



# Medicaid Provider Manual

*Buckeye delivers updates to our provider network via our monthly Provider Update Newsletter and other email communications, as needed. Providers should sign up to receive our [Provider Communications](#) for the most up-to-date information.*

# Table of Contents

<b>SECTION I – INTRODUCTION .....</b>	<b>1</b>	PHARMACY .....	47
WELCOME.....	1	BENEFIT MANAGER .....	49
<b>SECTION II - BASIC PLAN INFORMATION .....</b>	<b>4</b>	NON-COVERED SERVICES .....	49
KEY CONTACTS.....	4	MEMBER GRIEVANCE AND APPEALS PROCESSES .....	49
PROVIDER REPRESENTATIVE INFORMATION .....	10	<b>SECTION VII - UTILIZATION MANAGEMENT .....</b>	<b>52</b>
<b>SECTION III - PROVIDER RESOURCES .....</b>	<b>12</b>	OVERVIEW .....	52
BUCKEYE WEBSITE .....	12	PRIOR AUTHORIZATIONS.....	53
PROVIDER PORTAL.....	13	SECOND OPINION .....	59
LISTSERV SUBSCRIPTIONS.....	13	NEW TECHNOLOGY .....	59
CLAIMS PAYMENT SYSTEMIC ERROR (CPSE) REPORT ..	13	NOTIFICATION OF PREGNANCY .....	59
PROVIDER ADVISORY COUNCIL .....	14	CONCURRENT REVIEW .....	60
PROVIDER POLICIES .....	14	DISCHARGE PLANNING .....	60
PROVIDER SERVICES CALL CENTER INFORMATION .....	14	RETROSPECTIVE REVIEW .....	60
PROVIDER TRAININGS.....	14	HOSPITAL-TO-HOSPITAL TRANSFERS.....	61
FORMS .....	14	OBSERVATION BED GUIDELINES.....	61
<b>SECTION IV - PROVIDER RESPONSIBILITIES.....</b>	<b>16</b>	CONTINUITY OF CARE .....	61
PRIMARY CARE PROVIDER (PCP).....	19	PROVIDER APPEALS .....	62
APPOINTMENT AVAILABILITY .....	21	FAQs .....	63
TELEPHONE ARRANGEMENTS .....	22	PEER TO PEER CONSULTATIONS .....	64
MEMBER PANEL CAPACITY .....	23	EXTERNAL MEDICAL REVIEW .....	65
OTHER PCP RESPONSIBILITIES .....	23	<b>SECTION VIII - CLAIMS INFORMATION .....</b>	<b>67</b>
SPECIALIST RESPONSIBILITIES.....	23	CLEAN CLAIM DEFINITION .....	68
HOSPITAL RESPONSIBILITIES.....	24	NON-CLEAN CLAIM DEFINITION .....	68
ADVANCE DIRECTIVES .....	25	CLAIMS SUBMISSIONS .....	68
CLINICAL PRACTICE AND PREVENTIVE HEALTH		RESUBMITTING CLAIMS.....	70
GUIDELINES .....	26	ELECTRONIC CLAIMS SUBMISSION .....	71
NON-COMPLIANT MEMBERS.....	27	COMMON BILLING ERRORS .....	73
CULTURAL COMPETENCY AND LINGUISTIC SERVICES ..	27	DISPUTE/APPEAL/CORRECTED BILLING OF CLAIM .....	74
MEMBER SERVICES .....	29	<b>SECTION IX – CARE COORDINATION/CARE</b>	
MEMBER RIGHTS & RESPONSIBILITIES .....	30	<b>MANAGEMENT.....</b>	<b>79</b>
SPECIAL SERVICES TO ASSIST WITH MEMBERS .....	32	CARE MANAGEMENT PROGRAM.....	80
<b>SECTION V - PROVIDER ENROLLMENT, CREDENTIALING &amp;</b>		SPECIAL NEEDS CARE MANAGEMENT PROGRAMS.....	82
<b>CONTRACTING .....</b>	<b>35</b>	<b>SECTION X – REPORTING .....</b>	<b>87</b>
PROVIDER ENROLLMENT .....	35	MEMBER MEDICAL RECORDS .....	87
PROVIDER CONTRACTING.....	37	INCIDENT REPORTING .....	89
CREDENTIALING/RE-CREDENTIALING PROCESS.....	40	FRAUD, WASTE, AND ABUSE.....	90
<b>SECTION VI – COVERED SERVICES .....</b>	<b>41</b>	QUALITY MANAGEMENT .....	91
REFERRALS.....	45	<b>SECTION XI - NEXT GENERATION MANAGED CARE</b>	
EMERGENCY SERVICES .....	45	<b>PROGRAM .....</b>	<b>97</b>
HEALTHCHEK/EPSDT.....	46	OHIORISE .....	97
IMMUNIZATIONS.....	47	SPBM .....	99



# Section I – Introduction

## WELCOME

Welcome to Buckeye Health Plan! Thank you for being part of our network of healthcare professionals. We look forward to working with you to improve the health of our communities, one person at a time.

### About Us

Buckeye Health Plan, Inc. (Buckeye) is a managed care organization (MCO) contracted with the Ohio Department of Medicaid (ODM) to serve Medicaid members. Buckeye has developed the expertise to work with Medicaid members to improve their health status and quality of life. Our number one priority is the promotion of healthy lifestyles through preventive healthcare. Buckeye works to accomplish this goal by partnering with the primary care providers (PCP) who oversee the healthcare of Buckeye members.

### Goals of Buckeye

Buckeye has been designed to achieve the following goals:

- Ensure access to primary and preventive care services
- Improve access to all necessary health care services
- Encourage quality, continuity, and appropriateness of medical care
- Provide medical coverage in a cost-effective manner

Buckeye strives to provide members with an improved health status. Buckeye continually seeks to improve member and provider satisfaction. All our programs, policies and procedures are designed with these goals in mind. We hope that you will assist Buckeye in reaching these goals.

### **Buckeye Mission Statement**

Better health outcomes, lower costs.

### **Buckeye Guiding Principles**

- High quality, accessible, cost-effective healthcare for our members
- Integrity and the highest ethical standards
- Mutual respect and trust in our working relationships
- Communication that is open, consistent, and two-way
- Diversity of people, cultures, and ideas
- Innovation and encouragement to challenge the status quo
- Teamwork and meeting our commitments to one another

Buckeye allows open practitioner/member communication regarding appropriate treatment alternatives. Buckeye does not penalize practitioners for discussing medically necessary or appropriate care with the member.

### **Buckeye Approach**

Recognizing that a strong health plan is predicated on building mutually satisfactory associations with providers Buckeye is committed to:

- Working as partners with participating providers
- Demonstrating that healthcare is a local issue; and
- Performing its administrative responsibilities in a superior fashion.

All of Buckeye's programs, policies and procedures are designed to minimize the administrative responsibilities in the management of care, enabling you to focus on the healthcare needs of your members, our members.

## **Buckeye Summary**

Buckeye's philosophy is to provide access to high quality, culturally sensitive healthcare services to Ohio's Medicaid eligible, by combining the talents of primary care providers and specialty providers with a highly successful, experienced managed care administrator. Buckeye believes that successful managed care is the delivery of appropriate, medically necessary services not the elimination of such services.

It is the policy of Buckeye to conduct its business affairs in accordance with the standards and rules of ethical business conduct and to abide by all applicable federal and state laws. For specific detail related to topics within this handbook, please call Provider Services at 1-866-296-8731 to receive the additional information upon request.

At Buckeye we take privacy and confidentiality of our member's health information seriously. We have processes, policies, and procedures to comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and state privacy law requirements. If you have any questions about Buckeye's privacy practices, please contact the Privacy Official at 1-866-246-4356.

You may access most of Buckeye's information/forms/etc. on our website at <https://www.buckeyehealthplan.com/providers.html>. Our website includes claims status and member eligibility search capabilities; numerous forms; member listings; provider directories; provider manual; quality improvement standards; and our drug list (DL), to name a few.



## Section II - Basic Plan Information

### KEY CONTACTS

The following chart includes a list of important telephone and fax numbers that providers will need. When contacting any department, please have the following information available:

National Provider Identifier (NPI) number

Tax ID Number (TIN)

If calling about a member-related issue, please know the member's ID number

Provider Services	
Provider Services Telephone Number	1-866-296-8731
Hours of Operation	Monday - Friday 7 a.m. to 8 p.m. (EST)
Website	<a href="https://www.buckeyehealthplan.com/providers.html">https://www.buckeyehealthplan.com/providers.html</a>

## Member Services

Member Services Telephone Number	1-866-246-4358 TTY: 1-800-750-0750	Monday – Friday 7 a.m. to 8 p.m. (EST)
NurseWise® 24 Hour Nurse Advice Line	1-866-246-4358 and follow the prompt for 'Nurse' or TDD/TTY: 1-800-750-0750	24/7 Availability

### Buckeye will be closed on the following holidays:

New Year's Day	Independence Day	Day after Thanksgiving
Martin Luther King Jr.'s Birthday	Labor Day	Christmas Day
Memorial Day	Thanksgiving Day	

A holiday that falls on a Saturday is observed on the Friday before it. One that falls on a Sunday is observed on the Monday after it.

## Phone

Department	Telephone Number
Provider Services	1-866-296-8731
Member Services	1-866-246-4358 TTY: 1-800-750-0750
Member Eligibility	1-866-246-4358
Prior Authorizations	1-866-246-4359
Concurrent Review	1-866-246-4359
Care Management	1-866-246-4359
Engolve Vision <a href="https://visionbenefits.envolvehealth.com/">https://visionbenefits.envolvehealth.com/</a>	1-866-442-6173
Engolve Dental <a href="https://www.envolvedental.com/">https://www.envolvedental.com/</a>	1-844-464-5634
24 Hour Nurse Advice Line (24/7 Availability)	1-866-246-4358 and follow the prompt for 'Nurse' or TDD/TTY: 1-800-750-0750

Department	Telephone Number
National Imaging Associates (NIA) <a href="http://www.radmd.com">www.radmd.com</a>	1-800-642-6551
Non-Emergency Medical Transportation (NEMT)	1-866-531-0615
Ohio Medicaid Provider Hotline <a href="http://www.medicaid.ohio.gov">www.medicaid.ohio.gov</a>	800-686-1516
Ohio Medicaid Consumer Hotline <a href="http://Ohio Medicaid Consumer Hotline - Contact Us (ohiomh.com)">Ohio Medicaid Consumer Hotline - Contact Us (ohiomh.com)</a>	800-324-8680 (Toll Free)
Buckeye Admissions	1-866-246-4358
To report suspected waste, fraud, and abuse to Buckeye	1-866-296-8731
Interpreter Services	1-866-296-8731

## Fax

Department	Telephone Number
Prior Authorization	SN/Rehab/LTAC requests: 1-866-529-0291 1-866-535-4083 1-866-529-0290  Home Health Care and Hospice requests: 1-855-339-5145
Concurrent Review	1-866-786-1039 1-866-709-1109 1-866-535-4081 1-866-535-2895 1-866-753-7547
Care Management	1-866-528-9920



## Mail

Department	Telephone Number
Main Address	Buckeye Health Plan 4349 Easton Way Columbus, OH 43219
Appeals and Grievances	Buckeye Health Plan Appeals and Grievances Department 4349 Easton Way Suite 400 Columbus, OH 43219
Medical Paper Claims Submission	Buckeye Health Plan Ohio Claims Medical P.O. Box 6200 Farmington, MO 63640
Behavioral Health Paper Claims Submission	Buckeye Health Plan Ohio Claims Behavioral Health P.O. Box 6150 Farmington, MO 63640
Medical Claim Dispute	Buckeye Health Plan Attention: Dispute Department P.O. Box 6200 Farmington, MO 63640-3800
Behavioral Health Claim Dispute	Buckeye Health Plan Attention: BH Dispute Department P.O. Box 6150 Farmington, MO 63640-3800

### Eligibility For the Buckeye Program

The local office of the County Department of Job and Family Services (CDJFS) is responsible for determining eligibility of persons applying for Medicaid coverage. Persons interested in applying for Medicaid coverage through Buckeye should be referred to the local county office of the CDJFS in the county in which the individual lives.

Applicants enroll in Buckeye by contacting the Ohio Selection Service Center at 1-800-605-3040. During the application process, the enrollee has an opportunity to select a primary care provider (PCP) with the assistance of a Selection Counselor. Individuals who do not make a voluntary PCP selection are assigned to a PCP via an automated assignment process that links the member with an appropriate PCP.

