

PROVIDER UPDATE

An Update for Gateway HealthSM Providers and Clinicians

August 2017 ISSUE

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Important Phone Numbers

OBSTETRICAL NEEDS ASSESSMENT FORM (ONAF) UPDATE

On September 1, 2017 you will be able to submit Obstetrical Needs Assessment Forms (ONAF) via an online form submission tool for the following Managed Care Organizations: UnitedHealthcare, UPMC for You, AmeriHealth Caritas, Keystone First Health Plan, Geisinger Health Plan, Health Partners of Philadelphia and Gateway Health

Introducing OB Care - A simplified data collection and submission process for providers that expedites outreach to members by their Managed Care Organization (MCO).

Here's what you should know:

- You will be receiving information from other MCOs on this ONAF update.
- Gateway Health will be offering Webinar training to be provided to our practitioners providing maternity care.
- You may receive more than one training invite from Gateway and other MCOs. Gateway's webinar training dates will be coming soon.

Please save the new website address to your favorites and remember to start using it after September 1st at www.obcare.optum.com. * **Website will be activated on Sept. 1, 2017**

Since the MCO's listed above will all be participating in the rollout of the new automated submission process for the ONAF form, you may receive communication/invites from more than one health plan partner regarding training information and available sessions.

If you have questions about this Provider Update please contact your Provider Relations Representative directly.

Provider Relations Department
Gateway Health

FOR GATEWAY HEALTH PRACTITIONERS PROVIDING MATERNITY CARE YOU'RE INVITED TO OUR PROVIDER WEBINARS

Introducing OB Care - A simplified data collection and submission process for providers that expedites outreach to members by their Managed Care Organization (MCO).

On September 1, 2017 you will be able to submit Obstetrical Needs Assessment Forms (ONAF) via an online form submission tool for the following Managed Care Organizations: UnitedHealthcare, UPMC for You, AmeriHealth Caritas, Keystone First Health Plan, Geisinger Health Plan, Health Partners of Philadelphia and Gateway Health.

Want to learn more...

REGISTRATION

You can register for an Obstetrical Needs Assessment Forms (ONAF) via an online form submission tool webinar by emailing us at (**recommended address**) ProviderWebinarsRSVP@Gatewayhealthplan.com (**ACTION REQUIRED we need to create a mailbox, I'll open a ticket**) Please include your name, phone number, practice name and which session you plan to attend.

Tuesday, August 15, 2017	Thursday, August 17, 2017	Tuesday, August 29, 2017	Thursday, August 31, 2017
Afternoon Session Registration 1:45 p.m. Webinar 2:00 p.m. – 3:00 p.m.	Morning Session Registration – 9:45 a.m. Forum 10:00 a.m. – 11:00 a.m.	Afternoon Session Registration 1:45 p.m. Webinar 2:00 p.m. – 3:00 p.m.	Afternoon Session Registration 1:45 p.m. Webinar 2:00 p.m. – 3:00 p.m.

Please Note: Since the MCO's listed above will all be participating in the rollout of the new automated submission process for the ONAF form, you may receive communication/invites from more than one health plan partner regarding training information and available sessions.

Learning and Earning with Gateway Professional Education CME/CEU Webinar Series

Gateway Health, in conjunction with Allegheny Health Network, is pleased to present the “Learning and Earning with Gateway” professional development series. Health care professionals that are part of the Gateway network are invited to participate in a monthly webinar and earn **free** CME and CEU credits. The series will feature guest speakers who will cover a range of topics relevant to your clinical practice, including:

Getting Paid for Great Care: HEDIS measures, Pay-for-Performance Programs, and You
Managing Chronic Diabetes
Improving Asthma Outcomes
Caring for the Older Adult
Reducing Hospital Readmissions

In order to receive CME/CEU credit and webinar dial-in information, healthcare providers **MUST ENROLL at least one month prior** to their first webinar using the following link:

<https://www.surveymonkey.com/r/NZJYDF7>

Questions? Please contact your dedicated Provider Engagement representative or email us at: ProviderEngagementTeam@Gatewayhealthplan.com.

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of Allegheny General Hospital and Gateway Health Plan. Allegheny General Hospital is accredited by the ACCME to provide continuing medical education for physicians.

Allegheny General Hospital designates this live webinar activity for a maximum of 1.0 *AMA PRA Category 1 Credit*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Medicare Outpatient Observation Notice (MOON) July 2017

On August 6, 2015, Congress enacted the Notice of Observation Treatment and Implication for Care Eligibility (NOTICE) Act, which requires all hospitals and critical access hospitals (CAHs) to provide written notification and an oral explanation of such notification to individuals receiving observation services as outpatients for more than 24 hours.

