing, MI 48909-7720

For complaints about how your provider follows your wishes, call 517-241-0205, go online at [www.michigan.gov/lara/bureau-list/bpl/complaint](http://www.michigan.gov/lara/bureau-list/bpl/complaint) or write to:

Michigan Department of Licensing and Regulatory Affairs Bureau of Professional Licensing  
Enforcement Division  
P.O. Box 30670  
Lansing, MI 48909  
E-mail: [BPL-Complaints@Michigan.gov](mailto:BPL-Complaints@Michigan.gov)

Send overnight deliveries to:

Department of Licensing and Regulatory Affairs Mail Services  
2407 N. Grand River Avenue  
Lansing, MI 48906

You can also call 517-373-9196 or fax 517-241-2389.

To file a complaint against a licensed nurse, visit: [www.michigan.gov/lara/bureau-list/bpl/complaint](http://www.michigan.gov/lara/bureau-list/bpl/complaint)

To file a complaint against all other licensed health professionals, visit: [www.michigan.gov/documents/lara/lara\\_ED\\_200PKT\\_AllegationPkt\\_477156\\_7.pdf](http://www.michigan.gov/documents/lara/lara_ED_200PKT_AllegationPkt_477156_7.pdf)



## Appendix A: Other Responsibilities for Providers

The verbiage below is a summary of verbiage from the provider contract. It's general responsibilities for all HAP CareSource and HAP CareSource MI Health Link providers.

### General Provider Responsibilities

- Provider agrees to provide Medicaid services that are subject to the terms of the provider's agreement, all rules, regulations, policies and procedures of the Medicaid program, HAP CareSource HAP CareSource MI Health Link authorization and referral requirements to members enrolled in the HAP CareSource or HAP CareSource MI Health Link health plan.
- Provider and each individual providing services on its behalf, agree to:
  - Provide covered services
  - Accept eligible members as patients
  - Render care to eligible members consistent with professional medical standards
- Provider and each individual providing services on its behalf, agree to comply with all applicable requirements set forth in the HAP CareSource and HAP CareSource MI Health Link Provider Manuals and the additional requirements for participation in the HAP CareSource provider contract.
- Covered services will be subject to any restrictions or limitations set forth in the HAP CareSource and HAP CareSource MI Health Link Provider Manuals or provider manuals, bulletins, directives, and other written information received by HAP CareSource from MDHHS or CMS.
- HAP CareSource and HAP CareSource MI Health Link will give provider notice of any changes to such restrictions or limitations, as well as of any changes in:

- Covered services
- Operational policies and procedures
- Appeal procedures with respect to the policies
- Administrative decisions that the provider is required to follow
- Provider and each individual providing services on its behalf, will cooperate with and participate in all aspects of HAP CareSource or HAP CareSource MI Health Link:
  - Quality assurance
  - Quality improvement
  - Utilization review programs
  - Grievance system
- Provider and each individual providing services on its behalf will participate in and cooperate with the decisions, rules and regulations established by the HAP CareSource or HAP CareSource MI Health Link utilization review program, including but not limited to:
  - Precertification of elective admissions and procedures
  - Referral processes
  - Reporting of clinical encounter data
  - Other HAP CareSource or HAP CareSource MI Health Link policies and procedures.
- Provider agrees that HAP CareSource or HAP CareSource MI Health Link may amend such program, policies and procedures from time to time with fifteen (15) days prior written notice.
- Provider and all individuals providing services hereunder on its behalf agree to allow HAP CareSource or HAP CareSource MI Health Link to use their performance data.
- Provider and each individual providing services on its behalf shall not discriminate against providing health care services to eligible members on any grounds prohibited by law, including without limitation, on the basis of:

|                                |                               |
|--------------------------------|-------------------------------|
| - Age                          | - National origin             |
| - Ancestry                     | - Physical or mental handicap |
| - Color                        | - Race                        |
| - Creed                        | - Religion                    |
| - Disability                   | - Gender identity             |
| - Health status                | - Sexual orientation          |
| - Marital status               | - Source of payment           |
| - Membership in HAP CareSource |                               |
- Provider and each individual providing services on its behalf shall accept all eligible members, provide physical access, reasonable accommodations and accessible equipment for eligible members with physical or mental disabilities, and not segregate eligible members in any way or treat them in a location or manner different from other persons receiving health care services.
- Provider and each individual providing services on its behalf shall promote the delivery of services in a culturally responsive manner to all eligible enrollees including those with limited proficiency in English, deaf and hard of hearing, and diverse cultural and ethnic backgrounds.

- Provider and each individual providing services on its behalf shall ensure that eligible members are not denied a covered service or availability of a particular facility or provider.
- Provider and each individual providing services hereunder on its behalf agree that they are prohibited from denying covered services to any eligible member due to his or her inability to pay any applicable co-payment.
- Provider and each individual providing services on its behalf also agree to comply with the provisions of the Americans with Disabilities Act of 1990 (42 USC 12101 et seq. and 47 USC 225) and not discriminate against any employee or applicant for privileges of employment, or any matter directly or indirectly related to employment, because of race, color, religion, national origin, ancestry, age, sex, height, weight, marital status, physical or mental handicap or disability.
- Until the expiration of 10 years (or longer to the extent required by applicable law) provider will maintain medical records, required data, reports of services, reports on complaints, grievances, quality or utilization issues and any books, documents and records, electronic or paper, for the purpose of assessing quality of care, conducting medical care evaluations and audits, and determining on a concurrent basis, the medical necessity, appropriateness, nature and extent of care provided to eligible members.
- Providers will allow the representatives below to inspect the provider's premises and equipment and to review and copy records pertaining to the provision of covered services eligible members.
  - HAP CareSource
  - The Michigan Medicaid Program
  - Fraud Control Unit
  - The Secretary of DHHS
  - MDHHS
  - DIFS
  - CMS
  - United States Office of Inspector General
  - Department of Justice
  - MDHHS-OIG
  - Michigan Department of Attorney General
  - Any Regulatory Agency
- Such records will be maintained in:
  - Compliance with applicable state laws and administrative rules and federal laws and regulations related to privacy and confidentiality of medical records
  - A detailed and comprehensive manner, which conforms to good professional medical practice, permits effective professional medical review and medical audit processes and facilitates an adequate system for follow-up treatment, and shall be signed and dated
- Pursuant to MCL § 500.3547, provider agrees that MDHHS and DIFS may require production of any books, papers, computer databases or documents considered to be relevant to the evaluation or inspection of HAP CareSource affairs.

## Appendix B: Appeals and Grievance Information for Members

### HAP CareSource Members

Below is the information we provide to members in their HAP CareSource member handbook regarding filing a grievance and appeal.

### Grievances and Appeals

We want you to be happy with the services you get from HAP CareSource and our providers. If you are not satisfied, you can file a grievance or appeal.

Grievances are complaints that you may have if you are unhappy with our plan or if you are unhappy with the way a staff person or provider treated you. Appeals are complaints related to your medical coverage, such as treatment decision or a service that is not covered or denied. If you have a problem related to your care, talk to your doctor. Your doctor can often handle the problem. If you have questions or need help, call HAP CareSource at **1-833-230-2053 (TTY: 711)**.

#### Grievance Process

We want to know what is wrong so we can make our services better. If you have a grievance about a provider or about the quality of care or services you have received, let us know right away. If you aren't happy with us or your doctor, you can file a grievance at any time. HAP CareSource has special procedures in place to help members who file grievances. We will do our best to answer your questions or help to resolve your concern. Filing a grievance will not affect your health care services or your benefits. These are examples of when you might want to file a grievance.

- Your provider or a(n) HAP CareSource staff member did not respect your rights.
- You had trouble getting an appointment with your provider in an appropriate amount of time.
- You were unhappy with the quality of care or treatment you received.
- Your provider or a(n) HAP CareSource staff member was rude to you.
- Your provider or a(n) HAP CareSource staff member was insensitive to your cultural needs or other special needs you may have.

You can file your grievance on the phone by calling HAP CareSource at **1-833-230-2053 (TTY: 711)**. You can also file your grievance in writing via mail or online at:

HAP CareSource  
Attn: Grievance & Appeals  
P.O. Box 1025  
Dayton, OH 45401-1025

Online: **[MyCareSource.com](https://www.mycaresource.com)**

In the grievance letter, give us as much information as you can. For example, include the date and place the incident happened, the names of the people involved and details about what happened. Be sure to include your name and your Medicaid member ID number. You can ask us to help you file your grievance by calling **1-833-230-2053 (TTY: 711)**. We will let you know when we have received your grievance. We may contact you for more information.

At any time during the grievance process, you can have someone you know represent you or act on your behalf. This person will be your “representative.” If you decide to have someone represent you or act for you, inform HAP CareSource in writing with the name of your representative and their contact information. Your grievance will be resolved within 90 calendar days of submission. We will send you a letter of our decision.

## Appeal Process

An appeal is a way for you to ask for a review of our actions. If we decide that a requested service or item cannot be approved, or if a service is reduced or stopped, you will get an “Adverse Benefit Determination” letter from us. This letter will tell you the following:

- The adverse benefit determination the contractor has made or intends to make
- Your right to be provided upon request and free of charge, copies of all documents, records, and other information used to make our decision.
- What action was taken and the reason for it
- Your right to file an appeal and how to do it
- Your right to ask for a State Fair Hearing and how to do it
- Your right in some circumstances to ask for an expedited appeal and how to do it
- Your right to ask to have benefits continue during your appeal, how to do it, and when you may have to pay for the services

You may appeal within 60 calendar days of the date on the Adverse Benefit Determination letter. If you want your services to stay the same while you appeal, you must say so when you appeal, and you must file your appeal no later than 10 calendar days from the date on the Adverse Benefit Determination. The list below includes examples of when you might want to file an appeal.

- Not approving or paying for a service or item your provider asks for
- Stopping a service that was approved before
- Not giving you the service or items in a timely manner
- Not telling you of your right to freedom of choice of providers
- Not approving a service for you because it was not in our network

You can file your appeal on the phone by calling HAP CareSource at **1-833-230-2053 (TTY: 711)**. You can also file your appeal in writing via mail or online at:

HAP CareSource  
Attn: Grievance & Appeals  
P.O. Box 1025  
Dayton, OH 45401-1025  
  
Online: [MyCareSource.com](https://MyCareSource.com)

**You have several options for assistance. You may:**

- Call Member Services at **1-833-230-2053 (TTY: 711)** and we will assist you in the filing process.
- Ask someone you know to assist in representing you. This could be your primary care provider or a family member, for example.
- Choose to be represented by a legal professional.