## Verifying Eligibility

Buckeye providers should verify member eligibility before every service is rendered, using one of the following methods:

- **Log on to our Secure Provider Web Portal at <https://www.buckeyehealthplan.com/providers.html>.** Using our secure Provider Portal, you can check member eligibility. You can search by date of service and either of the following: member name and date of birth, or member Medicaid ID and date of birth.
- **If you cannot confirm a member's eligibility using the method above, call our toll-free number at 1-866-296-8731 to speak to a live representative.** Follow the menu prompts to speak to a Provider Services Representative to verify eligibility prior to rendering services. Provider Services will need the member's name, member Medicaid ID, and member date of birth to check eligibility. Possession of a Buckeye member ID card is not a guarantee of eligibility. Use one of the above methods to verify member eligibility on the date of service.

Buckeye's Secure Provider Portal allows Primary Care Providers (PCPs) to access a list of eligible members who have selected their services or were assigned to them. The list of eligible members also provides other important information, including indicators for members whose claims data shows a gap in care, such as the need for an adult BMI assessment. To view this list, log on to our Secure Provider Web Portal at <https://www.buckeyehealthplan.com/providers.html>.

Eligibility changes can occur throughout the month and the member eligibility list does not prove eligibility for benefits or guarantee coverage. Use one of the above methods to verify member eligibility on the date of service.

Buckeye has the capability to receive an ANSI X12N 270 health plan eligibility inquiry and generate an ANSI X12N 271 health plan eligibility response transactions through Centene Corporation. For more information on conducting these transactions electronically contact:

**Centene EDI Department**  
**1-800-225-2573, extension 6075525**  
**or by e-mail at:**  
**[EDIBA@centene.com](mailto:EDIBA@centene.com)**

Until the actual date of enrollment with Buckeye, Buckeye is not financially responsible for services the prospective member receives. In addition, Buckeye is not financially responsible for services members receive after their coverage has been terminated. However, Buckeye is responsible for those individuals who are Buckeye members at the time of a hospital inpatient admission and change health plans during that confinement.

## Member Identification Card

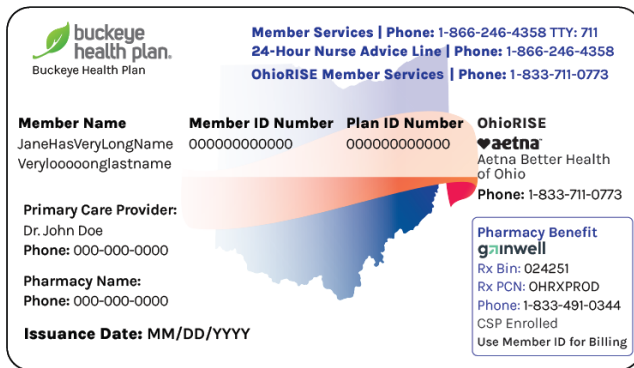
All Buckeye members receive an ID card (see samples below). Members should present their ID card at the time of service, but an ID card in and of itself is not a guarantee of eligibility; therefore, providers must verify a member’s eligibility on each date of service.

The member ID number, effective date, contact information for Buckeye, and PCP information are included on the ID card.

Members should present both their Buckeye member ID card and a photo ID each time they seek services from a provider. If you are not familiar with the member seeking care, please ask to see photo identification for confirmation.

If you suspect fraud, please contact Provider Services toll-free at 1-866-296-8731 immediately.

### OhioRISE with CSP



**buckeye health plan.**  
Buckeye Health Plan

**Member Services | Phone: 1-866-246-4358 TTY: 711**  
**24-Hour Nurse Advice Line | Phone: 1-866-246-4358**  
**OhioRISE Member Services | Phone: 1-833-711-0773**

Member Name	Member ID Number	Plan ID Number	OhioRISE
JaneHasVeryLongName Veryloooooonglastname	000000000000	000000000000	<b>♥aetna</b> Aetna Better Health of Ohio Phone: 1-833-711-0773

**Primary Care Provider:**  
Dr. John Doe  
Phone: 000-000-0000

**Pharmacy Name:**  
Phone: 000-000-0000

**Issuance Date:** MM/DD/YYYY

**Pharmacy Benefit gainwell**  
Rx Bin: 024251  
Rx PCN: OHRXPROD  
Phone: 1-833-491-0344  
CSP Enrolled  
Use Member ID for Billing

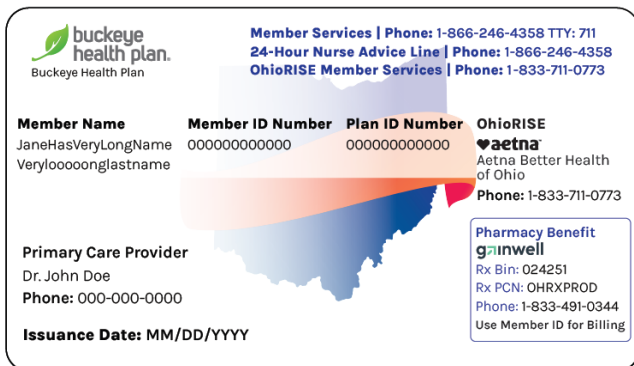
**Member Services | Phone: 1-866-246-4358 TTY: 711**  
**24-Hour Nurse Advice Line | Phone: 1-866-246-4358 and follow the prompt for 'Nurse' or TTY at 1-800-750-0750.**  
**OhioRISE Member Services | Phone: 1-833-711-0773**

**Information for Members**  
For plan information and resources please visit our website at [www.buckeyehealthplan.com](http://www.buckeyehealthplan.com). If you have an emergency, call 911 or go to the NEAREST emergency room (ER) or other appropriate setting. If you are not sure whether you need to go to the emergency room, call your primary care provider or the Buckeye Nurse Advice Line, at 1-866-246-4358, (TTY 1-800-750-0750). Your PCP or the Buckeye Nurse Advice Line can talk to you about your medical problem and give you advice on what you should do.

**Information for Providers**  
Please verify member eligibility on Date of Service via the ODM provider portal before rendering services. Please visit Buckeye Health Plan for detailed billing instructions or call 1-866-846-4358, TTY: 711 for assistance. Providers may also call the ODM IHD at 1-800-686-1516 for assistance.



### OhioRISE without CSP



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**Member Services | Phone: 1-866-246-4358 TTY: 711**  
**24-Hour Nurse Advice Line | Phone: 1-866-246-4358**  
**OhioRISE Member Services | Phone: 1-833-711-0773**

Member Name	Member ID Number	Plan ID Number	OhioRISE
JaneHasVeryLongName Veryloooooonglastname	000000000000	000000000000	<b>♥aetna</b> Aetna Better Health of Ohio Phone: 1-833-711-0773

**Primary Care Provider**  
Dr. John Doe  
Phone: 000-000-0000

**Issuance Date:** MM/DD/YYYY

**Pharmacy Benefit gainwell**  
Rx Bin: 024251  
Rx PCN: OHRXPROD  
Phone: 1-833-491-0344  
CSP Enrolled  
Use Member ID for Billing

**Member Services | Phone: 1-866-246-4358 TTY: 711**  
**24-Hour Nurse Advice Line | Phone: 1-866-246-4358 and follow the prompt for 'Nurse' or TTY at 1-800-750-0750.**  
**OhioRISE Member Services | Phone: 1-833-711-0773**

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## NO OhioRISE without CSP

**buckeye health plan.**  
Buckeye Health Plan

**Member Services | Phone: 1-866-246-4358 TTY: 711**  
**24-Hour Nurse Advice Line | Phone: 1-866-246-4358**

Member Name	Member ID Number	Plan ID Number
JaneHasVeryLongName Veryloooooonglastname	000000000000	000000000000

**Primary Care Provider**  
Dr. John Doe  
**Phone:** 000-000-0000

**Issuance Date:** MM/DD/YYYY

**Pharmacy Benefit**  
**gainwell**  
Rx Bin: 024251  
Rx PCN: OHRXPROD  
Phone: 833-491-0344  
Use Member ID for Billing

**Member Services | Phone: 1-866-246-4358 TTY: 711**  
**24-Hour Nurse Advice Line | Phone: 1-866-246-4358 and follow the prompt for 'Nurse' or TTY at 1-800-750-0750.**

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**Ohio** | Department of Medicaid

## NO OhioRISE with CSP

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Buckeye Health Plan

**Member Services | Phone: 1-866-246-4358 TTY: 711**  
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Member Name	Member ID Number	Plan ID Number
JaneHasVeryLongName Veryloooooonglastname	000000000000	000000000000

**Primary Care Provider:**  
Dr. John Doe  
**Phone:** 000-000-0000

**Pharmacy Name:**  
**gainwell**  
**Phone:** 833-491-0344  
CSP Enrolled  
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**Ohio** | Department of Medicaid

View our Medicaid Member ID Cards on our website [here](#).

## PROVIDER REPRESENTATIVE INFORMATION

### Provider Engagement

The Provider Engagement Department is dedicated to making your experience with Buckeye a positive one by serving as your advocate within the organization. Provider Engagement is responsible for providing the services listed below which include but are not limited to:

- Initial Point of Contact regarding Provider Data Management.
- Maintenance of existing Buckeye Provider Manual.
- Development of alternative reimbursement strategies.
- Researching of trends in claims inquiries to Buckeye.
- Network performance profiling.
- Physician and office staff orientation.
- Hospital and ancillary staff orientation.
- Ongoing provider education, updates, and training.

The goal of this department is to furnish you and your staff with the necessary tools to provide the highest quality of healthcare to Buckeye enrolled membership.

To contact the Provider Engagement representative for your area, please call the Provider Services Toll Free Help Line at 1-866-296-8731.

Provider Engagement Representative Territory Assignment Map can be found on our website at <https://www.buckeyehealthplan.com/providers/provider-relations-rep-territories.html>.

## **Provider Services**

The Provider Services Toll Free Help Line staff is available to you and your staff to answer questions, listen to your concerns, assist with members, respond to your Buckeye Plan inquiries, connect you to the Buckeye Provider Relations Specialist for your area, etc.

Provider Services and Provider Engagement Representatives are dedicated to building strong relationships with Buckeye providers serving as advocates to ensure you receive timely assistance and the highest quality of service and support.

Buckeye's Provider Services hours of operation are Monday - Friday 7 a.m. to 8 p.m. (EST) excluding holidays.

Contact the Provider Services Toll Free Help Line at 1-866-296-8731.



## Section III - Provider Resources

Buckeye is dedicated to delivering the tools and support providers need to deliver the best quality of care to our members. Below are a few resources providers can utilize.

### BUCKEYE WEBSITE

The Providers should use Buckeye as their main source of information related to our plan and products. Providers can access the following information at <https://www.buckeyehealthplan.com/providers.html>:

- Provider Manual and Billing Manual
- Member Handbook and benefit information
- Prior Authorization Check Tool
- Clinical Guidelines
- Provider Forms
- Policies and Procedures
- Newsletters and other Buckeye news.
- And more!

We are continually updating our website with the latest news and information, so save <https://www.buckeyehealthplan.com/providers.html> to your Internet “Favorites” list and check our site often!

## PROVIDER PORTAL

The Buckeye Provider Portal allows providers to check member eligibility and benefits, submit and check status of claims and send/receive messages to communicate with Buckeye staff. Buckeye's contracted providers and their office staff can register for our Provider Portal in just four easy steps.

The Provider Portal offers tools which make obtaining and sharing information easy! It's simple and secure! Go to <https://www.buckeyehealthplan.com/providers.html> to get started.

Through the Provider Portal, you can:

- View the PCP panel (member list)
- View and submit a claims dispute
- View authorizations
- View payment history
- View member gaps in care
- View quality scorecard
- Check member eligibility; and
- Contact us securely and confidentially

Please contact your Provider Engagement representative for a tutorial on the Provider Portal.

## LISTSERV SUBSCRIPTIONS

Buckeye uses the Benchmark Core marketing platform to manage our provider communications. Anyone can sign up to receive our communications via a Sign-Up Form. Access to the Sign-Up Form is available on our website pages - Provider Home Page and Provider Communications. It can also be accessed on each monthly newsletter delivered to providers. Providers can opt out of communications from the monthly newsletter. Provider Communications are delivered via the Benchmark platform using the Buckeye Provider Communications email address [Buckeye\\_Provider\\_Communications@CENTENE.COM](mailto:Buckeye_Provider_Communications@CENTENE.COM).

<https://www.buckeyehealthplan.com/providers.html>

<https://www.buckeyehealthplan.com/providers/provider-communications.html>

## CLAIMS PAYMENT SYSTEMIC ERROR (CPSE) REPORT

A CPSE is defined as the MCO's claims adjudication incorrectly underpaying, overpaying, or denying claims that impact five or more providers. A report containing all active CPSEs is updated monthly and can be found here on our website under Provider Resources at <https://www.buckeyehealthplan.com/providers.html>.

The Claims Payment Systemic Errors (CPSE) issues are reported in ascending order with the most recently identified issue listed last.

