



arkansas  
health & wellness™

Second Quarter Webinar  
June 6th, 2019

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Please install and test the Zoom application  
before we begin today's webinar



# Housekeeping



- Please mute your phone
  - Please don't put this call on hold – we'll all hear the hold music
- 

# Disclaimer



- Arkansas Health and Wellness has produced this material as an informational reference for providers furnishing services in our contract network. Arkansas Health and Wellness employees, agents and staff make no representation, warranty, or guarantee that this compilation of information is error-free and will bear no responsibility or liability for the results or consequences of the use of this material.
- The presentation is a general summary that explains certain aspects of the program, but is not a legal document.
- Although every reasonable effort has been made to assure the accuracy of the information within these pages at the time of publication, the program is constantly changing, and it is the responsibility of each provider to remain abreast of the program requirements. Any regulations, policies and/or guidelines cited in this publication are subject to change without further notice.
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# Acronyms



Acronym	Definition
CPC+	Comprehensive Primary Care Plus
DHS	Department of Human Services
HEDIS	Healthcare Effectiveness Data and Information Set
HMO	Health Maintenance Organization
ID	Identification
MAPD	Medicare Advantage Prescription Drug
NPI	National Provider Identifier
P4P	Pay for Performance
PCMH	Patient Centered Medical Homes
PCP	Primary Care Physician
TIN	Tax Identification Number

# Agenda

- AHW Updates
- Ambetter Updates
- Allwell Updates
- Important Reminders
- Contact Information

# Provider Relations Team



**Kari Murphy**  
Northwest Region



**Valinda Perkins**  
Central Region



**Christopher Ishmael**  
Northeast Region

# Provider Relations Team



**Tanya Brooks**  
Southwest Region



**Meghan Hunt**  
North Central Region



**Patrice Eackles**  
Southeast Region

# Where to Find Us



Home Find a Doctor Login Careers Contact

Contrast  On  Off a a a

FOR MEMBERS

FOR PROVIDERS

GET INSURED

## FOR PROVIDERS

Login

Become a Provider

Pre-Auth Check

Pharmacy

Provider Resources

QI Program

Provider News

Provider Relations

## Provider Relations

Arkansas Health & Well



Login

Become a Provider

Pre-Auth Check

Pharmacy

Provider Resources

QI Program

Provider News

Provider Relations

Associate Territories



3/11/2019

# Join Our Email List Today



- Receive current updates:
  - <https://www.arhealthwellness.com/providers/resources.html>
- Choose the network you wish to receive information for

## Provider Resources

Arkansas Health & Wellness provides the tools and support you need to deliver the best quality of care. Please view our listing on the left, or below, that covers forms, guidelines, helpful links, and training.

- For Ambetter information, please visit our [Ambetter website](#).
- For Allwell information, please visit our [Allwell website](#).

Interested in getting the latest alerts from Arkansas Health and Wellness? Fill out the form below and we'll add you to our email subscription.

Name \*

Position/Title \*

Email \*

Phone Number \*

Group Name \*

Group NPI \*

Tax ID \*

Network\*

- Ambetter
- Allwell

Submit



# Ambetter from Arkansas Health and Wellness Updates

# Website Home Page



Home Find a Doctor Login Contact

Contrast  On  Off a a a language ▾

- FOR MEMBERS
- FOR PROVIDERS
- HOW TO ENROLL

- Pay My Premium
- Arkansas Works +
- Login
- Find a Provider +
- Insurance Education +
- Our Health Plans +
- Health & Wellness +
- For Members +
- For Providers +
- For Brokers +
- Find a Broker
- For Navigators
- Newsroom
- Community Events



## Ambetter from Arkansas Health & Wellness



### FIND A DOCTOR

Search for doctors, hospitals, and specialists near you.



### FOR MEMBERS

Your healthcare doesn't have to be complicated. We have the tools you need to manage your health all in one place.



### MY HEALTH PAYS™ REWARDS

Our My Health Pays™ program rewards you for keeping up with your health.