To appoint someone to represent you, either:

1. Send us a letter informing us that you want someone else to represent you and include in the letter their contact information or,
2. fill out the HAP CareSource Authorized Representation Designation form.

You may call and request the form or find this form on our website at [\*\*CareSource.com/mi/members/tools-resources/grievance-appeal/medicaid/\*\*](https://www.hapcaresource.com/mi/members/tools-resources/grievance-appeal/medicaid/).

We will send you a notice saying we received your appeal. We will tell you if we need more information and how to give us such information in person or in writing. If the appeal has to do with a medical decision, the provider with the same or similar specialty as your treating provider will review your appeal. It will not be the same provider who made the original decision to deny, reduce, or stop the medical service.

HAP CareSource will send our decision in writing to you within 30 calendar days of the date we received your appeal request. HAP CareSource may request an extension up to 14 more days in order to get more information before we make a decision. You can also ask us for an extension if you need more time to get additional documents to support your appeal.

We will call you to tell you our decision and send you and your authorized representative Notice of Internal Appeal Decision. The Notice of Internal Appeal Decision will tell you what we will do and why.

If HAP CareSource's decision agrees with the Notice of Adverse Benefit Determination, you may have to pay for the cost of the services you got during the appeal review. If HAP CareSource's decision does not agree with the Notice of Adverse Benefit Determination, we will approve the services right away.

**Things to keep in mind during the appeal process:**

- At any time, you can provide us with more information about your appeal, if needed.
- You have the option to see your appeal file.

**How Can You Expedite Your Appeal?**

If you or your provider believes our standard timeframe of 30 calendar days to make a decision on your appeal will put your life or health at risk, you can ask for an expedited appeal by writing or calling us. If you write to us, please include your name, member ID number, the date of your Notice of Adverse Benefit Determination letter, information about your case, and why you are asking for the expedited appeal. Expedited appeal requests must be made within 10 calendar days of the date of the Notice of Adverse Benefit Determination. We will let you know within 24 hours if we need more information. Once all information is provided, we will call you within 72 hours from the time of your request to inform you of our decision and will also send you and your authorized representative the Notice of Internal Appeal Decision.

## How Can You Withdraw an Appeal?

You have the right to withdraw your appeal for any reason, at any time, during the appeal process. However, you or your authorized representative must do so in writing, using the same available methods as you have for filing the appeal. Withdrawing your appeal will end the appeal process and no decision will be made by us on your appeal request. HAP CareSource will acknowledge the withdrawal of your appeal by sending a notice to you or your authorized representative. If you need further information about withdrawing your appeal, call HAP CareSource at **1-833-230-2053 (TTY: 711)**.

## What Happens Next?

After you receive the Notice of Internal Appeal Decision in writing, you do not have to take any action and your appeal file will be closed. However, if you disagree with the decision made on your appeal, you can take action by asking for a State Fair Hearing from the Michigan Office of Administrative Hearings and Rules (MOAHR) and/or asking for an External Review under the Patient Right to Independent Review Act (PRIIRA) from the Michigan Department of Insurance and Financial Services (DIFS). You can choose to ask for both a State Fair Hearing and an External Review or you may choose to ask for only one of them.

## State Fair Hearing Process

You, your representative, or your provider can ask for a State Fair Hearing with MOAHR. You must do this within 120 calendar days from the date of your appeal denial notice. A Request for Hearing form will be included with the notice of appeal decision that you receive from us. It has instructions that you will need to review. If you asked for services to continue in your health plan appeal and want to continue your services during the State Fair Hearing process, you must ask for a State Fair Hearing within 10 calendar days of the date on the decision notice. If you do not win this hearing, you may be responsible for paying for the services provided to you during the hearing process. You may be required to pay the cost of services provided while the appeal or the State Fair Hearing is pending. You can also ask for a State Fair Hearing if you do not receive a decision from us within the required time frame.

Call HAP CareSource at **1-833-230-2053 (TTY: 711)** if you need a hearing request form sent to you. You may also call to ask questions about the hearing process. You will get a written notice of hearing from MOAHR telling you the date and time of your hearing. Most hearings are heard by telephone, but you can ask to have a hearing in person. During the hearing, you will be asked to tell an administrative law judge why you disagree with our decision. You will get a written decision within 90 calendar days from the date your request for hearing was received by MOAHR. The written decision will explain if you have additional appeal rights.

If the standard time frame for review would jeopardize your life or health, you may be able to qualify for an expedited State Fair Hearing. If you qualify for one, MOAHR must give you an answer within 72 hours. However, if MOAHR needs to gather more information that may help you, it can take up to 14 more calendar days.

If you have any questions, you can call MOAHR at 1-800-648-3397. You can mail or fax the state hearing form to:

Mail: Michigan Office of Administrative Hearings and Rules Michigan  
Department of Health and Human Services  
P.O. Box 30763  
Lansing, MI 48909

Fax: 1-517-763-0146

## External Review of Appeals

You, your representative, or your provider can ask for an external review with DIFS under the Patient's Right to Independent Review Act – PRIRA. You must do this within 127 calendar days from the date of your appeal denial notice. An External Review form will be included with the notice of appeal decision that you receive from us. It has instructions that you will need to review. You can submit the form to:

DIFS will send your appeal to an Independent Review Organization (IRO) for review. A decision will be mailed to you in 14 calendar days of accepting your appeal. You can also ask for an external review if you do not receive a decision from us within the required time frame. You, your Authorized Representative, or your doctor can also request a fast appeal decision from DIFS within 10 calendar days after receiving a final determination. DIFS will decide if the request meets expedited or standard criteria. An expedited or fast external review may be granted if an expedited appeal review has been requested with the plan, the request is filed within 10 days of receipt of adverse determination, and a doctor states a fast review is needed due to risk to the life or health of the member. DIFS will send your appeal to an IRO for review. You will have a decision about your care within 72 hours. During this time period, your benefits will continue.

Department of Insurance and Financial Services (DIFS)  
Office of Research, Rules, and Appeals - Appeals Section  
P.O. Box 30220  
Lansing, MI 48909-7720

Or call: 1-877-999-6442

Fax: 1-517-284-8838

Online: <https://difs.state.mi.us/Complaints/ExternalReview.aspx>

## Dental Grievance and Appeals

If you have questions about a dental claim, want to file a grievance/complaint call Delta Dental at 1-866-558-0280.

You also have the right to ask Delta Dental to review their denial decision by asking for an internal appeal by calling Delta Dental 1-866-558-0280 or in writing via fax or mail.

**Delta Dental**  
Attn: Medicaid  
Grievance and Appeals  
P.O. Box 9230  
Farmington Hills, MI 48333-9230


Fax: (517) 381-5527

For more information, refer to the member's handbook: [HAP CareSource](#) or [HAP CareSource MI Health Link](#).



## Appendix C

### Credentialing Policy and Process

|   |  |             |               |                             |                  |      |         |      |               |          |  |      |                             |           |         |               |                      |              |         |          |        |             |         |       |  |
|---|--|-------------|---------------|-----------------------------|------------------|------|---------|------|---------------|----------|--|------|-----------------------------|-----------|---------|---------------|----------------------|--------------|---------|----------|--------|-------------|---------|-------|--|
| Status <b>Active</b> PolicyStat ID <b>14531818</b>  |  |             |               |                             |                  |      |         |      |               |          |  |      |                             |           |         |               |                      |              |         |          |        |             |         |       |  |
|    | <table border="0"> <tr> <td>Origination</td> <td>04/1995</td> <td>Owner</td> <td>Janet Krajnovic:</td> </tr> <tr> <td>Last</td> <td>10/2023</td> <td>Mgr-</td> <td>Credentialing</td> </tr> <tr> <td>Approved</td> <td></td> <td>Area</td> <td>Provider Network Management</td> </tr> <tr> <td>Effective</td> <td>10/2023</td> <td>Applicability</td> <td>Health Alliance Plan</td> </tr> <tr> <td>Last Revised</td> <td>10/2023</td> <td>Document</td> <td>Policy</td> </tr> <tr> <td>Next Review</td> <td>10/2024</td> <td>Types</td> <td></td> </tr> </table> | Origination | 04/1995       | Owner                       | Janet Krajnovic: | Last | 10/2023 | Mgr- | Credentialing | Approved |  | Area | Provider Network Management | Effective | 10/2023 | Applicability | Health Alliance Plan | Last Revised | 10/2023 | Document | Policy | Next Review | 10/2024 | Types |  |
|   | Origination  | 04/1995     | Owner         | Janet Krajnovic:            |                  |      |         |      |               |          |  |      |                             |           |         |               |                      |              |         |          |        |             |         |       |  |
|   | Last   | 10/2023     | Mgr-          | Credentialing               |                  |      |         |      |               |          |  |      |                             |           |         |               |                      |              |         |          |        |             |         |       |  |
|   | Approved   |             | Area          | Provider Network Management |                  |      |         |      |               |          |  |      |                             |           |         |               |                      |              |         |          |        |             |         |       |  |
|   | Effective  | 10/2023     | Applicability | Health Alliance Plan        |                  |      |         |      |               |          |  |      |                             |           |         |               |                      |              |         |          |        |             |         |       |  |
|   | Last Revised   | 10/2023     | Document      | Policy                      |                  |      |         |      |               |          |  |      |                             |           |         |               |                      |              |         |          |        |             |         |       |  |
| Next Review   | 10/2024  | Types       |               |                             |                  |      |         |      |               |          |  |      |                             |           |         |               |                      |              |         |          |        |             |         |       |  |
| <h3>Credentialing Policy</h3>   |  |             |               |                             |                  |      |         |      |               |          |  |      |                             |           |         |               |                      |              |         |          |        |             |         |       |  |
| <p>APPLIES TO: <input checked="" type="checkbox"/> COMMERCIAL <input checked="" type="checkbox"/> MMP <input checked="" type="checkbox"/> MEDICARE ADVANTAGE <input checked="" type="checkbox"/> MEDICAID <input checked="" type="checkbox"/> OTHER</p>   |  |             |               |                             |                  |      |         |      |               |          |  |      |                             |           |         |               |                      |              |         |          |        |             |         |       |  |
| <p><b>PURPOSE:</b></p> <p>The policy is to ensure that Health Alliance Plan (HAP) ensures that all practitioners applying for affiliation meet rigorous credentialing standards prior to approval for participation. All credentialing and re-credentialing decisions are non-discriminatory and not based upon an applicant's race, ethnic/national identity, gender, age, or sexual orientation.</p>  |  |             |               |                             |                  |      |         |      |               |          |  |      |                             |           |         |               |                      |              |         |          |        |             |         |       |  |
| <p><b>POLICY:</b></p> <p>Failure to comply with the requirements of this policy may result in disciplinary action, up to and including termination of employment.</p> <ul style="list-style-type: none"> <li>• NCQA - CR 1 Credentialing Policies</li> <li>• MCL 500.3528 - Credentialing and Recredentialing process</li> <li>• 42 CFR 438.214 - Credentialing and Recredentialing process</li> <li>• 2.7.3.11.2 – Credential providers</li> <li>• 2.7.3.11.5 – Credential providers prior to becoming network providers</li> <li>• 2.7.3.11.1 – Regarding the selection, retention and exclusion of providers, and non-discrimination</li> <li>• 2.8.3.11.3 – Recredentialing Performance Monitoring process</li> </ul> |  |             |               |                             |                  |      |         |      |               |          |  |      |                             |           |         |               |                      |              |         |          |        |             |         |       |  |
| <p>Credentialing Policy. Retrieved 12/2023. Official copy at <a href="http://henryford-hap.policystat.com/policy/14531818/">http://henryford-hap.policystat.com/policy/14531818/</a>. Copyright © 2023 Health Alliance Plan Page 1 of 27</p>  |  |             |               |                             |                  |      |         |      |               |          |  |      |                             |           |         |               |                      |              |         |          |        |             |         |       |  |