Buckeye encourages you to review this log often and prior to contacting Buckeye Provider Contact Center. If you still have questions, please call 1-866-296-8731 to speak to a Provider Services Representative.

## PROVIDER ADVISORY COUNCIL

Buckeye will utilize the opportunity afforded from developing a Provider Advisory Council to identify challenges and barriers faced by the provider community. The Council will enhance communication between Buckeye and providers across the network and offer an opportunity to collectively problem solve for the issues identified. Ultimately improving the health care delivery system and improving outcomes for their members/our members.

The Provider Advisory Council will be chaired by the Chief Medical Officer, as designated by the CEO, for Buckeye. Membership will consist of a variety of specialties, including Behavioral Health and Dental providers, and sizes of provider groups from across the state. Cadence of meetings is at a minimum of three times annually.

## PROVIDER POLICIES

Clinical and Payment Policies are found on our website under Provider Resources at [www.buckeyehealthplan.com/providers/resources/clinical-payment-policies.html](http://www.buckeyehealthplan.com/providers/resources/clinical-payment-policies.html)

## PROVIDER SERVICES CALL CENTER INFORMATION

Provider Services are providers' first point of contact at Buckeye. This department works with all other departments to ensure that providers and their support staff receive the necessary assistance and information. Buckeye's Provider Services hours of operation are Monday - Friday 7 a.m. to 8 p.m. (EST) excluding holidays.

If you have questions about Buckeye's operations, benefits, policies, and/or procedures; contact the Provider Services department at 1-866-296-8731.

## PROVIDER TRAININGS

Provider Training and Webinars are found on our website under Provider Resources at <https://www.buckeyehealthplan.com/providers/training-and-education.html>

## FORMS

### Medicaid Forms

Ohio Department of Medicaid Forms Library:

<https://medicaid.ohio.gov/wps/portal/gov/medicaid/stakeholders-and-partners/legal-and-contracts/forms/forms>



### **Hysterectomy, Abortion, or Sterilization Form(s)**

The appropriate sterilization/abortion forms can be located at:

<https://opa.hhs.gov/sites/default/files/2022-07/consent-for-sterilization-english-2025.pdf>

<https://opa.hhs.gov/sites/default/files/2022-07/consent-for-sterilization-spanish-2025.pdf>

Please refer to the specific criteria found in 42 CFR 441 and Ohio Administrative Code rule 5160-21-02.2 for additional sterilization/abortion guidelines.

### **Pre-Service Appeal Authorization Release Form**

Upon implementation of the Next Generation of Managed Care Ohio Department of Medicaid Provider Agreement, a Pre-Service Appeal, (when provider is submitting on behalf of the member), the link below must be used to obtain the required form that must be submitted along with the appeal request. [Appointing a Representative \(buckeyehealthplan.com\)](#)

### **Provider Claim Dispute Medical Necessity Review Form**

Upon implementation of the Next Generation of Managed Care Ohio Department of Medicaid Provider Agreement, a Dispute may be submitted if the provider disagrees with Buckeye's decision to deny, limit, reduce, suspend, or terminate a covered service for lack of medical necessity or level of care. Visit <https://www.buckeyehealthplan.com/providers/resources/Dispute-AppealsMedicaid.html> to obtain the appropriate Medical Necessity / LOC review form based on the claims date of service.

### **Medicaid Addendum**

Medicaid addenda to be included in provider contracts with managed care organizations (MCO).

<https://medicaid.ohio.gov/wps/portal/gov/medicaid/resources-for-providers/managed-care/medicaid-addendum>

### **SUD Residential Treatment (ODM)**

<https://www.bh.medicaid.ohio.gov/manuals> > Resources

[ODM Form 06653 Instructions for Community Medicaid BH Providers](#)

<https://medicaid.ohio.gov/static/Resources/Publications/Forms/ODM06653fillx.pdf>

### **Out-of-Network Provider Application (ODM)**

If you are a provider who is not currently enrolled and wish to enroll to provide any services under the Next Generation of Ohio Medicaid, please visit the following link to the Ohio Medicaid online application.

<https://medicaid.ohio.gov/static/Resources/Publications/Forms/ODM10295Fillx.pdf>

<https://medicaid.ohio.gov/static/Resources/Publications/Forms/ODM10282Fillx.pdf>

### **Ohio Medicaid Provider Agreement**

Ohio Medicaid Provider Agreement for Managed Care Organization

<https://medicaid.ohio.gov/static/Resources/Publications/Forms/ODM10283Fillx.pdf>



## Section IV - Provider Responsibilities

### Provider Rights

Buckeye providers have the **right** to:

- Help members or advocate for members to make decisions within their scope of practice about their relevant and/or medically necessary care and treatment, including the right to:
  - Recommend new or experimental treatments.
  - Provide information regarding the nature of treatment options.
  - Provide information about the availability of alternative treatment options, therapies, consultations, and/or tests, including those that may be self-administered.
  - Be informed of the risks and consequences associated with each treatment option or choosing to forego treatment, as well as the benefits of such treatment options.
- Be treated by their patients and other healthcare workers with dignity and respect.
- Receive accurate and complete information and medical histories for members' care.
- Have their patients act in a way that supports the care given to other patients and does not interfere with their operations.
- Expect other network providers to act as partners in members' treatment plans.
- File a dispute with Buckeye for payment issues and/or utilization management, or a general complaint with Buckeye and/or a member.

- File a grievance or an appeal with Buckeye on behalf of a member, with the member’s written consent.
- Have access to information about Buckeye Quality Management/Quality Improvement (QM/QI) programs, including program goals, processes, and outcomes that relate to member care and services.
- Contact Buckeye Provider Services with any questions, comments, or problems.
- Collaborate with other healthcare professionals who are involved in the care of members.
- Not be discriminated against by Buckeye based solely on any characteristic protected under state or federal non-discriminate laws. Buckeye does not, and has never had a policy of terminating a Provider who:
  - Advocated on behalf of a member
  - Filed a complaint against us
  - Appealed a decision of ours
- Not be discriminated against by Buckeye in the participation, reimbursement, or indemnification of any provider who is acting within the scope of his or her license or certification under applicable State law, solely on the basis of that license or certification. This does not require Buckeye to contract with providers beyond the number necessary to meet the needs of members, preclude Buckeye from using different reimbursement amounts for different specialties or for different practitioners in the same specialty, or preclude Buckeye from establishing measures that are designed to maintain quality of services and control costs, or consistency with responsibilities to members.
- Not be discriminated against for serving high-risk populations or specializing in the treatment of costly conditions; for filing a grievance on behalf of and with the written consent of a member or helping a member to file a grievance; for protesting a plan decision, policy or practice the healthcare provider believes interferes with its ability to provide medically necessary and appropriate healthcare.
- Not be discriminated against based on any of the following: race/ethnicity, color, national origin, gender, age, lifestyle, disability, religion, sexual orientation, specialty/licensure type, geographic location, patient type in which the practitioner specializes, financial status, or on the basis of the providers association with any member of the aforementioned protected classes.

## **Provider Responsibilities**

Buckeye providers have the **responsibility** to:

- Treat members with fairness, dignity, and respect.
- Not discriminate against members on the basis of race, color, national origin, disability, age, religion, mental or physical disability, or limited English proficiency.
- Maintain the confidentiality of members’ personal health information, including medical records and histories, and adhere to state and federal laws and regulations regarding confidentiality.
- Give members a notice that clearly explains their privacy rights and responsibilities as it relates to the provider’s practice/office/facility.
- Provide members with an accounting of the use and disclosure of their personal health information in accordance with HIPAA.

- Allow members to request restriction on the use and disclosure of their personal health information.
- Provide members, upon request, access to inspect and receive a copy of their personal health information, including medical records, and be able to request that they be amended or corrected as specified in 45 CFR §164.524 and §164.526.
- Provide clear and complete information to members, in a language they can understand, about their health condition and treatment, regardless of cost or benefit coverage, and allow the member to participate in the decision-making process.
- Tell a member if the proposed medical care or treatment is part of a research experiment and give the member the right to refuse experimental treatment.
- Allow a member who refuses or requests to stop treatment the right to do so, as long as the member understands that by refusing or stopping treatment the condition may worsen or be fatal.
- Respect members' Advance Directives and include these documents in the members' medical record.
- Allow members to appoint a parent, guardian, family member, or other representative if they can't fully participate in their treatment decisions.
- Allow members to obtain a second opinion, and answer members' questions about how to access healthcare services appropriately.
- Follow all state and federal laws and regulations related to patient care and patient rights.
- Participate in Buckeye data collection initiatives, such as HEDIS and other contractual or regulatory programs.
- Review clinical practice guidelines distributed by Buckeye.
- Comply with Buckeye Medical Management program as outlined in this handbook.
- Disclose overpayments or improper payments to Buckeye.
- Not deny services to a member due to inability to pay the copayment if the household income is at or below 100% FPL.
- Reimburse copayments to members who have been incorrectly overcharged.
- Provide members, upon request, with information regarding the provider's professional qualifications, such as specialty, education, residency, and board certification status.
- Obtain and report to Buckeye information regarding other insurance coverage.
- Notify Buckeye in writing if the provider is leaving or closing a practice.
- Update their enrollment information/status with the Ohio Medicaid program if there is any change in their location, licensure or certification, or status via the Ohio Medicaid's Provider Web Portal.
- Contact Buckeye to verify member eligibility or coverage for services, if appropriate.
- Invite member participation, to the extent possible, in understanding any medical or behavioral health problems they may have and to develop mutually agreed upon treatment goals, to the extent possible.
- Provide members, upon request, with information regarding office location, hours of operation, accessibility, and languages, including the ability to communicate with sign language.
- Office hours of operation offered to Medicaid members will be no less than those offered to commercial

members.

- Not be excluded, penalized, or terminated from participating with Buckeye for having developed or accumulated a substantial number of patients in the Buckeye with high-cost medical conditions.
- Coordinate and cooperate with other service providers who serve Medicaid members, such as Head Start Programs, Healthy Start Programs, Nurse Family Partnerships, and school-based programs as appropriate.
- Object to providing relevant or medically necessary services on the basis of the provider's moral or religious beliefs or other similar grounds.
- Disclose to Buckeye, on an annual basis, any Physician Incentive Plan (PIP) or risk arrangements the Provider or Provider Group may have with providers either within its group practice or other providers not associated with the group practice even if there is no substantial financial risk between Buckeye and the provider or provider group.
- Provide services in accordance with applicable state and federal laws and regulations and adhere to the requirements set forth in the Participating Provider Agreement.
- Allow Buckeye direct access (not via vendor) to medical records for the purpose of data collection initiatives, such as HEDIS and other contractual, regulatory, or other programs.
- Review and follow clinical practice guidelines distributed by Buckeye.
- Develop report based on Buckeye specification to submit monthly clinical data feed from the Electronic Medical Record (EMR) system within one year of enrolling in the Buckeye Provider Network.
- Comply with Ohio Risk Adjustment programs rely on complete and accurate diagnosis coding and reporting according to the ICD-10-CM coding guidelines.
- Report all suspected physical and/or sexual abuse and neglect.
- Report Communicable Disease to Buckeye.
- Buckeye must work with DHS State and District Office epidemiologists in partnership with the designated county or municipal health department staffs to appropriately report reportable conditions.

### **Notification of Changes to Provider Practice**

Providers must give Buckeye adequate notice of changes to provider practice following the terms of their participating agreement with our health plan.

### **How to Submit Changes**

Providers can submit updates and changes on the Buckeye Provider Home Page at <https://www.buckeyehealthplan.com/providers.html> under Provider Resources > Manuals, Forms and Resources > Forms > Provider Update and Change Forms.

### **PRIMARY CARE PROVIDER (PCP)**

The Primary Care Provider (PCP) is a specific provider operating under the scope of his or her licensure, who is responsible for supervising, prescribing, and providing primary care service; locating, coordinating, and

monitoring other medical care; rehabilitative service; and maintaining continuity of care on behalf of a member.

PCPs are the cornerstone of Buckeye service delivery model. The PCP serves as the “Medical Home” for the member. The Medical Home concept assists in establishing a member/provider relationship, supports continuity of care, and patient safety. This leads to elimination of redundant services, cost effective care, and better health outcomes.

### **Provider Types That May Serve as PCPs**

A PCP shall be a medical Practitioner in our network including:

- Family Practitioner
- General Practitioner
- Internal Medicine
- Pediatrician
- Advanced Registered Nurse Practitioner (ARNP)
- Obstetrician or Gynecologist (OB/GYN)
- Physician Assistant

### **Covered Physician Services**

The PCP shall arrange for other participating providers to provide covered persons with covered physician services as stipulated in their contract. This enables them to provide the same care and attention that physicians customarily provide to all members. Each participating provider shall provide all covered physician services in accordance with generally accepted clinical, legal, and ethical standards in a manner consistent with physician licensure, qualifications, training, and experience. These standards of practice for quality care are generally recognized within the medical community in which the physician practices.