# Features for Providers

- Login
- Find a Provider +
- Insurance Education +
- Our Health Plans +
- Health & Wellness +
- For Members +
- For Providers -
  - Login
  - Join Our Network
  - Pharmacy
  - Provider Resources
  - Provider Webinars
  - Pre-Auth Check
  - Clinical & Payment Policies
  - Provider News
- For Brokers +
  - Find a Broker
  - For Navigators
  - Newsroom
  - Community Events

*Note: If you are seeing an Ambetter member who resides in another state, they will not show up in the provider portal. Our customer call center at (844) 818-1633 can verify eligibility and benefits for any out-of-state members for you. The call center staff can be reached between 8 AM and 5 PM.*

### Stay Connected

Get the latest alerts and news from Arkansas Health and Wellness.

[SIGN UP](#)

## Healthy partnerships are our specialty.

With Ambetter, you can rely on the services and support that you need to deliver the best quality of patient care. You're dedicated to your patients, so we're dedicated to you.

When you partner with us, you benefit from years of valuable healthcare industry experience and knowledge. We're dedicated to helping your practice run as efficiently as possible, which is why we always strive for prompt claims processing.

At the end of the day, our job is to make yours easier. That way, you can focus on your patients. They've always been able to count on you. And, as a partner with Ambetter, you'll be able to count on us.

### Login to Your Account



Access your secure provider information any time.

[Login Now](#)

### Pre-Auth Check



Use our tool to see if a pre-authorization is needed.

[Check Now](#)

### Provider Resources



Use our helpful resources to deliver the best quality of care.

[Go Now](#)



# Provider Resources

Find a Provider	+
Insurance Education	+
Our Health Plans	+
Health & Wellness	+
For Members	+
For Providers	-
Login	
Join Our Network	
Pharmacy	
Provider Resources	
Provider Webinars	
Pre-Auth Check	
Clinical & Payment Policies	
Provider News	
For Brokers	+
Find a Broker	
For Navigators	
Newsroom	
Community Events	

## Reference Materials

- [2019 Provider and Billing Manual \(PDF\)](#)
- [Quick Reference Guide \(PDF\)](#)
- [ICD-10 Information](#)
- [Payspan \(PDF\)](#)
- [Secure Portal \(PDF\)](#)
- [Wellness and Preventive Services Fact Sheet \(PDF\)](#)

## Medical Management

- [Pre-Auth Needed?](#)
- [Prior Authorization Guide \(PDF\)](#)
- [Inpatient Prior Authorization Fax Form \(PDF\)](#)
- [Outpatient Prior Authorization Fax Form \(PDF\)](#)
- [Grievance and Appeals](#)

## Behavioral Health

- [Discharge Consultation Form \(PDF\)](#)
- [Electroconvulsive Therapy \(ECT\) Authorization Request Form \(PDF\)](#)
- [Intensive Outpatient/Day Treatment Form for Mental Health/Chemical Dependency \(PDF\)](#)
- [Outpatient Treatment Request Form \(PDF\)](#)
- [OTR Tip Sheet \(PDF\)](#)
- [Psychological or Neuropsych Testing Authorization Request Form \(PDF\)](#)

## Claims and Claim Payment

- [Electronic Transactions \(PDF\)](#)
- [Claim Dispute Form \(PDF\)](#)



# Provider Webinars

- Find a Provider +
- Pay My Premium
- Find a Broker
- Insurance Education +
- Our Health Plans +
- Health & Wellness +
- For Members +
- Arkansas Works +
- For Providers -
  - Login
  - Join Our Network
  - Pharmacy
  - Provider Resources
  - Provider Webinars**
  - Pre-Auth Check
  - Clinical & Payment Policies
  - Provider News +

## Ambetter from Arkansas Health & Wellness Provider Webinars

This Provider Webinar Series is designed to offer Arkansas Health & Wellness providers and their office staff the opportunity to learn from subject matter experts and ask questions about current topics and best practices. Registration is free and each webinar will be approximately one hour in length.

### Provider Webinar Sign-Up

Thank you for your interest in the Arkansas Health & Wellness Provider Webinar Series. Click the button below to sign up for future webinars.