## DEFINITIONS:

**Credentialing:** The process of obtaining and verifying credentials.

**Recredentialing:** The process of reassessing and revalidating the qualifications of an existing provider.

**CAQH:** Provider Data Portal.

**Primary Source Verification:** The process by which the credentialing departments validate credentialing information.

**NCQA:** National Committee on Quality Assurance, a non-profit organization dedicated to improving health care quality.

**CMS:** Centers for Medicare and Medicaid Services

**MDHHS:** Michigan Department of Health and Human Services

**DIFS:** Michigan Department of Insurance and Financial Services

## PROCEDURE:

HAP has a well-defined credentialing and recredentialing process for evaluating and selecting licensed independent practitioners to provide care to its members. This policy is put into place that HAP will comply with regulatory and accreditation standards in the development and management of Credentialing.

| Responsible Party (Who)           | Step | Action Taken (Does What)  |
|-----------------------------------|------|---|
| Manager, Credentialing Department | A    | <p><b>Types of practitioners to credential and recredential:</b></p> <p>This policy applies to practitioners who have an independent relationship including Allopath's (MD), Osteopaths (DO), Dentists (DDS) (only oral and maxillofacial surgeons providing care under medical benefits), Podiatrists (DPM), Chiropractors (DC), Nurse Practitioners (NP), Physician Assistants (PA), Certified Nurse Midwives (CNM), Optometrists (OD), fully licensed Psychologists (PhD/PsyD), Master Level Psychologists (LLP), and Master Level Social Workers (LMSW), Licensed Professional Counselors (LPC), and Genetic Counselors (CGC). Board Certified Behavior Analysts (BCBA) and Acupuncturists are credentialed as an exception, based on the health plan's need.</p> <p>PCP availability: A PCP is described as a MD or DO who is listed as a General Practice, Family Medicine, Pediatrician, or Internal Medicine Practitioner. OB/Gyn practitioners and other</p> |

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|                          |   | <p>specialists may be designated as a PCP if they agree to provide care for all medical conditions. PCPs must provide or arrange for coverage of services 24 hours per day, 7 days per week. PCPs must be available to see patients a minimum of 20 hours per practice location per week.</p> <p>Practitioners who do not need to be credentialed are those who practice exclusively within the inpatient setting and provide care for organization members only as a result of members being directed to the hospital or another inpatient setting, Hospitalists, Pathologists, Radiologists, Anesthesiologists, Certified Registered Nurse Anesthetists, Neonatologists and Emergency Department physicians, practitioners who practice exclusively within free-standing facilities and who provide care for organization members only as a result of members being directed to the facility, locum tenens, and general dentistry.</p> |
| Credentialing Department | B | <p><b>Credentials System Controls:</b></p> <p>Primary source verification (PSV) is documented using a checklist which includes the name of the primary source, the date of verification, the signature or initials of the Credentialing Coordinator who verified the information and the report date, if applicable. If the PSV is obtained via the internet the verification will contain the URL address.</p> <p>The credentialing application which includes PSV documentation, the CAQH application and other documents which complete the file is saved electronically. The credentialing file is saved on a secure drive only accessible by the Credentialing Department. The Credentialing Coordinator is responsible for maintaining the security of the credentialing documents while processing the file. Documents may not be altered.</p>  |
| Credentialing Department | C | <p><b>Primary source verifications used, how information is received, dated, and stored for credentialing and recredentialing:</b></p> <p><b>Application:</b></p> <p>The CAQH application must include a signed current attestation confirming that the application is to be accurate and complete within the required time frame of 180 calendar days prior to the Credentialing Committee's decision. If the</p>   |