Covered services include:

- Professional medical services, both inpatient and outpatient, provided by the PCP, nurses, and other personnel employed by the PCP. These services include the administration of immunizations, but not the cost of biologicals.
- Periodic health assessments and routine physical examinations (performed at the discretion of the PCP, and consistent with nationally recognized standards recommended for the age and sex of the Enrollee).
- Vision and hearing screenings.
- All supplies and medications used or provided during a covered member office visit. Injectable drugs costing over \$100 require a Prior Authorization, which can be obtained by submitting a prior authorization request through ODM’s Fiscal Intermediary (FI). Oncology drugs given in the office are excluded from Prior Authorization requirements.
- All tests routinely performed in the PCP’s office during an office visit.
- The collection of laboratory specimens.
- Voluntary family planning services such as examinations, counseling, and pregnancy testing.
- Well-childcare and periodic health appraisal examinations, including all routine tests performed as

customarily provided in a PCP's office.

- Referral to specialty care physicians and other health providers with coordination of care and follow-up after referral.
- PCP's supervision of home care regimens involving ancillary health professionals provided by licensed nursing agencies. Please note, these services are subject to prior authorization by Buckeye.
- Any other outpatient services and routine office supplies normally within the scope of the PCP's practice.

### PCP Availability and Accessibility

Each participating provider shall maintain sufficient facilities and personnel to provide covered physician services and shall ensure that such services are available as needed 24 hours a day, 365 days a year. Each participating provider shall offer hours of operation that are no less than the hours of operation offered to commercial members or comparable to Medicaid fee-for-service if the provider serves only Medicaid members.

### PCP Coverage

The participating provider shall arrange for coverage with a physician who must have executed a Participating Provider Agreement with the Buckeye. If the participating provider is capitated for professional services, compensation for the covering physician is included in the capitation payment. If the participating provider is on a fee-for-service agreement with Buckeye, the covering provider is compensated in accordance with the fee schedule in his/her Participating Agreement.

## APPOINTMENT AVAILABILITY

The following standards are established with regards to appointment availability:

Type of Visit	Description	Minimum Standard
<b>Emergency Service</b>	Services needed to evaluate, treat, or stabilize an emergency medical condition	24 hours, 7 days/week
<b>Urgent Care (includes medical, behavioral health, and dental services)</b>	Care provided for a non-emergent illness or injury with acute symptoms that require immediate care; examples include but are not limited to sprains, flu symptoms, minor cuts and wounds, sudden onset of stomach pain, and severe, non-resolving headache. Acute illness or substance dependence that impacts the ability to function, but does not present imminent danger	24 hours, 7 days/week within 48 hours of request.
<b>Behavioral Health Non-Life-Threatening Emergency.</b>	A non-life-threatening situation in which a member is exhibiting extreme emotional disturbance or behavioral distress, has a compromised ability to function, or is otherwise agitated and unable to be calmed.	Within 6 hours
<b>Behavioral Health Routine Care.</b>	Requests for routine mental health or substance abuse treatment from behavioral health providers.	Within 10 business days or 14 calendar days, whichever is earlier.

Type of Visit	Description	Minimum Standard
<b>CANS Initial Assessment</b>	Assessment for the purposes of OhioRISE eligibility	Within 72 hours of identification
<b>ASAM Residential/Inpatient Services – 3: 3.1, 3.5, 3.7</b>	Initial screening, assessment, and referral to Treatment.	Within 48 hours of request
<b>ASAM Medically Managed Intensive Inpatient Services – 4</b>	Services needed to treat and stabilize a member’s behavioral health condition.	24 hours, 7 days/week
<b>Primary Care Appointment</b>	Care provided to prevent illness or injury; examples include but are not limited to routine physical examinations, immunizations, mammograms, and pap smears.	Within 6 weeks
<b>Non-Urgent Sick Primary Care</b>	Care provided for a non-urgent illness or injury with current symptoms.	Within 3 calendar days
<b>Prenatal Care – First or Second Trimester Care</b>	Care provided to a member while the member is pregnant to help keep member and future baby healthy, such as checkups and prenatal testing.	First appointment within 7 calendar days; follow up appointments no more than 14 calendar days after request
<b>Prenatal Care – Third Trimester or High Risk Pregnancy</b>	Care provided to a member while the member is pregnant to help keep member and future baby healthy, such as checkups and prenatal testing.	Within 3 calendar days
<b>Specialty Care Appointment</b>	Care provided for a non-emergent/non-urgent illness or injury requiring consultation, diagnosis, and/or treatment from a specialist.	Within 6 weeks
<b>Dental Appointment</b>	Non-emergent/non-urgent dental services, including routine and preventive care.	Within 6 weeks of request

## TELEPHONE ARRANGEMENTS

Providers are required to develop and use telephone protocol for all the following situations:

- Answering the enrollee telephone inquiries on a timely basis.
- Prioritizing appointments.
- Scheduling a series of appointments and follow-up appointments as needed by an enrollee.
- Identifying and rescheduling broken and no-show appointments.
- Identifying special enrollee needs while scheduling an appointment, e.g., wheelchair and interpretive linguistic needs for non-compliant individuals who are mentally deficient.
- Response time for telephone call-back waiting times:



- After hours telephone care for non-emergent, symptomatic issues within 30 to 45 minutes
- same day for non-symptomatic concerns
- crisis situations within 15 minutes
- Scheduling continuous availability and accessibility of professional, allied, and supportive medical/dental personnel to provide covered services within normal working hours. Protocols shall be in place to provide coverage in the event of a provider's absence.

After hours calls should be documented in a written format in either an after-hour call log or some other method and transferred to the member's medical record.

**Note:** *If after hours urgent care or emergent care is needed, the PCP or his/her designee should contact the urgent care or emergency center to notify the facility.*

Buckeye will monitor appointment and after-hours availability on an ongoing basis through its Quality Improvement Program.

## MEMBER PANEL CAPACITY

The current maximum limit on the number of members a PCP can have assigned to his/her practice is stated above the signature line on the signature page of the provider's Medicaid Addendum. All PCPs reserve the right to state the number of members they are willing to accept into their practice. Member assignment is based on the member's choice and auto assignment; therefore, Buckeye does not guarantee that any provider will receive a set number of members.

If a PCP does declare a specific capacity for his/her practice and wants to make a change to that capacity, the PCP must contact the Buckeye Provider Services Department at 1-866-296-8731. A PCP shall not refuse to treat covered enrollees if the physician has not reached their requested panel size and shall notify Buckeye at least 45 days in advance of his or her inability to accept additional covered enrollees under Buckeye agreements.

## OTHER PCP RESPONSIBILITIES

- Educate members on how to maintain healthy lifestyles and prevent serious illness.
- Provide follow up on emergency care.
- Report all encounter data on CMS 1500 claim forms.
- Maintain confidentiality of medical information.
- Obtain authorizations for all inpatient and selected outpatient services as listed on the current Prior Authorization List, except for emergency services up to the point of stabilization.

Buckeye providers should refer to his/her Buckeye contract for complete information regarding Buckeye PCP obligations and mode of reimbursement.

## SPECIALIST RESPONSIBILITIES

Selected specialty services require a formal authorization from ODM. The specialist must abide by the prior authorization requirements when ordering diagnostic tests or rendering services. All non-emergency inpatient admissions require prior authorization from ODM.

The specialist must maintain contact with the PCP. This could include telephone contact, written reports on consultations or verbal reports if an emergency exists.

The specialist provider must:

- Obtain prior authorization through ODM's Fiscal Intermediary (FI) as needed before providing services.
- Coordinate the member's care with the PCP.
- Provide the PCP with consult reports and other appropriate records within five (5) business days.
- Be available for or provide on-call coverage through another source 24 hours a day for management of member care.
- Maintain the confidentiality of medical information.

## HOSPITAL RESPONSIBILITIES

Buckeye utilizes a network of hospitals to provide services to Buckeye members. Hospital Services Providers must be qualified to provide services under the Medicaid program. All services must be provided in accordance with applicable state and federal laws and regulations and adhere to the requirements set forth in the participating provider agreement.

Hospitals must:

- Obtain authorizations for all inpatient and selected outpatient services as listed on the current Prior Authorization List, except for emergency stabilization services.
- Notify Buckeye's Medical Management Department within two business days of an admission.

### Newborn Enrollment

Providers are encouraged to refer the mother to Buckeye to select a PCP for their newborn. If the mother does not select a PCP after delivery, the mother's PCP will automatically be assigned to the newborn, unless the PCP is not accepting new members, or the provider has age restrictions.

To make a PCP selection for the newborn, members should be referred to:

**Member Services**  
**1-866-246-4358**

All providers are also encouraged to direct the mother to her county caseworker to ensure the newborn is officially deemed eligible for the Buckeye program.

Eligibility for newborns whose mothers are Buckeye members on the date of delivery are effective on the date of birth.

Frequently, Buckeye receives a claim(s) for a newborn prior to the state sending the members' eligibility information.

Buckeye is committed to researching the newborn claims that are received to ensure that a claim is NOT denied for eligibility when the newborn is a Buckeye member.

The following guidelines are adhered to by Buckeye to ensure that newborn claims do not deny for payment:

1. When the claims department receives a claim, the members' eligibility is verified. If no member eligibility is found, the claim is pended for 120 days. The claims department will verify eligibility each day until the member information is received from the state.

2. If after 120 days there is still no record of the member information, then the claims department will notify the Eligibility Specialist.
3. The Eligibility Specialist will contact the state to obtain the information on the member.
4. At that time one of the following actions will be taken:
  - If the member is eligible with Buckeye, then the Eligibility Specialist will enter the member information manually and instruct the claims department to process the claim.
  - If the member is NOT eligible with Buckeye, then the Eligibility Specialist will instruct the claims department to return the claim with a notice of member ineligibility.

## Domestic Violence

Buckeye's members may include individuals at risk for becoming victims of domestic violence. Thus, it is especially important that providers are vigilant in identifying these members. Member Services can help members identify resources to protect them from further domestic violence. Providers should report all suspected domestic violence.

For Ohio residents, you may refer victims of domestic violence to the Ohio Domestic Violence Network hotline, at 1-800-934-9840 for information about local domestic violence programs and shelters within the State of Ohio. The Ohio Domestic Violence Network help line operates 24 hours a day.

State law requires reporting by any person if he or she has "reasonable cause to believe that a child has been subjected to child abuse or acts of child abuse". Such reporting can be done anonymously. Report any injuries from firearms and other weapons to the police. Report any suspected child abuse or neglect immediately to Children's Services in the county in which the child lives or was abused.

The Ohio Department of Job and Family Services has launched 855-O-H-CHILD (855-642-4453), an automated telephone directory that will link callers directly to a child welfare or law enforcement office in their county.

## ADVANCE DIRECTIVES

Buckeye is committed to ensuring that its members know of and can avail themselves of their rights to execute Advance Directives. Buckeye is equally committed to ensuring that its providers and staff are aware of and comply with their responsibilities under federal and state law regarding Advance Directives.

Any provider delivering care to Buckeye members must ensure **adult** members over the age of 18 years receive information on Advance Directives and are informed of their right to execute Advance Directives. Providers **must** document such information in the permanent medical record.

Buckeye recommends to its providers that:

- The first point of contact in the PCP's office should ask if the member has executed an Advance Directive. The member's response should be documented in the medical record.
- If the member has executed an Advance Directive, the first point of contact should ask the member to bring a copy of the Directive to the PCP's office and document this request.
- An Advance Directive should be included as a part of the member's medical record.
- If an Advance Directive exists, the provider should discuss potential medical emergencies with the

member and/or family member/significant other (if named in the Advance Directive and if available) and with the referring provider, if applicable. Discussion should be documented in the medical record.

- If an Advance Directive has not been executed, the first point of contact within the office should ask the member if they desire more information about Advance Directives. If the member requests further information, Member Advance Directive education/information should be provided.

Member Services, Care Management and Member CONNECTIONS representatives will assist members with questions regarding Advance Directives. **However, no employee of Buckeye may serve as witness to an Advance Directive, or as a member's designated agent or representative.**

Buckeye's Quality Improvement Department may monitor compliance with this provision during initial office site visits and as scheduled thereafter.