[Sign Up for Future Webinars](#)

### Previous Webinars

#### **Risk Adjustment & Incentives**

December 14, 2017

This quarter we will cover topics related to Risk Adjustment, Coding Tips, Risk Gaps, Disclosure of Ownership forms, Pay for Performance, and our new Medicare Advantage sister-product, Allwell. [View the Risk Adjustment & Incentives webinar.](#)

#### **Quality and Incentives**

June 15, 2017

# Arkansas Health & Wellness Provider Webinars



## Q1 AHW Provider Webinar

March 7th, 2019

10:00 AM & 3PM (CST)

**Where:** Online session

**Summary:** The webinar for this quarter will cover topics for Ambetter and Allwell:

- Secure Provider Porta
- NCQA qualifications, updates and information
- ER Leveling of Care Policy
- Quality and Pay for Performance metrics
- Claim Audit Tool

Available Webinars \*

2019 Q1 AHW Provider Webinar - March 7th, 2019 - 10AM

Please choose which webinar(s) you would like to attend. Registration ends one hour before the scheduled class time.

First Name \*

Last Name \*

Position/Title \*

Tax ID \*

Group Name \*

Group NPI \*

Email \*

If you have a secure Provider Portal account, please register with the email address associated with your account.

# Arkansas Works 2.0



- Arkansas Works – formally known as Private Option or Healthcare Independence Program:
  - Medicaid Expansion Eligible
  - Enroll through local DHS office or <https://access.arkansas.gov>
- Work Requirements:
  - ✓ Currently not in effect

The screenshot shows the Ambetter website interface. At the top right, there is a search bar and navigation links for Home, Find a Doctor, Login, and Contact. Below these are links for Contrast, On/Off, and language settings. A main navigation bar includes 'FOR MEMBERS', 'FOR PROVIDERS', and 'HOW TO ENROLL'. A left-hand menu lists various services, with 'Arkansas Works' highlighted in a yellow circle. The main content area features a banner for 'Open Enrollment is closed' with a 'Learn More' button, a photo of people interacting, and three colored boxes: 'Find the Right Health Plan' (purple), 'For Members' (orange), and 'My Health Pays™ Rewards Program' (green). Below this is a 'Find A Provider Maintenance' section with a notice about a scheduled outage on June 8.

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Home Find a Doctor Login Contact Q search

Contrast On Off a a language

FOR MEMBERS FOR PROVIDERS HOW TO ENROLL

Find a Provider +

Pay My Premium

Insurance Education +

Our Health Plans +

Health & Wellness +

For Members +

**Arkansas Works +**

For Providers +

For Brokers +

For Navigators

Newsroom

Community Events

Open Enrollment is closed. Have a Special Enrollment need? Call us at 1-877-617-0390 [Learn More](#)

Find the Right Health Plan

For Members

My Health Pays™ Rewards Program

Find A Provider Maintenance

On June 8 from 8pm - 11:30pm, our online Find a Provider tool will be down due to scheduled maintenance. If you are in need of help finding a provider, please call us at 1-877-617-0390 (TTY/TDD 1-877-617-0392). We can help you right away.

Ambetter from Arkansas Health & Wellness

Ambetter from Arkansas Health & Wellness delivers quality healthcare solutions that help Arkansas residents live better. And with Ambetter, our Health Insurance Marketplace insurance plan, we offer a variety of affordable options that make it easier to stay healthy—and to stay covered.



# Secure Provider Portal

- Arkansas Health & Wellness is here to provide the tools and support you need to deliver the best quality of care. Our Secure Provider Portal offers an easy way for you to manage patient administrative tasks quickly

FOR MEMBERS	FOR PROVIDERS	HOW TO ENROLL
Quality health plans that fit your needs and budget. <a href="#">Pay My Premium</a>	<a href="#">Login</a>	
	<a href="#">Join Our Network</a>	
<a href="#">Pharmacy</a>		
<a href="#">Provider Resources</a>		
<a href="#">Provider Webinars</a>		
<a href="#">Pre-Auth Check</a>		
<a href="#">Clinical &amp; Payment Policies</a>		
	<a href="#">Provider News</a>	

Ambetter from Arkansas Health & Wellness



**FIND A DOCTOR**  
Search for doctors, hospitals, and specialists near you.



**FOR MEMBERS**  
Your healthcare doesn't have to be complicated. We have the tools you need to manage your health all in one place.