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|  | <p>signature attestation exceeds 180 calendar days before the credentialing decision, the practitioner must re-attest that the information on the application is current and complete. The CAQH application is received electronically and saved in an electronic format with the date of receipt. The Credentialing Coordinator is responsible for maintaining the security of the document. The application must also include the following:</p> <ul style="list-style-type: none"> <li>• Reasons for inability to perform the essential functions of the position.</li> <li>• Lack of present illegal drug use.</li> <li>• History of loss of license and felony convictions.</li> <li>• History of loss or limitation of privileges or disciplinary actions.</li> <li>• Current malpractice insurance coverage.</li> </ul> <p><b>Licensure:</b><br/>HAP verifies a current, valid license to practice and a controlled-substance license as applicable in states where the practitioner provides care to its members is present, is within the prescribed time limit of 180 calendar days and is active at the time of the Credentialing Committee's decision. Practitioner names will be recorded in the credentialing database as verified on the practitioner's state license. The names must match the name as displayed on the state license. Degrees must match what has been verified through primary source verification.</p> <ul style="list-style-type: none"> <li>• Obtains internet verification, oral or written verification directly from the State of Michigan Department of Licensing and Regulatory Affairs (LARA) or certification agency.</li> <li>• Obtains either oral, written, or Internet verification for all other state licenses utilizing the appropriate state-licensing agency.</li> <li>• Review of information of sanctions, licensures, or scope of practice covers</li> </ul> |
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|  | <p>the most recent five-year period available through the data source.</p> <ul style="list-style-type: none"> <li>Information on state sanctioning activity from the State of Michigan Department of Consumer and Industry Services Bureau of Health Services at the time of license verification.</li> </ul> <p><b>DEA or CDS Certificates:</b><br/>HAP verifies a current and valid DEA or CDS certificate with no restrictions or limitations (if applicable) in each state where the practitioner provides care to members through one of the following. Verification is obtained prior to the credentialing decision. Recent graduates, or fellows applying for initial credentialing or practitioners who move from another state, may have a HAP covering practitioner for up to six months until they obtain their DEA. Documentation will be included in the credentialing file who the designated HAP provider will be writing prescriptions on their behalf.</p> <ul style="list-style-type: none"> <li>Confirmation with the state pharmaceutical licensing agency, where applicable</li> <li>A copy of DEA or CDS certificate</li> <li>Documented visual inspection of the original certificate</li> <li>Confirmation with the DEA or CDS agency</li> <li>Confirmation with the American Medical Association (AMA) Physician Master File</li> <li>American Osteopathic Association Official Osteopathic Physician Profile Report</li> <li>The DEA and CDS certificate are not applicable to chiropractors.</li> </ul> <p><b>Education and Training:</b><br/>Practitioners must have completed at least three years of post-graduate medical education in an approved internship and/or residency program (MD</p> |
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|  | <p>or DO) or DO's with only one-year post-graduate training before 1989 in an approved program and board certification.</p> <p>Verification of board certification meets the requirement for verification of education and training since medical specialty boards verify both. HAP verifies the highest of the three levels of education and training obtained by the practitioner prior to the credentialing decision. Graduation from medical or professional school, residency, if appropriate, and board certification, if appropriate. The agencies/authorities recognized at the time of this policy are the following:</p> <ul style="list-style-type: none"> <li>• The Accreditation Council for Graduate Medical Education (ACGME)</li> <li>• American Medical Association (AMA) Physician Master Profile</li> <li>• The American Osteopathic Association (AOA)</li> <li>• Royal College of Physicians and Surgeons of Canada</li> <li>• The American Podiatric Medical Association (AMPA) Council on Podiatric Medical Education</li> <li>• Graduation from a Commission on Dental Accreditation (CODA) accredited training program – Oral Surgeons</li> <li>• Completion of an accredited psychologist program with an approved internship/clinical practice requirement</li> <li>• Completion of an accredited nurse midwife program, nurse practitioner, clinical nurse specialists with an approved internship/clinical practice requirement</li> <li>• Chiropractic College</li> <li>• Graduate from an optometry program that is accredited by the Accreditation Council on Optometric Education (ACOE) of the American Optometric Association (AOA). Optometrists must complete a four-year post-baccalaureate Doctor of Optometry Degree program.</li> </ul> |
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|  | <ul style="list-style-type: none"> <li>• Completion of a master's degree in social work (MSW) with a major focus of study in the treatment of Behavioral Medicine or equivalent field, as defined by the Michigan Board of Examiners of Social Work.</li> <li>• Master's Degree from a program approved by the State of Board of Counseling</li> <li>• Master's or doctoral degree in Psychology (LLP's)</li> <li>• Doctoral degree in Psychology (Psychology)</li> <li>• Possession of a minimum of a bachelor's and a master's degree that was conferred in behavior analysis or other natural science, education, human services, engineering, medicine, or a field related to behavior analysis and approved by the Behavior Analyst Certification Board and must obtain the Board-Certified Behavior Analyst Certification.</li> </ul> <p><b>Board Certification:</b><br/>HAP verifies board certification and documents the expiration date within the 180-calendar daytime limit including lifetime certification status. If the medical board does not provide the expiration date for a practitioner's board certification, verification of the board certification status and date of verification is documented within the practitioner's file.<br/>Board Certification is verified by one or more of the following HAP recognized agencies/authorities are:</p> <ul style="list-style-type: none"> <li>• American Board of Medical Specialties (ABMS Certifacts)</li> <li>• American Osteopathic Association (AOA) Physician Profile Report</li> <li>• Royal College of Physicians and Surgeons of Canada</li> <li>• American Board of Addiction Medicine</li> </ul> |
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|  | <ul style="list-style-type: none"> <li>• American Board of Genetic Counseling (ABGC)</li> <li>• American Board of Medical Genetics and Genomics (ABMGG)</li> <li>• American Board of Sleep Medicine</li> <li>• American Board of Oral and Maxillofacial Surgery</li> <li>• American Podiatric Medical Association (APMA)</li> <li>• American Board of Foot and Ankle Surgery (ABFAS)</li> <li>• American Board of Lower Extremity Surgery (ABLES)</li> <li>• American Board of Multiple Specialties in Podiatry (ABMSP)</li> <li>• American Board of Podiatric Medicine (ABPM)</li> <li>• <u>American Midwifery Certification Board (AMCB)</u></li> <li>• National Commission on Certification of Physician Assistants</li> <li>• Nurse Practitioners meet the advanced practice certification standards of one of the following certification organizations:               <ol style="list-style-type: none"> <li>a. American Nurses Credentialing Center (ANCC)</li> <li>b. American Academy of Nurse Practitioners</li> <li>c. National Certification Board of Pediatric Nurse Practitioners and Nurses, Inc.</li> <li>d. National Certification Corporation (NCC) for obstetric, gynecologic, and neonatal nursing specialties</li> <li>e. Oncology Nursing certification corporation</li> <li>f. Pediatric Nursing Certification Board</li> <li>g. American Association of Critical-Care Nurses</li> </ol> </li> </ul> <p><b>Work History:</b></p> |
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|  | <p>HAP obtains a minimum of the most recent five years of relevant work history through the practitioner's application or curriculum vitae within 180 calendar daytime limit. Relevant experience includes work as a health professional. If the practitioner has practiced fewer than five years from the date of verification of work history, the time frame starts at the date of initial licensure. The application or curriculum vitae must include the beginning and ending month and year for each position the practitioner's employment experience. If the practitioner has had continuous employment for five years or more with no gaps in work history providing the year is acceptable.</p> <ul style="list-style-type: none"> <li>• Clarify either verbally or in writing each gap in employment that exceeds six months.</li> <li>• If the gap in work history exceeds one year, the practitioner clarifies the gap in writing.</li> <li>• Document its review of work history, including any gaps, within the credentialing file.</li> <li>• Work history can be documented on the application, CV, or checklist. Documentation will include the signature or initials of staff who reviewed work history and the date of review.</li> </ul> <p><b>Malpractice History:</b><br/>HAP obtains confirmation of the past five years of history of malpractice settlements from the malpractice carrier or the National Practitioner Databank (NPDB) within 180 calendar daytime limit.<br/>The five-year period may include residency or fellowship years. HAP does not need to obtain confirmation from the carrier for practitioners who had a hospital insurance policy during a residency or fellowship.</p> <p><b>Hospital Affiliation:</b><br/>HAP verifies all current hospital affiliations as attested to on the application. In the event of a "red</p> |
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|   |   | <p>flag,* previous hospitals affiliations are also verified.</p> <p><b>Sanction Information:</b><br/>HAP reviews and evaluates State sanctions, restrictions on licensure, limitations on scope of practice, and Medicare and Medicaid Sanctions prior to making a credentialing/recredentialing decision. The practitioner's file will contain sufficient documentation to demonstrate that the credentialing information is present at the time of the credentialing decision within the 180-calendar daytime limit from the following agencies/sources:</p> <ul style="list-style-type: none"> <li>• NPDB</li> <li>• State Medicaid agency or intermediary and the Medicare intermediary</li> <li>• List of Excluded Individuals and Entities (maintained by the Office of Inspector General (OIG), available over the Internet</li> <li>• Medicare Exclusion Database</li> <li>• Michigan Department of Health and Human Services (MDHHS) Sanction Provider List, available over the Internet</li> <li>• Federal Employees Health Benefits Plan (FEHB) Program department record, published by the Office of Personnel Management, Office of the Inspector General</li> <li>• The System for Award Management (SAM) web-based system that identifies those parties excluded from receiving Federal contracts, certain subcontracts, and certain types of federal financial and non-financial assistance and benefits</li> <li>• The American Medical Association (AMA) Physician Master File entry</li> <li>• Federation of State Medical Board (FSMB)</li> <li>• Centers for Medicare and Medicaid Service (CMS) Preclusion Provider List</li> </ul> |
| Credentialing Coordinators, Credentialing Leads and Credentialing Manager | D | <p><b>Authorization to Modify Information:</b><br/>The Credentialing Coordinators and/or Credentialing Leads in the Credentialing</p>   |

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|   | <p>Department are authorized to data enter, review, and modify credentialing data in accordance with existing procedures. The credentialing information is gathered from PSV's, application, and documents to support the credentialing application. Only the Credentialing Manager and/or Credentialing Lead are authorized to delete credentialing information. Deletions are only made once data is reviewed, verified to be incorrect or duplicated.</p> <p>The credentialing software allows which fields can be added, modified, and/or read only according to the user. All requests for access to the credentialing database and/or secured shared drive are reviewed by the Credentialing Manager to evaluate appropriateness and to determine the security group the individual shall be assigned based on job responsibilities. Each user has a unique identifier and password. These ID's and passwords shall not be shared, or the user may be subject to disciplinary action, including possible termination. If access is not granted, the Credentialing Manager will communicate the denial to the requestor, including the reason for the denial. The credentialing software system tracks the adds, modifications and/or changes with an audit log. The audit log identifies the staff member who made the data entry, what change was added, modified, and/or deleted, identifies the time the change was made and date the change was made. The report is run monthly. The Credentialing Manager and/or Credentialing Lead review the report regularly.</p> <p>If there is a discrepancy between the information provided by the applicant and the PSV, the Credentialing Coordinator will follow the policy and process for resolving discrepancies in information which may include contacting the applicant and/or the PSV for clarification. Notations may be made in the credentialing file and must contain the date of the entry and the name/initials of the staff member who made the entry.</p> |
| <p>Credentialing Coordinator, Credentialing Lead, and Credentialing Manager</p> | <p><b>Credentialing Process Audit:</b></p> <p>At the time that the credentialing files are completed, the Credentialing Coordinator who was responsible for completing the file attests that the information is accurate and complete and is documented on the credentialing tracking sheet.</p>  |

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|                          | <p>The file is then peer reviewed by another Credentialing Coordinator prior to the Credentialing Meeting to ensure all credentialing is completed according to the credentialing policy and signs the credentialing tracking sheet indicating the name and date of the review.</p> <p>Prior to the Credentials Committee meeting, the Credentialing Manager and/or Credentialing Lead will review any applications (initial or recredentialing) that is not considered clean to ensure the file is processed in accordance with existing policies and procedures. For any files that were not approved by the Credentialing Committee the file is reviewed by the Credentialing Manager and/or Credentialing Lead to ensure credentialing decisions were made in accordance with existing policies and procedures.</p> <p>To ensure the integrity and security of the practitioner data contained in the credentialing database, to identify areas of non-compliance and ensure policy adherence, various auditing activities will be performed on an ongoing basis.</p> <p>Reviewing job roles and user access annually to ensure system access is still appropriate for scope of job responsibility.</p> <p>An audit log report is generated monthly, which identifies the username, the credentialing data field, the audit date and time, the code, and the field name for all adds and modifications made to the credentialing data. The audit report is reviewed by the Credentialing Manager and Credentialing Lead to ensure all policies and procedures are followed and to identify any unusual or inconsistent activity. An audit of all modifications made to the credentialing data to confirm appropriateness of action. In the event of a discrepancy, appropriate steps shall be taken by the Credentialing Manager. Any evidence of inappropriate modifications or deletions made to the credentialing database or information that is not outlined in the policy, the Credentialing Manager will immediately address and take appropriate actions.</p> |
| Credentialing Department | <p>F</p> <p><b>Criteria for credentialing and recredentialing:</b><br/>HAP assures that all practitioners applying for affiliation meet rigorous credentialing standards prior to providing care to members. The provider</p>   |