If you have any questions, regarding Advance Directives, contact:

**Medical Management Department  
1-866-246-4359**

### **Provider Assistance with Public Health Services**

Buckeye is required to coordinate with public health entities regarding the provision of public health services. Providers must assist Buckeye in these efforts by:

- Complying with public health reporting requirements regarding communicable diseases and/or diseases which are preventable by immunization as defined by state law.
- Assisting in the notification or referral of any communicable disease outbreaks involving members to the local public health entity, as defined by state law.
- Referring to the local public health entity for tuberculosis contact investigation, evaluation, and the preventive treatment of persons whom the member has come into contact.
- Referring to the local public health entity for STD/HIV contact investigation, evaluation, and preventive treatment of persons whom the member has come into contact.
- Referring for Women, Infant and Children (WIC) services and information sharing as appropriate.
- Assisting in the coordination and follow-up of suspected or confirmed cases of childhood lead exposure.

### **CLINICAL PRACTICE AND PREVENTIVE HEALTH GUIDELINES**

<https://www.buckeyehealthplan.com/providers/quality-improvement/practice-guidelines.html>

Preventive and Clinical Practice guidelines are based on the health needs and opportunities for improvement identified as part of the Quality Assurance Program Improvement (QAPI) program. Whenever possible, Buckeye adopts preventive and clinical practice guidelines that:

- are published by nationally recognized organizations or government institutions as well as state-wide

- collaborative and/or a consensus of health care professionals in the applicable field
- consider member needs; and
- are reviewed at a minimum of every two years by Buckeye's Quality Improvement Committee.

Buckeye provides annual notice of these guidelines via fax, website, and/or mail.

To request a copy of any guideline, please contact Buckeye at 1-866-246-4358.

## NON-COMPLIANT MEMBERS

There may be instances when a PCP feels that a member should be removed from his or her panel. All requests to remove a member from a panel must be made in writing, contain detailed documentation, and must be directed to:

**Buckeye Member Services Department**  
**4349 Easton Way Suite 400**  
**Columbus OH 43219**  
**1-866-246-4358**  
**Fax: 1- 866-719-5435**

Upon receipt of such request, staff may:

- Interview the provider or his/her staff that are requesting the disenrollment, as well as any additional relevant providers
- Interview the member
- Review any relevant medical records
  - An example of a reason that a PCP may request to remove a member from their panel could include, but not be limited to:

A member is disruptive, unruly, threatening, or uncooperative to the extent that the member seriously impairs the provider's ability to provide services to the member or to other members and the member's behavior is not caused by a physical or behavioral condition.

A PCP should *never* request a member be dis-enrolled for any of the following reasons:

- *Adverse change in the member's health status or utilization of services which are medically necessary for the treatment of a member's condition.*
- *Based on the member's race, color, national origin, sex, age, disability, political beliefs, or religion.*
- *Previous inability to pay medical bills or previous outstanding account balances prior to the member's enrollment in the Program.*

## CULTURAL COMPETENCY AND LINGUISTIC SERVICES

Cultural Competency requires the tailoring of services and supports to meet the unique social, cultural, and linguistic needs of your patient.

Studies show that culturally diverse groups, those with limited English proficiency, and people with disabilities experience inadequate access to care, lower quality of care, and poorer health outcomes.

To help mitigate this reality, Buckeye maintains a Cultural Competency Plan that monitors the availability of the following services at the health plan and provider level:

- Language Services
- Transportation services; and
- Reasonable accommodations for members with disabilities to access services and/or facilities.

In addition, Buckeye and participating Providers share responsibility for:

- Informing members of the availability of cultural, linguistic and disability access services, at no cost to Medicaid members
- Providing diversity and cultural competency training to all staff; and
- Promoting a culturally, linguistically and disability diverse workforce that reflects the diversity of its members.

Cultural competency information as well as languages spoken by office location will be collected in ODM's Provider Network Management (PNM) system and will be utilized to populate ODM's centralized provider directory. Additionally, this information for credentialed providers will be transmitted to the managed care organizations on a weekly basis for them to align their directories with the information contained in the PNM.

## **Language Services**

Effective communication with members who have limited English proficiency or who are deaf, hard of hearing, or speech disabled is crucial to ensuring better health outcomes.

When working with an interpreter, the American Academy of Family Physicians recommends that practitioners:

- Use professional interpreters rather than family and friends
- Speak directly to the member rather than the interpreter
- Keep sentences short and pause to allow time for interpretation

## **Accommodating People with Disabilities**

The Americans with Disabilities Act (ADA) defines a person with a disability as:

A person who has a physical or mental impairment that substantially limits one or more major life activity, and includes people who have a record of impairment, even if they do not currently have a disability, and individuals who do not have a disability, but are regarded as having a disability.

People with disabilities are entitled, by law, to fair and equal access to healthcare services and facilities. Buckeye ensures equal access in partnership with participating providers by maintaining an ADA Plan. The ADA Plan monitors the following:

- Physical accessibility of Provider offices
- Quality of the health plan's free transportation services
- Complaints related to the Health Plan and/ or Provider's failure to offer reasonable accommodations to members with a disability

Accommodations for people with disabilities include, but are not limited to:

- Physical accessibility
- Accessible medical equipment (e.g., examination tables and scales)
- Policy modification (e.g., to permit use of service animals)
- Effective communication (e.g., minimize distractions and stimuli for members with intellectual and developmental disabilities).

## Resources

Please contact Provider Services at 1-866-296-8731 for language or transportation services.

## MEMBER SERVICES

Buckeye is committed to providing members with information about the health benefits that are available to them through the Buckeye program. Buckeye encourages members to take responsibility for their health care by providing them with basic information to assist them with making decisions about their healthcare choices.

Buckeye has developed targeted programs to address the needs of its members. Members may attend classes, receive specific disease management bulletins and treatment updates, appointment reminder cards, and informational mailings.

### MemberConnections™ Program

The MemberConnections™ Program provides a link between the member, PCP and Buckeye. Buckeye recognizes the special needs of the population it serves. In response to these special needs, the MemberConnections™ program has been developed to address the challenges in member outreach, member education, and in member's understanding of the managed care health system.

The MemberConnections™ program is an innovative community outreach program adopted by Buckeye. Representatives reach out to members providing them with basic information to assist them with understanding their available health benefits, and to understand how to access those healthcare benefits in an appropriate manner.

MemberConnections™ representatives will:

- Contact new members by telephone to welcome them to Buckeye.
- Educate members on Buckeye benefits including (but not limited to): Transportation, NurseWise®, Pharmacy, and using Care Management to increase health awareness and prevention.
- Actively collaborate with Care Managers to identify the needs of members to be assessed at the time of referral. The Connections Representative will complete and/or educate members regarding:
  - o Non-Emergency Transportation NET
  - o Tokens/Travel training program
  - o PCP selection and appointments
  - o Assistance with transportation options as needed
  - o Connections Plus/Caring Voices telephones
  - o Participate in community activities centered on health education.

Watch for activities that MemberConnections™ may be hosting in the Buckeye provider mailings. Participating Buckeye providers may contact the Member Services Department or Care Management at 1-866-246-4358 to

request a home visit be completed when a Buckeye member is found to be non-compliant, (i.e., medical appointments), with recommended medical treatment or has been identified as high-risk factors (i.e., frequent emergency room visits for routine medical care) which could negatively impact the member's health status.

## **Member Materials**

Members will receive various pieces of information from Buckeye through mailings and through face-to-face contact. These materials are printed in English and Spanish and can be requested in Spanish or other languages identified by the state. These materials include:

- Transportation Information
- Targeted Disease Management Brochure
- Provider Directory
- NurseWise® information
- Emergency Room Information
- Member Handbook, which includes:
  - o Benefit information, i.e., pharmacy network information, transportation information
  - o Member rights and responsibilities

Providers interested in receiving any of these materials may contact:

**Buckeye Provider Services**  
1-866-296-8731

## **MEMBER RIGHTS & RESPONSIBILITIES**

### **Member Rights**

Buckeye expects providers to respect and honor members' rights, including the right to:

- Receive information about Buckeye, its services, its providers.
- Be treated with respect and with due consideration for his or her dignity and privacy, including but not limited to the right to fully participate in the community and to work, live and learn to the fullest extent possible.
- Receive information on available treatment options and alternatives that are presented in a manner that the member is able to understand.
- Participate in decisions about their healthcare. This includes the right to refuse treatment.
- A right to get care right away for an Emergency Medical Condition.
- A right to decide about their healthcare and to give permission before the start of diagnosis, treatment, or surgery.
- Request and receive a copy of his or her medical records, and to request that they be amended or corrected.
- A right to have the personal information in medical records kept private.
- A right to report any complaint or grievance about a provider or their medical care.



- A right to file an appeal of an action that reduces or denies services based on medical criteria.
- A right to express a concern or appeal to the Ombudsman’s office.
- A right to receive interpretation services.
- A right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- A right to not be discriminated against due to race, color, national origin or health status or the need for healthcare services.
- A right to request a second opinion.
- A right to be notified at the time of enrollment and annually of disenrollment rights.
- A right to make an Advance Directive and to file a complaint with the Ohio DHS if they feel it is not followed.
- A right to choose a provider who gives care whenever possible and appropriate.
- A right to receive accessible healthcare services equivalent in amount, duration, and scope to those provided under Medicaid FFS and sufficient in amount, duration, and scope to be reasonably expected to achieve the purpose for which the services are furnished
- A right to receive appropriate services not denied or reduced solely because of diagnosis, type of illness or medical condition.
- Freedom to exercise the rights described herein without any adverse effect on the treatment by the Ohio Department of Human Services, Buckeye, its providers, or contractors.
- A right to receive all written member information from Buckeye:
  - At no cost to the member.
  - In the prevalent non-English languages of members in the service area.
  - In other ways, to help with the special needs of members who may have trouble reading the information for any reason.
- A right to receive oral interpretation services free of charge for all non-English languages, not just those identified as “prevalent” and how to access them.
- A right to get help from both Ohio Department of Human Services and its Enrollment Broker in understanding the requirements and benefits of Buckeye.

## **Member Responsibilities**

Members have certain responsibilities to:

- Inform Ohio Department of Human Services of changes in family size.
- Inform Ohio Department of Human Services if the member moves out of the Region, out-of-state or have other address changes.
- Inform Buckeye if the member obtains or has health coverage under another policy, other third party, or if there are changes to that coverage.
- Allow Buckeye direct access (not via vendor) to medical records for the purpose of data collection initiatives, such as HEDIS and other contractual, regulatory, or other programs.

- Take actions toward improving their own health, their responsibilities and any other information deemed essential by Buckeye.
- Keep appointments and follow-up appointments.
- Access preventive care services.
- Receive Information on any of cost-sharing responsibilities.
- Learn about Buckeye coverage provisions, rules, and restrictions.
- Choose a PCP.
- Treat providers and staff with dignity and respect.
- Inform Buckeye of the loss or theft of a member ID card.
- Present member ID card(s) when using healthcare services.
- Call or contact Buckeye to obtain information and have questions clarified.
- Provide providers with accurate and complete medical information.
- Follow prescribed treatment of care recommended by a provider or let them know the reason(s) treatment cannot be followed, as soon as possible.
- Ask questions of providers to determine the potential risks, benefits, and costs of treatment alternatives and make care decisions after weighing all factors.
- Understand health problems and participate in developing mutually agreed upon treatment goals with their provider to the highest degree possible.
- Make their PCP aware of all other providers who are treating them. This is to ensure communication and coordination in care. This also includes Behavioral Health Providers.
- Follow the grievance process established by Buckeye (and as outlined in the Member Handbook) if there is a disagreement with a provider.

## SPECIAL SERVICES TO ASSIST WITH MEMBERS

Buckeye has designed its programs and trained its staff to ensure that each day individuals' cultural needs are considered in carrying out its operations. Providers should remain cognizant of the diverse Buckeye population. Member's needs may vary depending on their gender, ethnicity, age, beliefs, etc. We ask that you recognize these needs in serving your patients. Buckeye is always available to assist your office in providing the best care possible to your patients.

There are several services that are also available to your patients to assist with their everyday needs. Please see the description below.

### Transportation

For ambulance services, a member or member representative can call Buckeye at 1-866-246-4358, at least 24-hours in advance. For ambulette (wheelchair) or ambulatory transportation, a member or a member representative can call TMS at 1-866-531-0615 to request a ride to a healthcare appointment, at least 48 hours in advance except for urgent appointments. Urgent appointments will be verified with the provider before the transportation is scheduled. Members must provide their name, home address, home phone number or contact number, the date of the appointment, time, location of appointment and whether it is a regularly scheduled

appointment or an urgent care appointment. The member must also inform the member services representative if a return ride is needed. It is important to inform the member services representative if extra riders are accompanying the member to the appointment, as these requests may not always be granted.

## **Interpreter/Translation Services**

As a provider for Buckeye, please remember that it is your obligation to identify any Buckeye member who requires translation, interpretation, or sign language services. Buckeye will pay for these services whenever you need them to effectively communicate with a Buckeye member. Buckeye members are not to be held liable for these services. To arrange for any of the above services, please call the Buckeye Provider Services Department at 1-866-296-8731.