The purpose of this Provider Update is to announce the availability of the OMB approved standardized Medicare Outpatient Observation Notice (MOON), form CMS-10611. All hospitals and critical access hospitals (CAH's) are required to provide this statutorily required notification no later than March 8, 2017. A copy of the notice and accompanying instructions are available on www.GatewayHealthPlan.com. Select Provider, and then click on Forms & Reference Materials.

The MOON was developed to inform all Medicare beneficiaries when they are an outpatient receiving observation services, and are not an inpatient of the hospital or CAH. In accordance with the statute, the notice must include the reasons the individual is an outpatient receiving observation services and the implications of receiving outpatient services, such as required cost-sharing and post-hospitalization eligibility for coverage of skilled nursing facility services. Hospitals and CAHs must deliver the notice no later than 36 hours after observation services are initiated or sooner if the individual is transferred, discharged, or admitted. A copy of the signed document should be maintained in the patient's medical record.

If you have questions about this Provider Update, please contact your Provider Relations Representative directly.

Provider Relations Department
Gateway Health Plan
August 2017

Notice of Practice/Practitioner Changes

One of the many benefits to the Gateway Health member is improved access to medical care through Gateway's contracted provider network. To ensure our members have up to date and accurate information on availability it is imperative that providers submit written 60 days advance notice of the following:

- Address changes;
- Phone & fax number changes;
- Changes to hours of operation;
- Primary Care Practice (PCP) panel status changes (Open, Closed & Existing Only);
- Practitioner participation status (additions & terminations) and;
- Mergers and acquisitions

The Gateway Practice/Provider Change Request Form can be completed for conveying practice/practitioner changes or notice on your practice letterhead is acceptable. The form is available on www.GatewayHealthPlan.com --select *Provider*, and then click on *Forms & Reference Materials*. As a reminder, the PA Department of Human Services (DHS) requires all providers to have current MPI information. It is critical that providers revalidate their information on a regular basis. If providers do not enroll/revalidate their information with DHS, no payments will be made.

Please submit your change request via fax or mail.

Fax to: 1-855-451-6680

Mail to: Gateway Health
Provider Information Management
Four Gateway Center
444 Liberty Avenue, Suite 2100
Pittsburgh, PA 15222-1222

If you have questions about this Provider Update please contact your Provider Relations Representative directly.

Provider Relations Department.
Gateway Health

IMPORTANT PHONE NUMBERS

MEDICARE ASSURED IMPORTANT PHONE NUMBERS

FOR INQUIRIES, PLEASE CALL PROVIDER SERVICES

MONDAY – FRIDAY, 8 A.M.– 4:30 P.M.

1-855-847-6380 (KY)

1-855-847-6430 (NC)

1-888-447-4505 (OH)

1-800-685-5209 (PA)

TTY/TDD (FOR ALL DEPARTMENTS)

24 HOURS A DAY, 7 DAYS A WEEK

711 or

1-800-648-6056 (KY)

1-800-735-2962 (NC)

1-800-750-0750 (OH)

1-800-654-5988 (PA)

MTM (Transportation Services)

MONDAY – FRIDAY, 8 A.M.– 5 P.M. SATURDAY 9 A.M.– 1 P.M.

1-844-549-8363 (KY, NC and OH) 1-866-670-3063

(PA)

TTY is 1-800-855-2880

VOIANCE LANGUAGE SERVICES

24 HOURS A DAY, 7 DAYS A WEEK

(Offers bilingual interpreters at a special Gateway rate)

1-866-742-9080, ext.1

www.voiance.com/gateway

MEDICAID IMPORTANT PHONE NUMBERS CALL TO INQUIRE ABOUT:

MEMBER PROGRAMS

MONDAY - FRIDAY, 8:30 A.M.- 4:30 P.M.

1-800-392-1147

- Care Management, select option 1
- Maternity/MOM Matters®, select option 2
- Asthma/ Cardiac/ COPD/ Diabetes, select option 3
- Preventive Health Services/ EPSDT/Outreach, select option 4

FRAUD AND ABUSE AND COMPLIANCE HOTLINE

24 HOURS A DAY, 7 DAYS A WEEK

1-800-685-5235

(Voicemail during off hours: The call will be returned the next business day.) Please do not leave multiple voicemail messages or call for the same authorization request on the same day.

TTY/TDD (FOR ALL DEPARTMENTS)

MONDAY - FRIDAY, 8 A.M.- 5 P.M.

711 or

1-800-682-8706