**MY HEALTH PAYS™ REWARDS**  
Our My Health Pays™ program rewards you for keeping up with your health.

# Secure Provider Portal – Create An Account



- Registration is free and easy

A screenshot of the Secure Provider Portal website. The page has a dark blue header with navigation links: "Features", "Join Our Network", and "CREATE ACCOUNT". Below the header is a section titled "The Tools You Need Now!" with the subtext "Our site has been designed to help you get your job done." To the left of this section are three icons with corresponding text: a thumbs up icon for "Check Eligibility" (Find out if a member is eligible for service.), a checkmark icon for "Authorize Services" (See if the service you provide is reimbursable.), and a dollar sign icon for "Manage Claims" (Submit or track your claims and get paid fast.). In the center-right, there is a "Login" form with fields for "User Name ( Email )" (containing "name@domain.com") and "Password", and a green "Login" button. Below the login form is a link for "Forgot Password / Unlock Account". Below the login form is a section titled "Need To Create An Account?" with the text "Registration is fast and simple, give it a try." and a prominent orange "Create An Account" button. Below this is a "How to Register" section with the text "Our registration process is quick and simple. Please click the button to learn how to register." and two blue buttons: "Provider Registration Video" and "Provider Registration PDF". A red circle highlights the "Create An Account" button, and a red arrow points to it from the right.



# Secure Portal - PCP Reports

- PCP Reports:
  - PCP reports available on Ambetter's secure provider web portal are generated on a monthly basis and can be exported into a PDF or Excel format
- PCP Reports Include:
  - Patient List with Care Gaps
  - Emergency Room Utilization
  - Rx Claims Report
  - Members flagged for Disease and Case Management



# Top Claim Rejections

	Ambetter
1	Member not valid at DOS
2	Invalid or Missing Taxonomy Code
3	Invalid Member DOB
4	Original claim number required
5	Payer Claim Control Number is not used for first time submitted claim.
6	A data segment with 'Must Use' status is missing.
7	Payer Claim Control Number is required.
8	An invalid code value was encountered.
9	HCPCS Procedure Code is invalid in Professional Service.
10	UPIN for Referring Provider is invalid.



# Ambetter Provider Incentives

- CPC+ and PCMH providers earn:
  - Per PMPM monthly care management fee
  - \$100 bonus for each Annual Wellness Visit performed
- All Ambetter providers are part of the P4P program:
  - HEDIS Measures available for payments
  - Paid Per Measure to the Attributing PCP
  - \$30 - \$100 potential pay out per measure
  - Paid 3x per year
  - Patient list with open care gaps are available on the secure provider portal

# HEDIS



HEDIS measures final rates for all Ambetter reports. Please note that the anchor date for closing these gaps is December 31, 2019.

Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (AAB)		18.6%	1 Star
Low Back Pain (LBP)		61.3%	1 Star
Medication Management for People with Asthma (MMA)		41.6%	1 Star
Annual Monitoring for Patients on Persistent Medications (MPM)		85.9%	3 Star
Controlling Blood Pressure (CBP)		41.2%	1 Star
Comprehensive Diabetes Care (CDC)	Retinopathy Eye Exams	37.5%	2 Star
	A1C value less than 8.0	34.4%	1 Star
	A1C Testing Done	84.2%	1 Star
	Nephropathy Monitoring	87.3%	1 Star
Cervical Cancer Screening (CCS)		46.1%	1 Star
Breast Cancer Screening (BCS)		49.4%	1 Star
Colorectal Screening (COL)		40.1%	1 Star
Adult BMI Assessment (ABA)		84.6%	3 Star



# Allwell from Arkansas Health and Wellness Updates

# Medicare Advantage Plan Expansion for 2019

allwell.

TM

## WE ARE EXPANDING TO 16 ADDITIONAL COUNTIES

As an Allwell provider, you can now serve all Allwell members in Arkansas regardless of the county they live in.