Buckeye is committed to ensuring that staff and subcontractors are educated about, remain aware of, and are sensitive to the linguistic needs and cultural differences of its members. To meet this need, Buckeye is committed to the following:

- Having individuals available who are trained professional interpreters for Spanish and American Sign Language, and who will be available on site or via telephone to assist providers with discussing technical, medical, or treatment information with members as needed.
- Providing Language Line services that will be available 24 hours a day, seven (7) days a week in 140 languages to assist providers and members in communicating with each other when there are no other translators available for the language.
- In-person Interpreter services are made available when Buckeye is notified in advance of the members scheduled appointment to allow for a more positive encounter between the member and provider. Telephonic services are available for those encounters involving urgent/emergent situations, as well as non-urgent/emergent appointments as requested.
- Providing TTY access for members who are hearing impaired through the Ohio Relay service at 1-800-750-0750 Buckeye's medical advice line, NurseWise®, provides 24-hour access, seven days a week for interpretation of Spanish or the coordination of non-English/Spanish needs via the Language Line.
- Providing or making available Buckeye Member Services and Health Education materials in alternative formats as needed to meet the needs of the members, such as audio tapes or language translation. Alternative methods must be requested by the member or designee.

To access interpreter services, contact Provider Services at 1-866-296-8731.

Providers must call Provider Services if interpreter services are needed. Please have the member's ID number, date/time service is requested and any other documentation that would assist in scheduling interpreter services.

## **Nurse Advice Line**

Our members have many questions about their health, their primary care provider and access to emergency care. Our health plan offers a nurse triage service to encourage members to talk with their physician and to promote education and preventive care.

NurseWise® is our 24-hour nurse line available for your patients. The Registered Nurses provide basic health education, nurse triage and answer questions about urgent or emergency access, all day long. The staff often answers questions about pregnancy and newborn care. In addition, members with chronic problems, like asthma or diabetes, are referred to care management for education and encouragement to improve their health.

Members may request information about providers and services available in your community after the health plan is closed. Providers can verify eligibility any time of the day. The NurseWise® staff is conversant in both English and Spanish and can offer the Language Line for additional translation services. The nurses document their calls using Barton Schmitt, M.D. and David A. Thompson, M.D. protocols in a web-based data system. These protocols are widely used in nurse call centers and have been reviewed and approved by physicians from around the country.

We provide this service to support your practice and offer our members access to an RN every day. If you have any additional questions, please call Member Services or NurseWise® at 1-866-246-4358 and follow the prompt for 'Nurse' or TDD/TTY: 1-800-750-0750.

### **Transportation Services for Members Enrolled in OhioRISE**

The MCO must arrange and provide transportation for members who are enrolled with the OhioRISE plan in a manner that ensures that children, youth, and their families served by the OhioRISE plan do not face transportation barriers to receive services regardless of Medicaid payer. The MCO is responsible for arranging transportation in cases where transportation of families, caregivers, and sibling(s) (other minor residents of the home) when needed to facilitate the treatment needs of the member and their family.



# Section V - Provider Enrollment, Credentialing & Contracting

## PROVIDER ENROLLMENT

Ohio Department of Medicaid

### Overview

- Pursuant to 42 Code of Federal Regulations (CFR) 438.602, the Ohio Department of Medicaid (ODM) is required to screen, enroll, and revalidate all managed care organization (MCO) network providers. This provision does not require MCO network providers to render services to fee-for-service (FFS) beneficiaries.
- There are many resources available on the Ohio Department of Medicaid website about the requirements to become a participating provider. Please visit <https://medicaid.ohio.gov/wps/portal/gov/medicaid/resources-for-providers/enrollment-and-support/enrollment-and-support> for several useful documents that answer relevant questions.
- Organizational provider types will be required to pay a fee. The fee does not apply to individual providers and practitioners or practitioner groups. The fee is a federal requirement described in 42 CFS 445.460 and in OAC 5160-1-17.8. The fee for 2023 is \$688 per application and is not refundable. The fee will not be required if the enrolling organizational provider has paid the fee to either Medicare or another state Medicaid agency within the past five years. However, Ohio Medicaid will require that the enrolling organizational providers submit proof of payment with their application. (See OAC 5160-1-17.8)

## Termination, Suspension, or Denial of ODM Provider Enrollment

- For a list of termination, suspension and denial actions initiated by the state against a provider or applicant that allow for hearing rights, please refer to Ohio Revised Code 5164.38.
- For a list of termination, suspension and denial actions initiated by the state Medicaid agency against a provider or applicant that allow for reconsideration, please refer to Ohio Administrative Code 5160-70-02.

## Loss of Licensure

- In accordance with Ohio Administrative Code 5160-1-17.6, a Medicaid provider agreement will be terminated when any license, permit, or certification that is required in the provider agreement or department rule has been denied, suspended, revoked, not renewed or is otherwise limited and the provider has been afforded the opportunity for a hearing in accordance with the hearing process established by the official, board, commission, department, division, bureau, or other agency of state or federal government.

## Enrollment and Reinstatement After Termination or Denial

- If a provider's Medicaid provider agreement is terminated or an applicant's application is denied, the applicant/provider should contact Ohio Medicaid via the Provider Enrollment Hotline (800-686-1516) to discuss the requirements to reapply. This process may include conversations with the ODM Compliance unit who will provide specific instruction on re-instatement requirements, if applicable.

## Provider Maintenance

- The PNM system serves as the source of truth for provider data for ODM and the MCOs. As a result, data in the PNM is used in both the plan's provider directory and ODM provider directory. To ensure provider information remains current it is important for providers to keep their information up to date in the PNM. Please remember, as an ODM provider and in accordance with your provider agreement, providers are responsible to notify ODM of changes within 30 days (see OAC 5160-1-17.2 F).
  - **Updating the PNM:** When there is a change in a provider's information, please log in to the PNM system, choose the provider you are editing, and click the appropriate button to begin an update. Self-service functions include location changes, specialty changes, and key demographic (e.g., name, NPI, etc.) changes. This information is sent to the MCOs on a daily basis for use in their individual directories. The provider must update their information in the PNM system first. The MCOs are required to direct providers back to the PNM if there are changes.

## ODM Provider Call Center

If you have questions or need assistance with your Ohio Medicaid provider enrollment, call the ODM Integrated Helpdesk at 800-686-1516 through the interactive voice response (IVR) system. It provides 24 hour, 7 days a week access to information regarding provider information. Provider representatives are available via the IVR system weekdays from 8:00 a.m. through 4:30 p.m.

## Helpful Information

- **Medicaid Provider Resources**  
<https://medicaid.ohio.gov/wps/portal/gov/medicaid/resources-for-providers/enrollment-and-support/enrollment-and-support>
- **Federal guidelines for enrollment and screening (42 CFR 455 Subpart E)**  
<https://www.law.cornell.edu/cfr/text/42/part-455/subpart-E>
- **Ohio Revised Code**  
<https://codes.ohio.gov/ohio-revised-code/chapter-5160>  
<https://codes.ohio.gov/ohio-revised-code/chapter-3963>
- **Ohio Administrative Code**  
<https://codes.ohio.gov/ohio-administrative-code/5160>

## Enrollment Guidelines for Buckeye Providers

Buckeye providers must adhere to enrollment/marketing guidelines as outlined by Ohio Department of Medicaid (ODM).

Those guidelines include the following:

### Providers cannot:

- Influence a member to choose one health plan over another
- Influence a member based upon reimbursement rates or methodology used by a particular plan

### Providers may:

- Stock and distribute to Buckeye members only state approved Buckeye member educational materials
- Inform the members of hospital services, specialists, or specialty care available in the Buckeye Plan
- Assist a member in contacting Buckeye to determine if a particular specialist or service is available
- Only directly contact Buckeye members with whom they have an established relationship
- Encourage pregnant Buckeye members to select a physician for their baby before the baby is born

## PROVIDER CONTRACTING

Buckeye Health Plan

Our members value the quality of the network providers we offer. The Buckeye Contracting Team's goal is to help you complete this process quickly and easily.

Upon initiating your enrollment application through the Ohio Department of Medicaid Provider Network Management (PNM) system, please follow the step-by-step instructions listed below to submit your contract request to join our network of participating providers.

1. Access our provider pages of the website at <https://www.buckeyehealthplan.com/providers.html>
2. Select the "Become a Provider" in the left menu options.
3. On the Become a Provider page, select the blue 'access forms and information' link in the Joining our Network section.
4. On the Join Our Network page, you will answer a series of questions –
5. Select What type of provider are you? Click on Solo, Independent, Group or Facility

6. If selecting Group or Facility, please respond to the next question as “I do not have a contract and want to apply” option
7. Next, select the Networks or Services you wish to contract for: Behavioral, Medical or Waiver
8. Complete the boxes with demographic information. To prevent delays, please provide complete information.
9. Complete the forms listed below and upload. (Click on each form link, complete the form online, save them to your computer, then upload the completed forms.)
  - Contract Services Form
  - Disclosure of Ownership Form
  - W-9
10. Select ‘Submit’ to submit your Join Our Network (JON) form.

If any additional information is required or missing in order to complete the contract request, a Buckeye contract representative will reach out to you.

Upon approval, your contract information will be loaded into our internal systems as a participating provider. Please allow 30 to 45 days for the loading process to be completed.

### **Sample Provider Agreement**

The Provider Manual will be updated with additional details around the ODM NextGen contract as they become available.

### **Medicaid Addendum**

The ODM Medicaid Addendum supplements the Base Contract or Agreement between the managed care organization and provider and runs concurrently with the terms of the Base Contract or Agreement. The Addendum is limited to the terms and conditions governing the provision of and payment for health services provided to Medicaid members. Attachments are only needed when providers are offering different services or practitioners through this plan contract than are identified in the PNM system. Attachment A is needed for all PCPs to identify the providers’ capacity and service location. Attachment A is also required when a provider has specific practitioner affiliates identified in the PNM who are agreeing to provide services under this plan contract. Attachment C is only required when the contract between the managed care entity and the provider includes particular specialties rather than all specialties the provider identified in the PNM system.

The most current Medicaid Addendum is posted on the ODM website here:

<https://medicaid.ohio.gov/wps/portal/gov/medicaid/resources-for-providers/managed-care/mc-policy/managed-care-program-appendix/managed-care-program-addenda>

The addendum must be completed along with the MCO provider contract.

### **Termination, Suspension, or Denial of Contract**

- Providers should refer to their Buckeye contract for specific information regarding termination and suspension.
- Providers will receive a letter of notification regarding denial of contract.



## **Out-of-state Providers/Non-contracted Providers**

Physicians, other licensed health professionals, facilities, and ancillary providers contract directly with Buckeye for payment of covered services. If you are an out-of-network provider seeking payment for claims for emergency, post-stabilization, and any other services authorized by Buckeye, please review these guidelines below. For detailed information, please call Buckeye's Provider Services Department at 1-866-296-8731.

It is important that providers ensure Buckeye has accurate billing information on file. Please provide accurate information as follows:

- Provider name (as noted on his/her current W-9 form)
- Physical location address
- Billing name and address (if different)
- Tax Identification Number

Claims eligible for payment must meet the following requirements:

- The member is eligible on the date of service
- The service provided is a covered benefit under the member's contract on the date of service; and
- Referral and prior authorization processes were followed unless the service was an emergency service.

Payment for service is contingent upon the service being provided to treat an emergency, or the service was compliant with referral and prior authorization policies and procedures, as well as the billing guidelines.

## **Single Case Agreement and Out of Network Provider Agreement**

Single Case Agreements and Out of Network Provider Agreements will include details that inform the provider their information will be submitted to ODM to be entered in the Provider Network Management (PNM) system.

## **Plan Provider Call Center**

If you have questions or need assistance with your Buckeye enrollment, call Provider Services at 1-866-296-8731. Provider representatives are available Monday – Friday 7 a.m. - 8 p.m. EST.

## CREDENTIALING/RE-CREDENTIALING PROCESS

### Ohio Department of Medicaid

- ODM is responsible for credentialing all Medicaid managed care providers. The credentialing and recredentialing processes are paired with enrollment and revalidation, respectively, in the Provider Network Management system. This process adheres to National Committee for Quality Assurance (NCQA) and CMS federal guidelines for both processes and the types of providers who are subject to the credentialing process.
- Please note, you are not able to render services to Medicaid members until you are fully screened, enrolled, and credentialed (if required) by Ohio Medicaid. For a complete list of provider types that require credentialing, please refer to Ohio Administrative Code (OAC) rule 5160-1-42.
- For individual providers, the general guidance is that licensed providers who can practice independently under state law are required to go through this process. Medical students, residents, fellows, and providers who practice strictly in an inpatient setting are exempt from credentialing. It is recommended that you begin the contracting process with each managed care organization (MCO) you wish to participate with while you are enrolling and being credentialed at ODM, in order to be able to render services as of your effective date. While the credentialing process is being centralized at the state Medicaid level, you are still required to contract with the MCOs.
- When you submit your initial application to be an Ohio Medicaid provider, you can designate managed care organization interest in the PNM system. Once your application is submitted, demographic data for your provider is transmitted automatically to the MCOs so they can start contracting with you.