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|  | <p>must submit information and documentation of his/her education, qualification and certification which qualifies them to be identified as a specialist in a particular field of medicine. It is anticipated that the services to HAP members, performed by that credentialed specialist, would be consistent with the medical specialty for which the provider applied for and was evaluated and credentialed by HAP. Credentialed specialists are accordingly expected to provide covered services to HAP members that are within the scope of the specialty credentialed by HAP after review of the providers' application.</p> <p>Practitioners will go through the recredentialing process within 36 months of the previous credentialing decision.</p> <p>The recredentialing process will incorporate recredentialing activities as part of the assessment:</p> <ul style="list-style-type: none"> <li>• Member appeal and grievances</li> <li>• Quality of Care (QOC) and quality of service events</li> <li>• Medical records review at recredentialing and on a continuous basis</li> </ul> <p>Recredentialing process incorporates various forms of data, including, but not limited to:</p> <ul style="list-style-type: none"> <li>• Grievance data</li> <li>• Results of quality reviews</li> <li>• Utilization Management (UM) information</li> <li>• Member satisfaction survey results</li> <li>• Performance indicators obtained through your organizations quality improvement plan (QIP)</li> </ul> <p>The recredentialing cycle begins with the date of the initial credentialing decision. HAP counts the 36-month cycle to the month, not to the day. If HAP cannot recredential a practitioner within the 36-month time frame because the practitioner is on</p> |
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|  | <p>active military assignment, maternity leave, or a sabbatical, but the contract between HAP and the practitioner remains in place, HAP will recredential the practitioner upon his or her return. HAP will document the reason for the delay in the practitioner's file. It is acceptable to recredential practitioners on leave. HAP will verify that a practitioner who returns from military assignment, maternity leave or a sabbatical has a valid license to practice before he or she resumes seeing patients. Within 60 days of when the practitioner resumes practice, HAP will complete the recredentialing cycle.</p> <p>If a practitioner is given administrative termination for reason beyond HAP's control (e.g., the practitioner failed to provide complete credentialing information), and is then reinstated within 30 calendar days, HAP may recredential the practitioner as long as it is documented that the practitioner was terminated for reasons beyond HAP's control and was recredentialled and reinstated within 30 calendar days of termination. HAP will initially credential practitioners if reinstatement is more than 30 calendar days after termination.</p> <ul style="list-style-type: none"> <li>• Completion of a CAQH application.</li> <li>• Completion of at least three years of post-graduate training in an approved internship and/or residency program (MD or DO) or DOs with only one-year post-graduate training before 1989 in an approved program and board certification.</li> <li>• Completion of an accredited physician assistant program with an approved internship/clinical practice requirements and hold a current active certification by the National Commission on Certification of Physician Assistants.</li> <li>• Completion of an accredited nurse midwife program, nurse practitioner, clinical nurse specialists or CRNA program with an approved internship/clinical practice requirement.</li> </ul> |
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|  | <ul style="list-style-type: none"> <li>• Nurse Practitioners and Physician Assistants must submit evidence of collaborative or practice agreement between applicant and a designated HAP credentialed physician.</li> <li>• Graduate from an optometry program that is accredited by the Accreditation Council on Optometric Education (ACOE) of the American Optometric Association (AOA). Optometrists must complete a four-year post-baccalaureate Doctor of Optometry Degree program.</li> <li>• Completion of a master's degree in social work (MSW) with a major focus of study in the treatment of Behavioral Medicine or equivalent field, as defined by the Michigan Board of Examiners of Social Work.</li> <li>• <b>Acupuncturists:</b> Current Michigan license to practice as an Acupuncturists.</li> <li>• <b>Licensed Professional Counselor:</b> Current Michigan license to practice as a Licensed Professional Counselor Master's degree from a program approved by the State Board of Counseling.</li> <li>• <b>Fully Licensed Psychologist:</b> Current Michigan license to practice as a Licensed Psychologist. Doctoral degree in psychology from an institution approved by the State of Michigan Board of Psychology</li> <li>• <b>Limited License Psychologist/LLP:</b> Current Michigan license to practice as a Limited License Psychologist. Master's or doctoral degree in psychology from an institution approved by the Michigan Board of Psychology.</li> <li>• <b>Board Certified Behavior Analyst (BCBA):</b> Possession of a minimum of a bachelor's and a master's degree that was conferred in behavior analysis or other natural science, education, human services, engineering, medicine, or a field</li> </ul> |
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|  | <p>related to behavior analysis and approved by the BACB and must obtain BCBA Certification.</p> <ul style="list-style-type: none"> <li>• Board certification in the requested area of practice is recommended. Board certification does not apply to chiropractors or psychologists.</li> <li>• Recent graduates of residency programs who are not board certified at the time of application are encouraged to <b>attain board certification within four years of completing the training program.</b></li> <li>• Specialties such as OB/GYN and all surgery related specialties are encouraged to <b>attain board certification within six years of completing the training program.</b></li> <li>• Non-boarded practitioners see Section 4; Process for making credentialing and recredentialing decisions.</li> <li>• Unrestricted Licensure in the State of Michigan.</li> <li>• Unrestricted DEA in the State of Michigan or arrangements with a HAP contracted/credentialed provider with a valid DEA for required prescriptions will be considered for approval or denial at the discretion of the Credentialing Committee. For initial practitioners or practitioners who move from another state, they may have a covering practitioner for up to six months until they obtain their DEA.</li> <li>• Affiliation with a hospital, as applicable. Select specialists including Physical Medicine &amp; Rehab, Dermatology, Ophthalmology and Psychology are not required to have an affiliation with a hospital. All others must have hospital affiliations. For PCPs, hospital affiliation is not required if they are able to identify a credentialed contracted practitioner to oversee the care of their members.</li> <li>• Current malpractice insurance, with at</li> </ul> |
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|  |  | <p>least \$100,000/\$300,000 coverage. Verify malpractice coverages and amounts from the CAQH application or obtain a copy of the face sheet from practitioner.</p> <ul style="list-style-type: none"> <li>• Federal Torte Coverage - In lieu of malpractice insurance for practitioners delivering care at federal facilities, the file must include a copy of the federal tort letter or an attestation from the practitioner of federal tort coverage.</li> <li>• For practitioners requesting assignment of a dual PCP and specialist, each designation must be assigned to a separate network.</li> <li>• Eligible to participate in Medicare and Medicaid and must not be excluded from participation in any governmental healthcare program.</li> <li>• Participate in Medicare and does not appear on the Medicare Opt-Out List.</li> <li>• Lack of current sanction and/or suspension from Medicare or Medicaid, or Federal Employees Health Benefits (FEHB). Exclusion or sanctions from a federal health care program shall cause an automatic termination as an affiliated practitioner.</li> <li>• Cooperation with Quality Management and Utilization Management programs, including a credentialing site visit and medical record-keeping practices review if requested.</li> <li>• Accept the HAP fee schedule as payment in full.</li> <li>• Accept new patients for all contracted product lines.</li> <li>• Favorable professional liability history including malpractice claims history with no more than \$500,000 per claim or no more than 5 claims within the past five years.</li> <li>• Not excluded from System for Award Management (SAMS) Exclusion list.</li> </ul> |
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|  |   | <ul style="list-style-type: none"> <li>• Lack of present illegal drug use.</li> <li>• Attest to any felony convictions.</li> <li>• No unexplained gaps in work history.</li> <li>• Obtain disclosure of Ownership and control of network provider</li> <li>• Lack of fraud, waste, and abuse documentation from Audit Department or FWA Response Team.</li> </ul>  |
| Credentialing Manager, and/or Credentialing Lead and Credentialing Committee Chair | G | <p><b>Process for making credentialing and recredentialing decisions:</b></p> <p>Decision-making is governed by a majority vote of the Credentialing Committee for practitioners who do not meet minimum HAP standards and is nondiscriminatory. Each decision is based upon information, documents and/or evidence created, collected, maintained, or otherwise arising out of matters that are under review, or have been reviewed pursuant to these policies Committee decisions will be kept confidential by all participants except as required by law or at the discretion of the Credentialing Committee in order to encourage candor and careful assessment necessary to effect peer review and quality assurance. All credentialing activities are in compliance with NCQA, State of Michigan Department of Consumer and Industry Services Bureau of Health Services, and all other applicable laws and regulatory bodies.</p> <p>The Credentialing Committee considers all applicants, including those who have been granted waivers in the context of all available information. In the case of waivers, the Committee must weigh the lack of adherence to standards with factors such as:</p> <ul style="list-style-type: none"> <li>• Perceived value to HAP which merits approval despite failure to meet the standard, and/or</li> <li>• Perceived professional qualities, which may not be appropriately reflected in the HAP standard requiring board certification and residency training, including:</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>a. Demonstrated motivation to participate in HAP and follow managed care procedures</li> <li>b. Special need for practitioners in the geographic area/network</li> <li>c. Reputation in the community</li> <li>d. Prominence in the network's managed care organization</li> <li>e. Professional experience/Continuing Medical Education experience</li> <li>f. Partnership with current HAP practitioners of perceived exceptional quality</li> </ul> |
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Board certification waivers are reviewed for **initial** applicants only. To be considered for a board certification waiver, the practitioner must submit a letter of recommendation including network need from their (hospital) department chair or three letters of recommendation from HAP contracted and credentialed practitioners. Board certification waivers will be considered for approval or denial at the discretion of Credentialing Committee.

Board certification extensions are granted to recertifying applicants who provide proof from the board stating they are scheduled to sit for the exam. The Credentialing Committee reserves the right for approval or denial of Board certification extensions.

Practitioners certificates that expired and who fail to become recertified, or those practitioners whose board eligible period expired or lapsed and have no plans of certifying or recertifying must provide a written explanation to Credentialing Committee to continue their affiliation. The Credentialing Committee reserves the right for approval or denial.

- The Credentialing Committee may determine that some applicants who meet minimum HAP standards should not be approved for participation, for example:

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|  |   | <ul style="list-style-type: none"> <li>• Lack of demonstrated motivation to participate cooperatively as a practitioner and follow the managed care/quality management procedures</li> <li>• Lack of perceived need for practitioners in the geographic area/network</li> <li>• Unfavorable reputation in the community</li> <li>• Lack of good standing at affiliated hospital</li> <li>• Perceived lack of quality of medical school/residency experience</li> <li>• Failure to comply with the ethics of the profession</li> </ul>   |
| Credentialing Manager, and/or Credentialing Lead and Credentialing Committee Chair | H | <p><b>Process for managing credentialing files that meet the organization's established criteria:</b></p> <p>All credentialing files that do not meet minimum credentialing standards must be reviewed by the Credentialing Committee.</p> <p>Credentialing files that meet minimum credentialing standards, "clean files," are reviewed and approved by the Chair of the Credentialing Committee or an equally qualified practitioner.</p> <p>Medical Director's Review of Clean Files.</p> <ul style="list-style-type: none"> <li>• The Medical Director reviews and approves all practitioners that meet minimum requirements.</li> <li>• The Medical Director's approval is obtained through a handwritten signature or an electronic identifier.</li> <li>• The list of initial and recredentialing clean files is documented in the meeting minutes and the total number of clean files is presented to the Credentialing Committee.</li> </ul> |
| Credentialing Department   | I | <p><b>Process for delegating credentialing or recredentialing:</b></p> <p>The credentialing process for affiliation with HAP may be delegated to another credentialing body if the potential delegate passes the pre-delegated evaluation, along with the approval from the Credentialing Committee and a signed executed mutually agreed upon delegated agreement.</p>   |