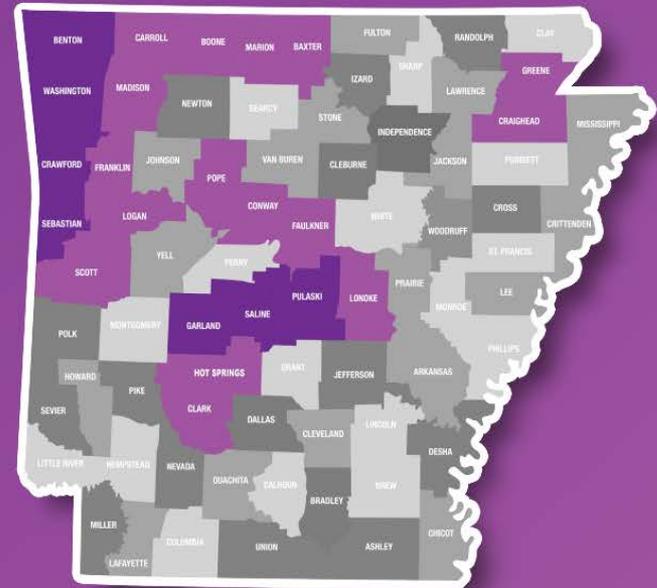
Eligible residents in your county will be able to enroll with Allwell this year during the Annual Enrollment Period.

### Currently Serving

Benton  
Crawford  
Garland  
Pulaski  
Saline  
Sebastian  
Washington

### 2019 Additions

Faulkner  
Conway  
Lonoke  
Craighead  
Boone  
Pope  
Hot Spring  
Scott  
Logan  
Carroll  
Clark  
Greene  
Franklin  
Baxter  
Madison  
Marion



FROM  arkansas  
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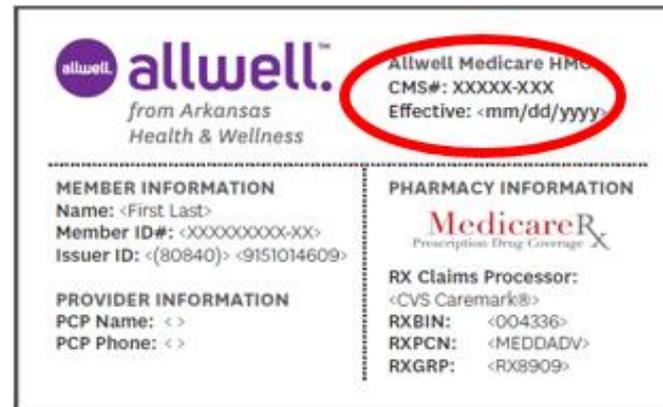
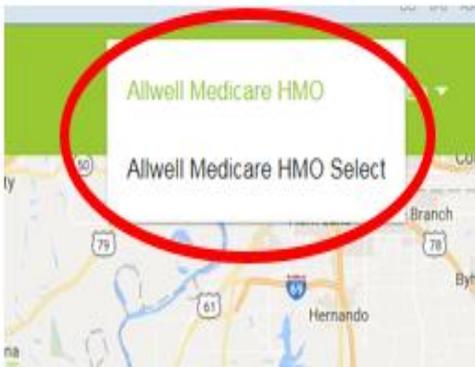
1-855-565-9518 (TTY: 711)  
Allwell.ARHealthWellness.com

# Allwell Identification Cards

Allwell offers plans that utilize two distinct networks of providers, Allwell Medicare HMO and Allwell Medicare HMO *Select*.

Allwell members do not have Out of Network benefits.

When searching for a participating provider on the Find A Provider tool, please make sure you select the network that corresponds to the network listed on the members identification card.





# Secure Portal

- Arkansas Health & Wellness is here to provide the tools and support you need to deliver the best quality of care. Our Secure Provider Portal offers an easy way for you to manage patient administrative tasks quickly
- Visit the portal at [Provider.ARHealthWellness.com](http://Provider.ARHealthWellness.com)

allwell. FROM arkansas health & wellness.