## Section VI – Covered Services

Buckeye is required to provide specific medically necessary services to its members. The following list provides an overview of Medicaid benefits. Please refer to the current Medicaid Provider Manual and ODM Bulletins for a more inclusive listing of limitations and exclusions. These services include, but may not be limited to:

- Acupuncture for pain management of headaches and lower back pain
- Ambulance and ambulette transportation
- Behavioral Health Services (including mental health and substance use disorder treatment services)
- Certified nurse midwife services
- Certified nurse practitioner services
- Chiropractic (back) services
- Dental services ((includes two child and adult periodic oral exams and cleanings per year)
- Developmental therapy services for children aged birth to six years
- Diagnostic services (x-ray, lab)
- Durable medical equipment
- Emergency services
- Family planning services and supplies
- Federally Qualified Health Center or Rural Health Clinic services
- Home health services
- Hospice care (care for terminally ill, e.g., cancer patients)
- Inpatient hospital services
- Medical supplies
- Nursing facility services for a short-term rehabilitative stay
- Obstetrical (maternity care - prenatal and postpartum including at risk pregnancy services) and gynecological services
- Outpatient hospital services
- Physical and occupational therapy
- Physical exam required for employment or for participation in job training programs if the exam is not provided free of charge by another source
- Podiatry (foot) services
- Prescription drugs, including certain prescribed over-the-counter drugs
- Preventive mammogram (breast) and cervical cancer (pap smear) exams
- Primary care provider services
- Renal dialysis (kidney disease)
- Services for children with medical handicaps (Title V)
- Shots (immunizations)
- Specialist services
- Speech and hearing services, including hearing aids
- Telehealth Services
- Vision (optical) services, including eyeglasses and contact lenses
- Well-child (Healthchek) exams for children under the age of 21
- Yearly well adult exam

Buckeye is not required to cover behavioral health services for members enrolled in the OhioRISE Plan, except for certain behavioral health services in accordance with the OhioRISE Mixed Services Protocol developed by ODM.

Buckeye is not required to cover pharmacy services other than the limited pharmacy services described in this manual. All other pharmacy benefits are covered by ODM's single pharmacy benefit manager (SPBM).

## **TRANSPORTATION**

Buckeye provides round trip coverage for covered services 30+ miles away. In addition, Buckeye offers up to 30 round-trip visits (60 one-way trips) per member per 12-month period to covered healthcare/dental appointments, WIC appointments, and redetermination appointments with their County Department of Job and Family Services (CDJFS) caseworker, as well as pharmacies following a doctor appointment. Members can call directly 48 hours (two business days) in advance at 1-866-246-4358 (TDD/TTY: 1-800-750-0750) to schedule transportation.

Ambulance Services - a member or member representative can call Buckeye at 1-866-246-4358, at least 24-hours in advance.

Ambulette (wheelchair) or ambulatory transportation - a member or a member representative can call TMS at 1-866-531-0615 to request a ride to a healthcare appointment, at least 48 hours in advance except for urgent appointments.

Urgent appointments - will be verified with the provider before the transportation is scheduled.

Members must provide their name, home address, home phone number or contact number, the date of the appointment, time, location of appointment and whether it is a regularly scheduled appointment or an urgent care appointment.

The member must also inform the member services representative if a return ride is needed. It is important to inform the member services representative if extra riders are accompanying the member to the appointment, as these requests may not always be granted.

### **Transportation services for members enrolled in OhioRISE**

The MCO must arrange and provide transportation for members who are enrolled with the OhioRISE plan in a manner that ensures that children, youth, and their families served by the OhioRISE plan do not face transportation barriers to receive services regardless of Medicaid payer. The MCO is responsible for arranging transportation in cases where transportation of families, caregivers, and sibling(s) (other minor residents of the home) is needed to facilitate the treatment needs of the member and their family.

## **24/7 NURSE ADVICE LINE**

When our members have questions about their health, their primary care provider, and/or access to emergency care, we are here for them. Buckeye offers a 24/7 Nurse Advice Line service to encourage members to talk with their physician and to promote education and preventive care.

Registered nurses provide basic health education, nurse triage, and answer questions about urgent or emergency access. The staff often answers basic health questions but is also available to triage more complex health issues using nationally recognized protocols. Members with chronic problems, like asthma or diabetes, are referred to case management for education and encouragement to improve their health.

We provide this service to support your practice and offer our members access to a registered nurse daily. If you have any additional questions, please call Provider Services or the Nurse Advice Line.

## **REWARDS PROGRAM**

The goal of Buckeye's rewards program is to increase appropriate utilization of preventive services by rewarding members for healthy behaviors. The program encourages members to regularly access preventive services and promotes personal responsibility for the member's own healthcare.

**My Health Pays™ Rewards** program is offered to members in the Buckeye. My Health Pays™ rewards members with a pre-paid debit card to purchase healthcare items, such as over-the-counter medications that they might otherwise not be able to afford. Preventive services that may qualify for rewards through the program include completion of annual well visits, certain disease-specific screenings, and completion of prenatal and postpartum care.

## **CELL PHONE PROGRAM**

The cell phone program is where Buckeye connects qualifying high-risk members with access to a government phone benefit program. Members who qualify receive a pre-programmed cell phone with limited use. Members may use this cell phone to call their case manager, PCP, specialty physician, the 24/7 Nurse Advice Line, 911, or other members of their healthcare team.

## **MEMBERCONNECTIONS™ PROGRAM**

The MemberConnections™ Program provides a link between the member, PCP and Buckeye. Buckeye recognizes the special needs of the population it serves. In response to these special needs, the MemberConnections™ program has been developed to address the challenges in member outreach, member education, and in member's understanding of the managed care health system.

The MemberConnections™ program is an innovative community outreach program adopted by Buckeye. Representatives reach out to members providing them with basic information to assist them with understanding their available health benefits, and to understand how to access those healthcare benefits in an appropriate manner.

## **CARE COORDINATION & DISEASE MANAGEMENT**

As a part of Buckeye's services, disease management programs are offered to members. Components of the programs available include:

- Increasing coordination between medical, social, and educational communities.
- Severity and risk assessments of the population.
- Profiling the population and providers for appropriate referrals to providers.
- Ensuring active and coordinated physician specialist participation.
- Identifying modes of delivery for coordination care services such as home visits, clinic visits, and phone contacts depending on the circumstances and needs of the member and his/her family.
- Increasing the member's and member's caregiver ability to self-manage chronic conditions.
- Coordination with a Buckeye care coordinator for case management services.

For youth enrolled in the OhioRISE program, Buckeye, in collaboration with the OhioRISE care team, will take an active role in the Child and Family Centered Care Plan and Child and Family Team as needed.

The disease management programs target members with selected chronic diseases which may not be under control. The new members are assessed and stratified to accurately assign them to the most appropriate level of intervention. Interventions may include mailed information for low intensity cases, telephone calls and mailings for moderate cases, or include home visits by a health coach for members categorized as high risk.

## **COMMUNITY CONNECTIONS**

Buckeye is at work across Ohio to help meet the needs of our members and the communities we are honored to serve. Where our members work, live and play can affect their health. Challenges like access to healthy food, affordable

housing, childcare, education and living wage jobs can create barriers that drive as much as 80% of health outcomes.

**Buckeye Community Connect** is our comprehensive online directory of social service organizations and resources that meet our members' needs. Through this free database, Buckeye connects users with an ever-growing statewide network of thousands of community partners that can provide local resources and support.

## REFERRALS

As the Medical Home, PCPs should coordinate all healthcare services for Buckeye members. Paper referrals are not required to direct a member to a specialist within our participating network of providers. All out of network services (excluding ER and family planning) require prior authorization. PCPs should track receipt of consult notes from the specialist provider and maintain these notes within the member's medical record.

## EMERGENCY SERVICES

Emergency Care Services must be accessible 24 hours a day, seven days a week. They are provided in a hospital or comparable facility in order to stabilize the member and determine the severity of the condition and the appropriate treatment of acute symptoms.

Members may access emergency services at any time without Prior Authorization from Buckeye.

Emergency services are covered by Buckeye when provided by a qualified provider, including out-of-network providers, and will be covered until the member is stabilized. Any screening examination services conducted to determine whether an emergency medical condition exists will also be covered by Buckeye.

Buckeye will not deny payment for treatment obtained under either of the following circumstances:

- A member had an emergency medical condition, including cases in which the absence of immediate medical attention would not have had the outcomes specified in the definition of emergency medical condition; or
- A representative from the Plan instructs the member to seek emergency services.

Once the member's emergency medical condition is stabilized, Buckeye requires notification for hospital admission or Prior Authorization for follow-up care, as noted elsewhere in this manual.

The PCP plays a major role in educating Buckeye members about appropriate and inappropriate use of hospital emergency rooms.

The PCP is responsible for following up on members who receive emergency care from other providers.

Buckeye is not required to cover services to members outside the United States.

## HEALTHCHEK/EPSDT

Healthchek, otherwise known as the Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) program, is a program of comprehensive preventive health services available to Medicaid recipients from birth through 20 years of age. The program is designed to maintain health by providing early intervention to discover and treat health problems. Healthchek is a preventive program that combines diagnostic screening and medically necessary follow-up care for dental, vision and hearing examinations for eligible Ohio enrollees under the age of 21.

PCPs are required to perform Healthchek Medical Check-ups in their entirety and at the required intervals. All components of exam must be documented and included in the medical record of each Healthchek eligible member.

The frequencies of these visits are as follows:

- Eight Healthchek exams should be provided from birth through 12 months of age. Children should have Healthchek exams at 15, 18, 24, and 30 months of age.
- After 30 months of age, and up to the day prior to the individual's 21st birthday, a Healthchek exam should be provided annually or one per calendar year.

Preventive health is a major principal on which managed care organizations are based, measured, and held accountable. It is the responsibility of Buckeye to encourage eligible covered Medicaid recipients to participate in the State of Ohio's preventive care program, Healthchek. Buckeye will send reminders of the need for a Healthchek examination to all Healthchek eligible members.

For the first birthday, a Healthchek reminder postcard will be sent advising of the two suggested exams before the child turns three.

For ages 2 through 20, reminders will be sent annually based on the month of the birth.

For additional information on the Healthchek program see Ohio Administrative Code Chapter 5160-1-14 or access the State of Ohio website at [www.state.OH.us](http://www.state.OH.us).

Prior authorization requests for members under age 21 for screening, diagnostic and treatment services that go beyond the coverage and limitations are reviewed for medical necessity as defined in OAC 5160-1-01.

### **Newborn Testing**

The Ohio Newborn Screening program requires that all newborns delivered in the State of Ohio be screened for the following disorders, including but not limited to:

- Phenylketonuria (PKU)
- Homocystinuria
- Galactosemia
- Medium-chain Acyl-CoA Dehydrogenase Deficiency
- Sickle Cell Disease
- Maple Syrup Urine Disease
- Isovaleric Acidemia
- Propionic Acidemia
- Methylmalonic Acidemia
- Citrullinemia



- Argininosuccinic Acidemia

If you have additional questions regarding Ohio’s newborn screening requirements, please contact:

**Ohio Department of Health  
Public Health Laboratory  
Newborn Screening Program  
1-888-634-5227 – option 1  
<http://www.odh.ohio.gov>**

## **Blood Lead Screening**

Physicians are required to perform a blood lead screening test on all 12- and 24-month-old Medicaid eligible children, (regardless of zip code or exposure to lead) as stated in the Ohio Administrative Code, rule 3701-30-02.

## **IMMUNIZATIONS**

Children must be immunized during medical checkups according to the EPSDT Routine Immunization Schedule by age and immunizing agent.

Buckeye requires all members under the age of 18 to be immunized by their PCP unless medically contraindicated or against parental religious beliefs.

### **Vaccines for Children (VFC)**

The Vaccines for Children (VFC) program is a federally funded program. It supplies vaccines at no cost to public and private healthcare providers who enroll and agree to immunize eligible children in their medical practice or clinic.

Buckeye PCPs can receive vaccines for immunizations free of charge through the Ohio Department of Health (ODH). You must be enrolled in the Ohio VFC Program and have a provider identification number (PIN) to order vaccines. If you are not enrolled, contact the Ohio Department of Health at 1-800-282-0546 or 614-466-4643 for more information and to enroll.