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|  |   | In all cases, HAP retains ultimate authority over the process and engages in oversight activities to ensure that minimum standards are applied (Refer to Delegated Credentialing Policy).   |
| Credentialing Committee, Credentialing Committee Chair | J | <p><b>Process for ensuring that credentialing and recredentialing are conducted in a nondiscriminatory manner:</b></p> <p>The Credentialing Committee does not base credentialing decisions on the applicant's race, ethnicity, nationality/country of origin, gender, age, sexual orientation, or types of procedures or patients cared for by the practitioner.</p> <p>All members and guests of the Credentialing Committee sign a statement of confidentiality and nondiscriminatory decision-making on an annual basis as part of their Committee participation requirements.</p> <p>On an annual basis the Credentialing Committee reviews credentialing files (in-process, denied and approved files) to ensure that there is no pattern of discrimination or evidence of individual discrimination.</p> |
| Credentialing Department                               | K | <p><b>Process for notifying practitioners if information obtained during the organization's credentialing process varies substantially from the information they provided to the organization:</b></p> <p>If the information received varies substantially from the information provided on the application, the credentialing staff requests clarification from the practitioner and provides the practitioner an opportunity to amend the erroneous information. Notification of erroneous information is sent to the provider by certified mail or secured e-mail.</p>   |
| Credentialing Department                               | L | <p><b>Process for ensuring that practitioners are notified of the credentialing and recredentialing decision within 60 calendar days of the committee's decision:</b></p> <p>Practitioners are notified within 60 calendar days of the Credentialing Committee's decision.</p> <p>Approval notices are sent by a Credentialing team member to the practitioner notifying the practitioner of the committee's decision.</p> <p>Denial notices for initial and recredentialing, with the reason for the denial are sent by a Credentialing team member to the practitioner via certified mail.</p>  |

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| Credentialing Committee Chair                           | M | <p><b>Medical director or other designated physician's direct responsibility and participation in the credentialing program:</b></p> <p>The HAP Medical Director is responsible for the Credentialing Committee.</p> <p>The HAP Medical Director ensures that HAP carries out its credentialing activities in the most efficient, effective way possible and that all credentialing activities are in compliance with the Credentialing Policies, NCQA standards, State of Michigan Department of Consumer and Industry Service Bureau of Health Services, and all other applicable laws and regulations. The Medical Director may approve initial and recredentialing files that meet all credentialing criteria or may determine that additional review is necessary by the Credentialing Committee.</p>  |
| Credentialing Department, Credentialing Committee Chair | N | <p><b>Process for ensuring the confidentiality of all information obtained in the credentialing process, except as otherwise provided by law:</b></p> <p>The Credentialing Department and all members and guests of the Credentialing Committee sign a statement of confidentiality and nondiscriminatory decision-making on an annual basis.</p> <p>Members and guests of the Credentialing Committee will not discuss or share information that was obtained at this meeting, or in preparation or follow-up to the meeting. Information is to be utilized only as it is originally intended.</p> <p>Information, documents and/or evidence created, collected, maintained, or otherwise arising out of matters that are under review, or have been reviewed pursuant to these policies, will be kept confidential by all participants except as required by law or at the discretion of the Credentialing Committee in order to encourage candor and careful assessment necessary to effect peer review and quality assurance.</p> <p>Credentialing Committee members and guests will not discuss, share, or use any peer review information for any purpose other than peer review. Access to credentials documents will be restricted to authorized credentialing staff, Committee members, peer reviewers and reporting bodies as authorized by the Credentialing Committee.</p> <p>Active credentialing files (currently in process) and completed credentialing files may only be accessed by the Credentialing Department to</p> |

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|  | <p>protect the accuracy of information gathered from primary sources and NCQA-approved sources in accordance with existing corporate policies and procedures. All credentialing files are electronic and stored in electronic format on a secure server only accessed by the Credentialing Department, password specific to the user, to prevent unauthorized access, changes to and release of credentialing information in accordance with existing policies. Access to the credentialing database is requested via an online IT request form and approved by the Credentialing Manager. All Credentialing staff are required to change their passwords every 90 calendar days. For maintaining confidentiality, staff will use strong passwords, avoid writing down their password or share their password; but remember it. User ID's and passwords are unique to each user. The Credentialing Department will follow the Password Management Policy, Network Encryption Standard Policy, Confidentiality, and Information Security Policy of Henry Ford Health System, which includes HAP.</p> <p>Upon the termination of a staff member's employment or transfer to another department within the organization that does not require access to the credentialing database the user access shall be inactivated no later than close of the business on the employee's last day of work. The request is sent by the Credentialing Manager to the IT Department to disable immediately. Minutes, reports, and files of Credentialing Committee meetings will be maintained in a confidential manner in the physicians file imaging system. The physician file once it has been imaged is transferred offsite in a secure and restricted environment for the duration of seven (7) years. At the end of seven (7) years, the file is shredded/ destruction in compliance with Offsite Records Storage, Retrieval, Destruction (Office Services Corporate Policy).</p> <p>Copies of the minutes will not be allowed to be removed from the site of the Credentialing Committee. All minutes and documentation will be shredded immediately following the meeting. The identity of a person whose condition or treatment has been studied in the Committee is confidential and the Committee shall remove the</p> |
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|                          |   | <p>person's name and address from the record before the Committee releases or publishes a record of its proceedings, or its report, findings, and conclusions. Except as otherwise provided, the record of proceedings and the reports, findings, and conclusions and data collected by or for this Committee are confidential, are not public records, and are not discoverable and shall not be used as evidence in a civil action or administrative proceeding.</p> <p>Disclosure of credentialing information is limited to information needed (i.e., name, address, network, specialty, education and training, board certification status, hospital affiliation) for provider directory, provider assignment or on-line directory. Physical access to credentialing information maintained in the Credentials Department is limited to staff members who are assigned to fulfill the requirements of the department. Members of the Credentials Committee, the Medical Director/ Credentials Committee Chairman, may view information only in the course of active Credentials Committee reviews.</p>  |
| Credentialing Department | 0 | <p><b>The process for confirming those listings in practitioner directories and other materials for members is consistent with credentialing data.</b></p> <p>The practitioner directory excludes all practitioners that are not independently contracted and credentialed who practice in an inpatient setting. The directory may differ based on member's benefit level.</p> <p>Practitioner-specific information, including education and training, board certification status, specialty, hospital affiliation, gender, and language information, that is made available to HAP and its subsidiaries (all products lines), and the general public is derived directly from the Credentialing department's database.</p> <p>All practitioner-specific information (education and training, board certification status, specialty, hospital affiliation, gender, and language information) is verified through the credentialing process and entered into CACTUS. After the Credentialing Committee's approval, this information is entered into the claims database, where practitioner directories and all practitioner-specific information are derived.</p> <p>The Credentialing staff is responsible for entering</p> |

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|                          |   | <p>practitioner specific information into the credentialing database. Any discrepancies are validated and corrected within 30 calendar days. Practitioner-specific information is also validated during the recredentialing process which takes place every three years.</p>  |
| Credentialing Department | P | <p><b>Practitioners Rights</b><br/> <b>HAP notifies practitioners about their rights to review information submitted to support their credentialing application:</b><br/> It is the practitioner's right to review information obtained to evaluate the practitioners credentialing application, attestation, or CV.<br/> Each practitioner has the right to review certain information obtained during the verification process. Practitioners do not have the right to review information such as peer-review protected information, recommendations or other information that is considered to be peer-review protected.<br/> The practitioner may review credentialing policies and procedures upon written request.<br/> <b>Correction of erroneous information:</b><br/> If the information received varies substantially from the information provided on the application, HAP requests clarification from the practitioner and provides the practitioner an opportunity to amend the erroneous information. Notification of erroneous information is sent to the provider by certified mail or secured e-mail.<br/> The practitioner is asked to respond in writing within 14 calendar days of receipt of the certified letter.<br/> The practitioner mails the response to the Credentialing Team member or the Manager of Credentialing by certified mail.<br/> If the practitioner chooses to exercise his or her right to correct the erroneous information:</p> <ul style="list-style-type: none"> <li>• HAP Credentialing will further investigate the primary source information.</li> <li>• This information, along with the practitioner's response, is presented to the Credentialing Committee for review</li> </ul> |

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|                          |   | <p>and resolution.</p> <ul style="list-style-type: none"> <li>• The practitioner is notified via certified mail within 14 days of the Credentialing Committee's decision.</li> <li>• If the practitioner chooses <b>not</b> to exercise his or her right to correct the erroneous information, or does not respond within 14 days:</li> <li>• The information is presented to the Credentialing Committee for review and resolution, without input from the practitioner.</li> <li>• The practitioner is notified of the committee decision by certified mail.</li> </ul>                                   |
| Credentialing Department | Q | <p><b>Upon request, the practitioner receives the status of their credentialing or recredentialing application:</b></p> <p>If the practitioner requests the status of his/her application, HAP provides practitioner with the approximate date when the application will be presented to the Credentialing Committee and any outstanding primary source verification letters either by telephone, email, or written correspondence. Practitioners do not have the right to review information such as recommendations, references, or other information that is considered to be peer-review protected.</p> |
| Credentialing Department | R | <p><b>Notification of Practitioner Rights:</b></p> <p>Practitioners are notified of these rights upon their initial request for a contract and on an ongoing basis. CR1 is sent along with the initial request for a contract. Credentialing policies and procedures are made available to all HAP contracted practitioners on an ongoing basis on the provider portal of the website and practitioners are notified annually and offered hard copies of the policies and procedures if web access is unavailable.</p>  |
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## MONITORING:

At a minimum, monthly reports are generated from the credentialing system or as needed.