Home Arkansas Health & Wellness search

Contrast On Off a a language -

LOGIN FIND A DOCTOR OR PHARMACY CONTACT US

About Allwell  
Our Health Plans  
How to Enroll  
Pay My Premium  
Find a Doctor or Pharmacy  
Drug and Pharmacy Information  
Medicare Reference Documents  
Member Rights and Resources  
CMS STAR Rating  
Member Login  
For Providers  
For Brokers

Beginners Guide to Medicare  
Plans with Low or \$0 Premiums  
Learn More about Allwell

Welcome to Allwell from Arkansas Health and Wellness, your Medicare Advantage plan in Arkansas.

Important Notifications

2018 BENEFIT UPDATE: MEDICARE DIABETES PREVENTION PROGRAM

# Secure Provider Portal - Features



- Information contained on our Secure Provider Portal includes:
  - Member Eligibility
  - Patient Listings
  - Health Records & Care Gaps
  - Authorizations
  - Case Management Referrals
  - Claims Submissions & Status
  - Corrected Claims & Adjustments
  - Payments History
  - PCP Reports
- A login is required to access the secure portal
- If you have not logged in for more than 90 days, your account will automatically lock and require you to contact us for a password reset

# Allwell Provider Incentives



- Allwell offers a Care Management fee for CPC+ providers for Track 1 and Track 2 providers:
  - **ALL** Allwell providers are eligible for a \$100 bonus for each Annual Wellness Visit performed
  - Allwell offers a P4P program for Quality improvement for 10 HEDIS measures paid quarterly.

# Top Claim Rejections

	Allwell
1	Member not valid at DOS
2	Invalid Member DOB
3	Invalid or Missing Ambulance Point of Pick Up Zip Code
4	A data segment with 'Must Use' status is missing.
5	Original claim number required
6	Validator error - Extra data was encountered.
7	ICD-9-CM Diagnosis code is invalid in Other Diagnosis Information.
8	HCPCS Procedure Code is invalid in Professional Service.
9	A data element with 'Must Use' status is missing.
10	An invalid code value was encountered.

# Allwell Provider Incentives



Sub Measure	Measure Incentive	Score	Compliant	Qualified	Target 1	Target 2	Target Achieved	Max Target Gap	Bonus Amount
ANNUAL MONITOR RX 18 - COMBINED RATE	\$100.00	80.00%	4	5	84.00%	87.00%	--	1	\$0.00
AVOID ABX BRONCH 18 - AVOID ABX BRONCH 18	\$80.00	66.67%	2	3	26.00%	33.00%	Target 2	0	\$160.00
BRST CNCR N MCARE 18 - BRST CNCR N MCARE 18	\$40.00	60.00%	3	5	70.00%	74.00%	--	1	\$0.00
CERVICAL CANCER 18 - CERVICAL CANCER 18	\$40.00	31.82%	21	66	56.00%	65.00%	--	22	\$0.00
COLORECTAL CANCER 18 - COLORECTAL CANCER SCREENING	\$40.00	20.00%	4	20	52.00%	60.00%	--	8	\$0.00
COMP DIABETES 18 - A1C TEST	\$30.00	57.14%	4	7	92.00%	94.00%	--	3	\$0.00
COMP DIABETES 18 - NEPH ATTN	\$30.00	100.00%	7	7	91.00%	93.00%	Target 2	0	\$210.00
MED MGMT ASTHMA 18 - TOTAL 5 TO 64 75% COVERED	\$85.00	0.00%	0	0	53.00%	58.00%	--	0	\$0.00
QRS PDC - PDC ACE/ARB	\$40.00	0.00%	0	0	75.00%	79.00%	--	0	\$0.00
QRS PDC - PDC ORAL DIABETES RX	\$30.00	0.00%	0	0	69.00%	74.00%	--	0	\$0.00
QRS PDC - PDC STATINS	\$40.00	0.00%	0	0	69.00%	74.00%	--	0	\$0.00
USE IMG LOW BACK 18 - IMAGING FOR LOW BACK PAIN	\$80.00	100.00%	3	3	74.00%	79.00%	Target 2	0	\$240.00

