

# Third Party Payer & TPA Day

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# Avera Health Plans is **NCQA** accredited

## **What is NCQA?**

*The National Committee for Quality Assurance*

## **How will this impact you?**

*Necessary changes for NCQA accreditation requirements will help us better serve you and our members*



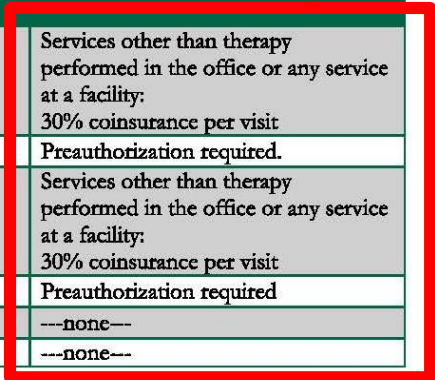
# Provider Responsibility for Preauthorizations

Denial for “No Preauthorization” is *Provider* liability

Summary of Benefits and Coverage (SBC)


- Claims/Eligibility Tab in Provider Portal
- Search by Member ID (or Name and Date of Birth)

Common Medical Event	Services You May Need	Your Cost If You Use a Participating Provider	Your Cost If You Use a Non-Participating Provider	Limitations & Exceptions
<b>If you have mental health, behavioral health, or substance abuse needs</b>	Mental/Behavioral health outpatient services	Office: \$30 co-pay per therapy visit	40% coinsurance	Services other than therapy performed in the office or any service at a facility: 30% coinsurance per visit
	Mental/Behavioral health inpatient services	30% coinsurance	40% coinsurance	Preauthorization required.
	Substance use disorder outpatient services	Office: \$30 co-pay per therapy visit	40% coinsurance	Services other than therapy performed in the office or any service at a facility: 30% coinsurance per visit
	Substance use disorder inpatient services	30% coinsurance	40% coinsurance	Preauthorization required
<b>If you are pregnant</b>	Prenatal and postnatal care	30% coinsurance	40% coinsurance	---none---
	Delivery and all inpatient services	30% coinsurance	40% coinsurance	---none---




# Member ID Card

- ✓ Printed in color
- ✓ Plastic card




Subscriber: JOHN SAMPLE      Subscriber #: 99999999901  
Group: MYPLAN SOUTH DAKOTA ON EXCHG      Group #: SDMP11  
Member: JOHN SAMPLE      Member #: 99999999901

PCP Office Copay: \$25.00  
Specialist Copay: \$50.00

**Pharmacy Plan**  
 Rx Bin: 004758  
Rx PCN: NPS  
Rx Group: SD0020011


**Pharmacy Help Desk:**  
1-800-546-5677  
24 hrs / 7 days



Subscriber: JOHN A SAMPLE      Subscriber #: 99999999901  
Group: AMI      Group #: AH0201  
Member: JOHN A SAMPLE      Member #: 99999999901

**Rx Copays:**  
Generic \$12 (\$100 Deduct waived)  
Formulary/Preferred \$35  
Non-Formulary \$60

**Medical Copays:**  
Office Copay: Avera Medical Provider: \$20  
Office Copay: Other AHP Par Provider: \$35  
In Network: \$850 Deduct; 80/20 Coinsurance

**Pharmacy Plan**  
 Rx Bin: 004758  
Rx PCN: NPS  
Rx Group: AHPAAH1

**Pharmacy Help Desk:**  
1-800-546-5677  
24 hrs / 7 days

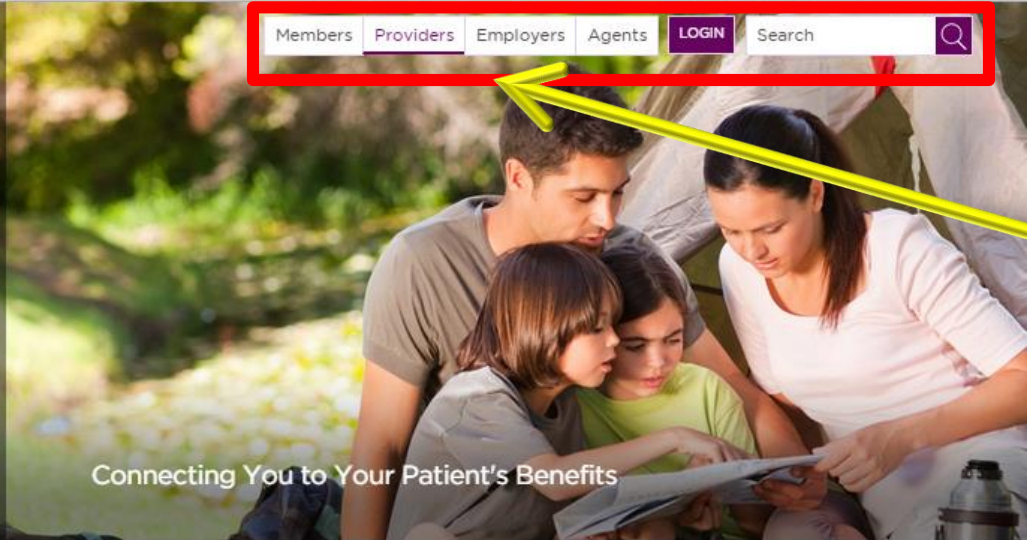
This card does not guarantee eligibility for benefits or payment of claims.

# New Preauthorization Process

- **McKesson Clear Coverage effective February, 2016**
  - Outpatient Imaging, Epidural Steroid Injections, Genetic Testing
- 24/7 online access to Clear Coverage with real-time results for online submissions
- Automatic Approvals for many services
- Services not automatically approved are uploaded into authorization system and queued for clinical review
- Ability to upload medical records
- Training sessions/webinars early next year – Stay Tuned!

News & Updates

Help Center



Connecting You to Your Patient's Benefits

## Providers

Check out our online resources for providers below. For member-specific benefits and eligibility, [login](#) to our provider portal.

### Contracting & Credentialing

- [How to Become a Participating Provider](#) (pdf)
- Initiate the Credentialing Process
- [Credentialing Plan](#) (pdf)
- Check Status of Credentialing Request

### Health Management

- [Preauthorizations](#)
- [Preventive services coverage](#)
- [Quality Improvement Program Description](#) (pdf)

### Provider Resources

- [CareCore Resources](#)
- [Forms](#)
- [Provider Manual](#) (pdf)

### Member Claims, Benefits & Eligibility

- [Claims, EOBs, and EOPs](#)
- [DME Payment Classifications](#) (pdf)
- [Medical Benefits and Eligibility](#)
- [Member Rights and Responsibilities](#) (pdf)
- [Pediatric Dental](#) (pdf)
- [Pharmacy Member-Specific Benefits](#)

## Resources

- Find a Provider
- Flexible Spending Account
- Additional Value-Added Services
- Find an Agent
- Uniform Glossary
- Find a Drug/Medication

## Get to Know Avera

- About Avera Health Plans
- About Avera
- Avera Chart
- Privacy Notice
- Privacy Commitment
- Rate Justification

## Contact Us

- Call or Email
- Locations
- Careers



1. Access bar on the top.
2. Login from any page
3. Search for more info outside of login

# 2015 Provider Survey

Please encourage your providers  
to participate in our upcoming

## **Provider Survey**

Coming soon in our next *ProviderView!*



Questions?