## REPORTING:

The policy is reviewed at least annually, or more frequently, for accuracy, quality and as new guidance becomes available. An annual Credentialing department report is submitted to the Clinical Quality Management Committee (CQMC) on credentialing productivity, credentialing audits conducted, changes, and major activities. All updates/changes in the credentialing requirements/processes are reviewed and approved by the Credentialing Committee.

| Name of Report                     | Frequency of Report | Owner   | What committee or senior leader(s) receives report |
|------------------------------------|---------------------|---|--|
| Audit Report                       | Quarterly           | Manager of Credentialing                        | Credentialing Committee Chair                      |
| Clean File Report                  | Weekly              | Credentialing Lead and/or Credentialing Manager | Credentialing Committee Chair                      |
| Recredentialing Due Report         | Weekly              | Credentialing Lead                              | Credentialing Manager                              |
| Credentialing Disenrollment Report | Quarterly           | Credentialing Manager                           | Credentialing Committee Chair                      |

## Approval Signatures

| Step Description          | Approver  | Date    |
|---------------------------|---|---------|
| Compliance Final Review   | Johnathan Randle: Dir-Gov't Programs Compliance | 10/2023 |
| Medical Director-HCM      | Yvonne Sesi: Medical Director-HCM               | 10/2023 |
| Compliance Initial Review | Irina Shikin: Compl Monitorng & Overst Audit    | 10/2023 |
| Document Owner            | Janet Krajnovic: Mgr-Credentialing              | 10/2023 |

## Standards

No standards are associated with this document

## Provider Performance Improvement Policy

Status **Active** PolicyStat ID **10721464**



Origination 04/1995

Last 05/2022

Approved

Effective 05/2022

Last Revised 05/2022

Next Review 05/2023

Owner Janet Krajnovic

Area Provider Network Management

Applicability Health Alliance Plan

Document Policy Types

### Provider Performance Improvement Policy

|                                       |  |   |  |
|---------------------------------------|--|---|--|
| <b>Department:</b><br>Credentialing   | Provider Network Management                            | <b>Department Head:</b><br>Janet Krajnovic                | <b>Yvonne T. Sesi, MD</b><br>Network Management                |
| <b>Approval Date:</b>                 | April 2022   | <b>Next Review Date</b><br>(12 months from approval date) | April 2023   |
| <b>Compliance/Executive Approval:</b> |  |   |  |
| <b>Name:</b>                          |  | <b>Date (MM/DD/YYYY):</b>                                 |  |
| <b>APPLIES TO:</b>                    | <input checked="" type="checkbox"/> <b>COMMERCIAL:</b> | <input checked="" type="checkbox"/> <b>MMP:</b>           | <input checked="" type="checkbox"/> <b>MEDICARE ADVANTAGE:</b> |
|                                       | <input checked="" type="checkbox"/> <b>MEDICAID:</b>   | <input checked="" type="checkbox"/> <b>OTHER:</b>         |  |

#### Purpose:

The Performance Improvement Process (PIP) is used to improve provider performance, when it has been determined that the provider is not meeting standards.

HEALTH ALLIANCE PLAN and its subsidiaries (Alliance Health Life Insurance Company, HAP Preferred Inc. and HAP Empowered.) Has a well-defined Performance Improvement Process (PIP) to improve provider performance. Behaviors that may lead to the initiation of the Performance Improvement Process include, but are not limited to, failure to comply with HAP's Policies and Procedures, non-compliance with physician profiling performance improvement plan, violation of provider contract, acting in a manner that jeopardizes the health or safety of an enrollee, fraud, waste and abuse or that affects accreditation or licensure. Failure to correct such behaviors may lead to termination (Policy CR13). Retains the exclusive right to determine the appropriate corrective action based upon the circumstances of each case.

### Policy:

This policy is put into place that HAP will comply with regulatory and accreditation standards in the development and management of Credentialing with the following regulatory provisions

- National Committee for Quality Assurance (NCQA) standards
- Centers for Medicare & Medicaid Services (CMS)
- Michigan Department of Community Health (MDCH) guidelines
- Michigan Department of Insurance and Financial Services (DIFS)

### Definition:

- CMS: Centers for Medicare & Medicaid Services
- DIFS: Michigan Department of Insurance and Financial Services
- MDCH: Michigan Department of Community Health
- NCQA: National Committee for Quality Assurance - CR 1, CR 5, CR 7, CR 8
- Provider(s) includes Physicians, Practitioners and Ancillaries.

### Procedure:

| Responsible Party (Who)  | Step | Action Taken (Does What)  |
|--------------------------|------|---|
| Credentialing Department | All  | <p><b>Provider Performance Improvement Process</b></p> <ol style="list-style-type: none"> <li>1. Performance Improvement Monitors include but are not limited to: quality, fraud, legal actions, inappropriate behavior, noncompliance with HAP contractual obligations, failure to detect and report actual or suspected non-compliance, technical reasons, and all of HAP's Policies and Procedures.</li> </ol> <p>The Performance Improvement Process is overseen by the Peer Review Committee and generally consists of three levels, including an initial verbal notification to the provider, followed by written notification.</p> <ol style="list-style-type: none"> <li>2. The Performance Improvement Process is triggered when a provider accumulates three (3) Performance Improvement Monitors covering the period of 24 months. <ul style="list-style-type: none"> <li>• The Credentialing Committee Chair, Medical Director or designee will issue a letter reminding the provider of the need to comply with HAP Policies and Procedures, contractual requirements and applicable laws. The letter will be sent via confidential fax and requires the provider to submit a performance improvement plan (PIP) within 10 working days. If the provider is required to follow-up with a HAP Clinical</li> </ul> </li> </ol> |

| Responsible Party (Who) | Step | Action Taken (Does What)  |
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|                         |      | <p>Pharmacist as part of the PIP, the provider must do so within 10 business days of submitting the PIP. Additionally, the provider must respond to any follow-up pharmacy requests within 5 business days of the request.</p> <ul style="list-style-type: none"> <li>• If, after the initial reminder, another incident occurs, the Medical Director or designee will speak with the provider, which will serve as a First Notification communication. The Medical Director will send written confirmation of this notification and advise the provider that further non-compliance may result in a Second or Third Notification letter and, ultimately, termination, contract termination and reporting to the National Practitioner Data Bank (NPDB).</li> <li>• Second and Third Notifications are formal notices to the provider outlining the behavior that needs to change and advising the provider that additional noncompliance may result in termination, contract termination, and reporting to the NPDB.</li> </ul> <ol style="list-style-type: none"> <li>3. Termination may occur at any point in the PIP and is not dependent on completing all three (3) levels.</li> <li>4. During the PIP, the provider may receive copies of HAP's Policies and Procedure's upon request.</li> <li>5. The Credentialing Committee Chair or HAP designee keeps record of all levels of PIP action and reports monthly to the Peer Review Committee.</li> <li>6. The Peer Review Committee will review PIP actions and determine when a provider has successfully completed the PIP plan. The Credentialing Committee Chair, Medical Director, or designee will notify the provider in writing within thirty (30) calendar days of the Peer Review Committee's decision. The Credentialing Manager, or designee will place the documentation in the provider's file.</li> <li>7. If the Credentialing Committee referred the case to a Peer Review Committee, the Credentialing Committee Chair or designee will then also notify the Credentialing Committee of the successful completion of the PIP Plan.</li> <li>8. If the provider does not respond to the Notifications or comply with the Process Improvement Plan, the Manager or designee brings the case to the Peer Review Committee for disposition. The Peer Review Committee shall recommend termination and</li> </ol> |

| Responsible Party (Who) | Step | Action Taken (Does What)  |
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|                         |      | <p>will forward the case to the Chair of the Credentialing Committee. Providers who are terminated by the Credentialing Committee may not reapply for a minimum of seven (7) years across all HAP product lines and must show proof of corrected behavior and standards.</p> <p>9. In the event that inappropriate activity reoccurs with a provider who has already gone through a PIP plan, including, but not limited to, failure to follow-up with a HAP Clinical Pharmacist when requested to do so, the Peer Review Committee reserves the right to recommend termination immediately to the Credentialing Committee.</p> <p>10. Communications with the provider, including PIP Plan and follow up, remains in the provider's file at least seven (7) years.</p> |

### Monitoring:

#### Quality Review Monitoring:

Policy is reviewed annually for accuracy and quality

#### Policy Monitoring:

Provider Network Management's Regulatory Policy review (including standards and regulatory requirements and references) must include review of standards at least annually, or more frequently as new guidance becomes available

### Reporting:

| Name of Report | Frequency of Report | Owner                  |
|----------------|---------------------|------------------------|
| No reporting   | Quarterly           | Manager, Credentialing |

### ATTACHMENT(S):

n/a

## Approval Signatures

| Step Description        | Approver  | Date    |
|-------------------------|---|---------|
| Compliance Final Review | Johnathan Randle: Dir-Gov't Programs Compliance | 05/2022 |

|                           |   |         |
|---------------------------|---|---------|
| Medical Director-HCM      | Yvonne Sesi: Medical Director-HCM       | 04/2022 |
| Compliance Initial Review | Heidi Angelo: Sr. Compliance Consultant | 04/2022 |
| Document Owner            | Janet Krajnovic: Mgr-Credentialing      | 04/2022 |

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## Termination of Providers Policy

Status **Active** PolicyStat ID **10721483**



Origination 04/1995

Last Approved 07/2022

Effective 07/2022

Last Revised 07/2022

Next Review 07/2023

Owner Janet Krajnovic

Area Provider Network Management

Applicability Health Alliance Plan

Document Policy Types

### Termination of Providers Policy

|                                       |  |   |  |
|---------------------------------------|--|---|--|
| <b>Department:</b><br>Credentialing   | Provider Network Management                            | <b>Department Head:</b><br>Janet Krajnovic                | Yvonne T. Sesi, MD<br>Provider Network Management              |
| <b>Approval Date:</b>                 | April 2022   | <b>Next Review Date</b><br>(12 months from approval date) | April 2023   |
| <b>Compliance/Executive Approval:</b> |  |   |  |
| <b>Name:</b>                          |  | <b>Date (MM/DD/YYYY):</b>                                 |  |
| <b>APPLIES TO:</b>                    | <input checked="" type="checkbox"/> <b>COMMERCIAL:</b> | <input checked="" type="checkbox"/> <b>MMP:</b>           | <input checked="" type="checkbox"/> <b>MEDICARE ADVANTAGE:</b> |
|                                       | <input checked="" type="checkbox"/> <b>MEDICAID:</b>   | <input checked="" type="checkbox"/> <b>OTHER:</b>         |  |

HEALTH ALLIANCE PLAN and its subsidiaries (Alliance Health Life Insurance Company, HAP Preferred Inc. and HAP Empowered) may terminate the privileges of a HAP provider when HAP determines that the provider has failed to comply with HAP's Credentialing Policies and Procedures, violated his/her contract; or has acted in a manner that jeopardizes the health or safety of HAP members; failure to report instances of non-compliance, failure to assist in the resolution of compliance issues, fraud, waste or abuse; or affects HAP's accreditation or licensure. This policy applies to providers credentialed by HAP or by a delegated credentialing entity.

This policy applies to providers credentialed by HEALTH ALLIANCE PLAN and its subsidiaries (Alliance Health Life Insurance Company, HAP Preferred Inc. and HAP Empowered.) or by a delegated credentialing entity.