# Important Reminders

# NCQA - CAHPS Survey



Asks patients about their experience with their doctors. Below are targeted tips that will help guide your team in the patient engagement approach:

## *Improve Access to Care*

- Keep same-day appointment slots open for urgent visits
- Provide clear instructions on how to access medical care after office hours, including extended hours, weekend availability and use of urgent care centers

## *Improve Customer Service*

- Notify patients individually and promptly of delays if their wait time surpasses the 15 minute standard timeframe to see their doctor

## *Enhance Care Coordination*

- Coordinate your patients care by assisting in scheduling patients appointments with specialists

## *Effective Patient Communication*

- Use simple, easy to understand wording that matches the ability of the individual patient
- Explain why tests, treatments or referrals are necessary

# Claim Audit Tool



- Arkansas Health and Wellness provides a web-based code auditing reference tool designed to “mirror” how our code auditing software evaluates code combinations during the auditing of claims.
- The tool offers several benefits:
  - Prospectively access the appropriate coding and supporting clinic edit clarifications for services before claims are submitted
  - Proactively determine appropriate code/code combination representing the service for accurate billing purposes
  - Retrospectively access the clinical edit clarifications on a denied claim for billed services after and Explanation of Payment (EOP) has been received.

**DISCLAIMER:** This tool is used to apply coding logic ONLY. It will not take into account individual fee schedule reimbursement, authorization requirements, or other coverage considerations. Whether a code is reimbursable or covered is separate and outside of the intended use of this tool.

# Claim Audit Tool



- Available through Secure Provider Portal
- Select the Claims tab, then Claims Audit Tool

A screenshot of the Secure Provider Portal interface. The top navigation bar includes the "ambetter" logo and "FROM arkansas health &amp; wellness" text. Navigation icons for "Eligibility", "Patients", "Authorizations", "Claims", and "Messaging" are present, with the "Claims" icon highlighted by an orange box. Below the navigation bar, there are two dropdown menus for "Viewing Claims For:" with values "270746053" and "Ambetter", a green "GO" button, and an "Upload EDI" button. A secondary navigation bar at the bottom contains the "Claims" label, a hamburger menu icon, and several tabs: "Saved", "Submitted", "Batch", "Payment History", "My Downloads", and "Claims Audit Tool", which is highlighted by an orange box.

# Claim Audit Tool

## Clear Claim Connection™

McKesson Edit Development [Glossary](#) [About](#) [Help](#) [Logout](#)

### Claim Entry

Gender:  Male  Female

Date of Birth:  (mm/dd/yyyy)

Click grid to enter information.

\* For quick entry, use your Down Arrow key after you enter a Procedure Code. Date of Service will default to today's date, and Place of Service will default to 11 (Office). Tabbing through Date of Service and Place of Service will give you the same defaults.

Line	Procedure	Quantity	Mod 1	Mod 2	Date of Service	Place of Service	Diagnosis
1	<input type="text"/>	--select-- ▾	<input type="text"/>				
2	<input type="text"/>	--select-- ▾	<input type="text"/>				
3	<input type="text"/>	--select-- ▾	<input type="text"/>				
4	<input type="text"/>	--select-- ▾	<input type="text"/>				
5	<input type="text"/>	--select-- ▾	<input type="text"/>				

[Add More Procedures >>](#)

# Claim Audit Tool (con.)

## Clear Claim Connection™

McKesson Edit Development    Glossary    About    Help    Logoff

### Claim Audit Results

Gender:

Date of Birth:

Click on recommendation of "Disallow" or "Review" to obtain clinical edit clarification.

Line	Procedure	Description	Quantity	Mod 1	Mod 2	Date of Service	Place of Service	Diagnosis	Recommend
1	80053	COMPREHEN METABOLIC PANEL	1			7/21/2012	23 (ER - Hospital)	311	Allow
2	85025	COMPLETE CBC W/AUTO DIFF WBC	1			7/21/2012	23 (ER - Hospital)	311	Allow
3	81001	URINALYSIS AUTO W/SCOPE	1			7/21/2012	23 (ER - Hospital)	311	Allow

The results displayed do not guarantee how the claim will be processed.