#### Policy:

This policy is put into place that HAP will comply with regulatory and accreditation standards in the

development and management of Credentialing with the following regulatory provisions

- National Committee for Quality Assurance (NCQA) standards - CR 1, CR 5, CR 6, CR 7, CR 8
- Centers for Medicare & Medicaid Services (CMS) guidelines
- Michigan Department of Community Health (MDCH) guidelines
- Michigan Department of Insurance and Financial Services (DIFS)

#### Definition:

- CMS: Centers for Medicare & Medicaid Services
- DIFS: Michigan Department of Insurance and Financial Services
- MDCH: Michigan Department of Community Health
- NCQA: National Committee for Quality Assurance

#### Procedure:

| Responsible Party (Who)  | Step | Action Taken (Does What)   |
|--------------------------|------|--|
| Credentialing Department | All  | <p><b>Practice/Procedure/Requirements for Compliance:</b></p> <ol style="list-style-type: none"> <li>1. HAP may terminate a provider at any time upon the decision of the HAP Credentialing Committee.</li> <li>2. There may be occurrences that necessitate the immediate review of a provider's continued affiliation prior to the regularly scheduled recredentialing review.</li> <li>3. In cases in which the provider loses his or her license to practice medicine, appears on the Office of the Inspector General's list, Sanction listing or acted in a manner that jeopardizes the health or safety of HAP members, the Chair of Credentialing Committee or Credentialing Manager or designee shall recommend immediate termination of the provider's affiliation.</li> <li>4. The following situations can result in termination including, but not limited to: <ul style="list-style-type: none"> <li><b>Violation of HAP's Quality Management Standards</b> (including but not limited to): <ul style="list-style-type: none"> <li>• Any action or omission to act that results in serious harm to a patient or is below the community or national standard of care (e.g., wrongful surgery, avoidable death)</li> <li>• Any action or omission to act that does not result in serious harm or death to the patient but is regarded by the Credentialing Committee as not meeting the HAP standard of care including, but not limited to: <ol style="list-style-type: none"> <li>a. Failure to comply with published HAP</li> </ol> </li> </ul> </li> </ul> </li> </ol> |

| Responsible Party (Who) | Step | Action Taken (Does What)  |
|-------------------------|------|---|
|                         |      | <p>clinical, preventive and pharmacy guidelines,</p> <p>b. Failure to obtain medical consultation for patients with behavioral problems when indicated,</p> <p>c. Peer review issues,</p> <p>d. Any utilization management issues indicative of quality problems, including pharmacy</p> <p>e. General member complaints,</p> <p>f. Excessive complaints,</p> <p>g. Refusal to allow members to participate in disease management programs for which they qualify, including pharmacy</p> <p>h. Refusal to allow members to participate in case management programs for which they qualify,</p> <p>i. Refusal or failure to participate in quality management programs including case and disease management programs,</p> <p>j. Refusal or failure to implement quality improvement plan(s) requested by a HAP Clinical Pharmacy Specialist within 10 business days of the initial request (as outlined in the Provider Performance Improvement Process CR 12 policy). This includes, but is not limited to, disease re-assessment and/or adjustment of drug therapy within 10 business days of notification of the quality issue, in the event that the provider wishes to resolve the issue without the assistance of Pharmacy Specialists,</p> <p>k. Failure to collect and provide data requested by HAP related to quality investigations, HEDIS, regulatory regulations, and disease management programs,</p> <p>l. Site visit reviews that consistently remain at minimum levels or refusal to submit a</p> |

| Responsible Party (Who) | Step | Action Taken (Does What)  |
|-------------------------|------|---|
|                         |      | <p>corrective action plan to improve site visit scores,</p> <p>m. Refusal to allow a site visit to occur,</p> <p>n. Poor quality charting,</p> <p>o. Failure to provide twenty-four (24) hour, seven (7) days a week availability to members,</p> <p>p. Failure to have back-up coverage by a contracted physician,</p> <p>q. Failure to respond to requests for any information related to UM or QM cases, including requests from HAP Clinical Pharmacists, within 5 business days of the request.</p> <p>5. Three or more episodes of violation of HAP's Utilization Management Standards (including, but not limited to):</p> <ul style="list-style-type: none"> <li>• Noncompliance with HAP's authorization process for inpatient admissions, outpatient procedures, referrals, or pharmacy team, or</li> <li>• Refusal to work with managed care coordinators, the transfer team, or case managers regarding coordination of care,</li> <li>• Referral of members to non-contracted providers, or</li> <li>• Refusal or failure to demonstrate participation in utilization management programs.</li> <li>• Failure to show reduced variation related to misuse, overuse, and underuse after HAP Medical Director implement a Performance Improvement Process.</li> </ul> <p>6. Actions related to fraud, waste or abuse, legal sanctions, or unethical behavioral (including, but not limited to):</p> <ul style="list-style-type: none"> <li>• Intentional misrepresentation of facts,</li> <li>• Inappropriate billing practices including permitting any other provider to bill using the provider's name or inappropriate referral practices,</li> <li>• Violation of any law that affects the ability of the provider or HAP to participate in any state or federal health care program including Medicare and Medicaid, or</li> </ul> |

| Responsible Party (Who) | Step | Action Taken (Does What)   |
|-------------------------|------|--|
|                         |      | <ul style="list-style-type: none"> <li>Sanction by the Office of the Inspector General.</li> </ul> <p>7. Abusive behavior or outrageous conduct (including, but not limited to):</p> <ul style="list-style-type: none"> <li>Sexual relations with a patient, patient's family member, patient's caregiver, or</li> <li>Profane or rude language toward patients or staff,</li> <li>Unprofessional conduct.</li> </ul> <p>8. Compliance with contractual obligations (including, but not limited to)</p> <ul style="list-style-type: none"> <li>Failure to comply with contractual requirements to provide at least ninety (90) calendar days' notice before transferring networks.</li> </ul> <p>9. Administrative Reasons (including, but not limited to):</p> <p>Administrative Terminations is not a professional review action as defined in HAP's Credentialing Policies; there is no opportunity for a peer review appeal process. As a courtesy, HAP will permit appeal of the decision by meeting with Medical Director at a mutually agreed upon date and time. You must request the meeting within 30 days of your receipt of termination letter.</p> <ul style="list-style-type: none"> <li>Failure to submit required recredentialing document as requested within thirty days (30) calendar days of the recredentialing due date.</li> <li>Failure to appear before the Credentialing Committee within sixty (60) calendar days of the date of the written request to appear.</li> </ul> <p>10. The Chief Medical Officer, any Medical Director, Chair of the Peer Review Committee, or other HAP department staff may refer a case for potential termination to the Chair of the Credentialing Committee who may refer the case to the Peer Review Committee.</p> <p>11. The Chair of the Credentialing Committee may place the provider on a corrective action plan for a maximum of six (6) months in order to resolve the issue.</p> <p>12. The Credentialing Committee reserves the right to close the provider's panel to all lines of business during the corrective action period.</p> <p>13. The Credentialing Committee upon a majority vote can do any</p> |

| Responsible Party (Who) | Step | Action Taken (Does What)   |
|-------------------------|------|--|
|                         |      | <p>of the following:</p> <ul style="list-style-type: none"> <li>• Recommend termination,</li> <li>• Convene an ad hoc panel of at least three (3) physicians consisting of at least one HAP Medical Director and at least two same-specialty peers who are not economically competitive with the provider and have no personal interest,</li> <li>• Recommend a corrective action plan, see Policy CR12 (Performance Improvement Process), or</li> <li>• Recommend any other action deemed appropriate by the Committee based on the circumstances of the case.</li> </ul> <p>14. If an ad hoc panel reviews the provider's file, any recommendations of this panel are forwarded to the Credentialing Committee for final determination.</p> <p>15. If the provider is terminated, the Credentialing Committee notifies the provider in writing of the decision within thirty (30) calendar days of the decision.</p> <p>16. Provider Contracting gives the provider a ninety (90) calendar day termination notice with consideration of continuity of care (COC) needs (See Policy on Ongoing Course of Treatment) except in cases requiring immediate termination. Member Services to be notified for PCP re-assignment.</p> <p>17. The letter to the provider or contract holder includes:</p> <ul style="list-style-type: none"> <li>• Reasons for the action,</li> <li>• Standards and/or the profiling data used to evaluate the provider if used, and</li> <li>• Appeal rights.</li> </ul> <p>18. Clinical Care Management and Referral Management will be notified if the physician termination is due to failure to meet applicable quality standards or fraud for activation of the continuity of care process.</p> <p>19. The Chair may seek legal advice any time during the corrective action period and/or termination process. After receipt of such advice, the Credentialing Committee will review and make final decision.</p> <p>20. Providers who are terminated by the Credentialing Committee for reasons other than administrative termination or for not meeting minimal criteria <b>may not</b> reapply for a minimum of</p> |

| Responsible Party (Who) | Step | Action Taken (Does What)  |
|-------------------------|------|---|
|                         |      | seven (7) years across all HAP product lines and must show proof of corrected behavior. |

**Monitoring:** The policy is monitored by credentialing data reports, the Credentialing Committee, Medical Director and Peer Review Committee.

**Quality Review Monitoring:**

Policy is reviewed annually for accuracy and quality

**Policy Monitoring:**

Provider Network Management's Regulatory Policy review (including standards and regulatory requirements and references) must include review of standards at least annually, or more frequently as new guidance becomes available

**Reporting:**

| Name of Report       | Frequency of Report | Owner                  |
|----------------------|---------------------|------------------------|
| Terminated providers | Quarterly           | Manager, Credentialing |

**ATTACHMENT(S):**

Credentialing Committee, Credentialing Department Employees are responsible for reporting any observed violations of this policy to the Office of Compliance.

## Approval Signatures

| Step Description          | Approver  | Date    |
|---------------------------|---|---------|
| Compliance Final Review   | Johnathan Randle: Dir-Gov't Programs Compliance | 07/2022 |
| Medical Director-HCM      | Yvonne Sesi: Medical Director-HCM               | 07/2022 |
| Compliance Initial Review | Irina Shikin: Compl Monitorng & Overst Audit    | 06/2022 |
| Document Owner            | Janet Krajnovic: Mgr-Credentialing              | 06/2022 |