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# Medicare Part B Step Therapy

- Effective January 1, 2019 some Medicare Part B medications will be subject to step therapy guidelines.
- Use the Pre-Auth Needed tool on our website:  
<https://www.arhealthwellness.com/providers/preauth-check/medicare-pre-auth.html>

# Leveling of Emergency Room Services



- Reference Number: CC.PP.053
- Effective Date: 10/1/2017 (**Change effective 2/1/2019**)
- Policy objective is to encourage providers to code ER visits to reflect the appropriate complexity of the visits
- The claims processing system looks for diagnoses that involve a lower level of complexity or intensity of services:
  - If the diagnosis code classification falls into a categorization indicating a lower level of complexity or severity, services billed at a Level 4 or Level 5 severity code, will be reimbursed at the Level 3 emergency department reimbursement level:
    - ✓ The goal is to match the reimbursement level closer to the intensity of work performed by the physician / facility
    - ✓ Physician/facility will have the opportunity to appeal the finding
- Reference:
  - <https://www.arhealthwellness.com/content/dam/centene/policies/payment-policies/CC.PP.053.pdf>

# Allwell Diabetic Testing Strips - Update

- Coverage for blood glucose test strips and testing supplies will change effective January 1, 2019:
  - A member must use one of the brands of test strips below to be covered
    - ✓ Accu-Chek® test strips by Roche Diagnostics (used with Accu-Chek meters)
    - ✓ OneTouch® test strips by LifeScan, Inc. (used with OneTouch meters)
- Physicians will need to issue a new prescription if needed
- If a member has a machine that does not read our covered test strips, they are allowed to receive a new meter at no cost.

# Clinical and Payment Policies

www.arhealthwellness.com



	FOR MEMBERS	FOR PROVIDERS
<b>FOR PROVIDERS</b>		<b>Clinical &amp; Payment Policies</b>
Login		<i>WHAT ARE CLINICAL POLICIES?</i> +
Become a Provider		<i>WHAT ARE PAYMENT POLICIES?</i> +
Pre-Auth Check +		
Pharmacy		
Provider Resources -		<b>Ambetter Policies</b>
Manuals, Forms and Resources		<i>AMBETTER CLINICAL POLICIES</i> +
Eligibility Verification		<i>AMBETTER PAYMENT POLICIES</i> +
Incentives Statement		<i>AMBETTER PHARMACY POLICIES</i> +
Integrated Care		
Provider Webinars		
Prior Authorization		
National Imaging Associates (NIA)		
Report Fraud, Waste and Abuse		
Patient Centered Medical Home Model		
Electronic Transactions +		<b>Allwell Policies</b>
Clinical & Payment Policies		<i>ALLWELL CLINICAL POLICIES</i> +
QI Program +		<i>ALLWELL PAYMENT POLICIES</i> +
Provider News +		<i>ALLWELL PHARMACY POLICIES</i> +

# Needing to Contact Us?



# Education Requests



Would you like training for you and your staff?  
You can submit your requests to  
[Providers@arhealthwellness.com](mailto:Providers@arhealthwellness.com)



# Arkansas Health and Wellness Contracting

Phone Number: 1-844-631-6830

Hours of Operation: 8am-4:30pm



Provider Contracting Email Address:

[ArkansasContracting@centene.com](mailto:ArkansasContracting@centene.com)

Regular contracting inquiries and contract requests



# **Ambetter from Arkansas Health and Wellness**

## Provider Services

Phone: 1-877-617-0390

TTY/TDD: 1-877-617-0392

[ambetter.arhealthwellness.com](http://ambetter.arhealthwellness.com)



# **Allwell from Arkansas Health and Wellness**

## Provider Services

Phone: 1-855-565-9518

TTY/TDD: 711

[allwell.arhealthwellness.com](http://allwell.arhealthwellness.com)

## QUESTIONS?

Please submit any questions by using the chat

feature or in an email with

**“Provider Webinar”** in the subject line to

**[Providers@ARhealthwellness.com](mailto:Providers@ARhealthwellness.com)**



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Thank you!