Buckeye will reimburse for the vaccines in accordance with the current Ohio Medicaid Fee Schedule and will also reimburse an administration fee for each vaccine.

*For additional information about vaccines, vaccine supply, and contraindications for immunization, please visit the Centers for Disease Control and Prevention Website at [www.cdc.gov/vaccines](http://www.cdc.gov/vaccines) or call (800) 232-4636 (English and Spanish).*

## **PHARMACY**

Buckeye is committed to providing appropriate, high-quality, and cost-effective drug therapy to all Buckeye members. Buckeye covers prescription medications and certain over-the-counter medications with a written order from a Buckeye provider. The pharmacy program does not cover all medications. Some medications may require prior authorization, and some may have limitations. Other medically necessary pharmacy services are covered as well.

### **Single Pharmacy Benefit Manager (SPBM)**

The Single Pharmacy Benefit Manager (SPBM) is a specialized managed care program operating as a prepaid ambulatory health plan (PAHP) that will provide pharmacy benefits for the entire Medicaid managed care population (excluding

MyCare Ohio members). ODM selected Gainwell Technologies to serve as the SPBM. An additional integral component to the new pharmacy model is the Pharmacy Pricing and Audit Consultant (PPAC), which will conduct actual acquisition cost surveys, cost of dispensing surveys, and perform oversight and auditing of the SPBM. ODM has selected Myers and Stauffer, LC as the PPAC vendor.

The SPBM will consolidate the processing of pharmacy benefits and maintain a pharmacy claims system that will integrate with the Ohio Medicaid Enterprise System (OMES), new MCOs, pharmacies, and prescribers. The SPBM also will work with pharmacies to ensure member access to medications, supporting ODM's goals of providing more pharmacy choices, fewer out-of-network restrictions, and consistent pharmacy benefits for all managed care members. SPBM will also reduce provider and prescriber administrative burden, by using a single set of clinical policies and prior authorization procedures, as well as a single pharmacy program point of contact for all members.

All Medicaid managed care members will be automatically enrolled with the SPBM under a 1915(b) waiver. Additionally, Gainwell Technologies will be required to contract with all enrolled pharmacy providers that are willing to accept the SPBM contract terms, resulting in a broad pharmacy network that will ensure access for all members statewide.

SPBM will provide coverage for medications dispensed from contracted pharmacy providers. Provider-administered medications supplied by non-pharmacy providers (such as hospitals, clinics, and physician practices) will continue to be covered by the MCOs or the OhioRISE plan, as applicable.

For more information about the SPBM or PPAC initiatives, please email: [MedicaidSPBM@medicaid.ohio.gov](mailto:MedicaidSPBM@medicaid.ohio.gov) or visit the SPBM website.

### **Unified Preferred Drug List (PDL)**

The Preferred Drug List (PDL) is the list of drugs covered by Buckeye. The Ohio Department of Medicaid, in partnership with the Medicaid managed care plans (MCPs), has created a unified preferred drug list (UPDL). All Ohio Medicaid MCOs will prefer the same medications and use the same prior authorization criteria for the majority of drug categories. This unified list of drugs will help you know which drugs are covered with or without prior approval. Prior approval is also called prior authorization.

Providers may refer to the [ODM Pharmacy website](#) under "Unified PDL" for more information and to view the UPDL document. Providers may also refer to Gainwell Technologies (the SPBM) portal for more information: <https://spbm.medicaid.ohio.gov>.

### **Prior Authorization**

Providers may determine if a prior authorization is required by reviewing the Unified Preferred Drug List (UPDL) located on the [ODM Pharmacy website](#) or Gainwell's portal, <https://spbm.medicaid.ohio.gov>.

The UPDL may also be utilized to review the criteria that must be met in order for a prior authorization to be approved. When a PA is required, it must be submitted to and approved by Gainwell before the medication is dispensed. A PA must be submitted by the prescribing provider or an authorized member of the prescribing provider's staff.

These requests can be submitted utilizing general and drug-specific prior authorization forms specified by Ohio Department of Medicaid (ODM) which will be available via the Gainwell public portal at <https://spbm.medicaid.ohio.gov> or fax-on-demand.

## BENEFIT MANAGER

### Dental Services

Buckeye's dental services include two periodic oral exams and cleanings per year.

Dental benefits are provided through Envolve Health who maintains a quality network of licensed providers. In addition, they also process claims for dental services.

To access Envolve Health for provider inquiries, please call 1-844-464-5634 or visit their website at <https://www.envolvehealth.com/>

### Vision Services

Buckeye provides annual eye exams for children AND adults. Eyeglasses are provided annually for children under the age of 21 and adults aged 60 or older and every two years for adults aged 21 through 59.

Vision services are provided through Envolve Health who maintains a quality network of licensed providers. In addition, they also process claims for vision services.

To access Envolve Health, please call 1-866-442-6173 or visit their website at <https://www.envolvehealth.com/>

## NON-COVERED SERVICES

Buckeye will not pay for services or supplies received that are not covered by Medicaid:

- Services that are experimental in nature and are not performed in accordance with standards of medical practice;
- Services that are related to forensic studies;
- Autopsy services;
- Services for the treatment of infertility;
- Abortion services that do not meet the criteria for coverage in accordance with Ohio Administrative Code rule 5160-17-01;
- Services pertaining to a pregnancy that is a result of a contract for surrogacy services;
- Assisted suicide and other measures taken actively with the specific intent of causing or hastening death; and
- Services that do not meet the criteria for coverage set forth in any other rule in Ohio Administrative Code Agency 5160.

## MEMBER GRIEVANCE AND APPEALS PROCESSES

A ***grievance*** is an expression of dissatisfaction with any aspect of Buckeye's or a provider's operation, provision of healthcare services, activities, or behaviors, other than an MCO's adverse benefit determination per OAC rule 5160-26-08.4.

A member, a member's authorized representative, or a member's provider (with written consent from the member to act on their behalf), may file a grievance with the MCO or SPBM verbally or in writing at any time. Buckeye will respond to all issues raised by members, current or former, regardless of the time that has passed.

An ***appeal*** is the request for the review of the following adverse benefit determination:

- The denial or limited authorization of a requested service, including the type or level of service.
- The reduction, suspension, or termination of a previously authorized service.
- Denial, in whole or part of payment for a service.
- Failure to act within the time frames required to resolve grievances.
- Failure to provide services in a timely manner (i.e., failure to meet prior authorization decision time frames).

If a member does not agree with the decision/action listed in a notice of action (NOA), they may contact us within **60 calendar days** from the NOA issuance date to ask that we change our decision/action; this is called an **appeal**. Unless we tell the member a different date, we will respond, in writing, within 10 calendar days from the date they contacted us or 48 hours from initial receipt for an expedited appeal.

In the event a decision cannot be made within 15 calendar days from the date the appeal was received, the member or Buckeye may request a 14-calendar day extension. Access <https://www.buckeyehealthplan.com/providers/resources/Dispute-AppealsMedicaid.html> for additional information on pre-service appeals.

**Resolution** means a final decision is made by the Buckeye and the decision is communicated to the member. Buckeye will provide members access to a grievance and appeal resolution process. Buckeye will respond to member grievances and appeals in a timely manner and attempt to resolve all issues to the member's satisfaction.

\*For the purposes of filing grievances or appeals on behalf of a member under the age of eighteen, written consent to file is not required when the individual filing the grievance or appeal belongs to the member's assistance group.

Members may file a grievance or an appeal by doing the following:

- Call Member Services Department at 1-866-246-4358 (TTY 1-800-750-0750).
- Complete the Appeals and Grievances form in the Buckeye Member Handbook at <https://www.buckeyehealthplan.com/members/medicaid/resources/handbooks-forms.html>

Mail the form or letter to:

**Buckeye Health Plan  
Appeals and Grievances Department  
4349 Easton Way Suite 400  
Columbus, OH 43219**

Buckeye will give an answer to the member's grievance by phone (or by mail if we are unable to reach them by phone) within the following time frames:

- Within two working days for grievances regarding not being able to access medical care.
- **30** calendar days for all grievances except for grievances about getting a bill for care the member received.
- **60** calendar days for grievances about getting a bill for care the member received.

Buckeye will respond to a written grievance or appeal in writing if we decide to:

- Approve a request to cover a service.
- Provide an answer to the member about something they were unhappy with.
- Deny the request to cover the service.
- Reduce, suspend, or stop care the member is already receiving.
- Deny payment for a service received that is not covered by Buckeye.

If the member expresses dissatisfaction with the grievance/appeal resolution, he/she can either write a grievance letter or call Buckeye Member Services at 1-866-246-4358.

## **State Fair Hearing**

The member will be notified in writing of their right to a state fair hearing. If a state hearing is requested, the member must sign and return the State Hearing Form to the address listed on the form within 90 calendar days from the mailing date on the form. A state hearing is a meeting with the member, a representative from the County Department of Job and Family Services, a representative from Buckeye and a hearing officer from ODJFS. Buckeye will explain why we made our decision, and the member will explain why they think Buckeye made the wrong decision. The hearing officer will listen and then decide who is right based upon the information given and whether Buckeye followed the rules.

To request a State Hearing visit: <https://hearings.jfs.ohio.gov/SHARE>.



## Section VII - Utilization Management

### OVERVIEW

Buckeye's Utilization Management (UM) program is designed to ensure members receive access to the right care at the right place and right time. Our program is comprehensive and applies to all eligible members, age categories, and range of diagnoses. It provides for aggregate and individual analysis and feedback of providers and plan performance in providing access to care, the quality of care provided to members, and utilization of services. Buckeye incorporates all care settings including preventive care, emergency care, primary care, specialty care, acute care, short-term care, Health Homes, maternity care, and ancillary care.

Buckeye seeks to optimize a member's health status, sense of well-being, productivity, and access to quality healthcare, while at the same time actively managing cost trends. Buckeye aims to provide services that are a covered benefit, medically necessary, appropriate to the member's condition, rendered in the appropriate setting, and that meet professionally recognized standards of care.

Our program goals include:

- Monitoring utilization patterns to guard against over- or under- utilization.
- Development and distribution of clinical practice guidelines to providers to promote improved clinical outcomes and satisfaction.
- Identification and provision of care and/or population management for members at risk for significant health costs or ongoing care.
- Development of an infrastructure to ensure members establish relationships with their PCPs to obtain preventive care.
- Implementation of programs that encourage preventive services and chronic condition self-management.

- Creation of partnerships with members/providers to enhance cooperation and support for UM goals.

## Medically Necessary

Medically Necessary means a service, item, procedure, or level of care that is necessary for the proper treatment or management of an illness, injury, or disability such that:

- Will, or is reasonably expected to, prevent the onset of an illness, condition, injury, or disability.
- Will, or is reasonably expected to, reduce, or ameliorate the physical, mental, or developmental effects of an illness, condition or disability.
- Will assist the member in achieving or maintaining maximum functional capacity in performing daily activities, taking into account both the functional capacity of the member and those functional capacities are appropriate for members of the same age.

Determination of medical necessity for covered care and services, whether made on a prior authorization, concurrent review, retrospective review, or on an exception basis, must be documented in writing. The determination is based on medical information provided by the member, the member's family/caretaker, and the PCP, as well as any other providers, programs, and agencies that have evaluated the member.

All such determinations must be made by qualified and trained healthcare providers.

## PRIOR AUTHORIZATIONS

Failure to obtain the required prior authorization for a service may result in a denied claim(s). All services are subject to benefit coverage, limitations, and exclusions, as described in applicable plan coverage guidelines. All out-of-network services require prior authorization (excluding ER and family planning).

Buckeye providers are contractually prohibited from holding any Buckeye member financially liable for any service administratively denied by Buckeye for payment due to the provider's failure to obtain timely Prior Authorization.

### Services That Require Prior Authorization

Prior Authorizations are required on some services for the provider to be reimbursed. Please visit <https://www.buckeyehealthplan.com/providers.html> and use the Prior Authorization Pre-Auth Check tool to determine if a service requires prior authorization.

### Inpatient Psychiatric Prior Authorization

Inpatient psychiatric prior authorization requests for members under the age of 21 should be submitted to the OhioRISE Plan. Buckeye will deny these authorization requests because this service is covered by another payer.

### Emergency Room and Post Stabilization Services

Emergent and post-stabilization services do not require prior authorization. Urgent/emergent admissions require notification within **two (2) business days** following the admit date.

## Requesting a Prior Authorization

To submit a Prior Authorization for approval.

1. Enter the portal at <https://www.buckeyehealthplan.com/providers.html>
2. Access the member's record.
3. Select the New Authorization option. The Authorization screen will appear with the member's data pre-populated.

Complete the Authorization Form:

1. Select the Service Type. The Requesting Provider search box appears.
2. Enter the provider's last name or NPI number. A list of provider names and locations appear.
3. Choose the name of the provider at the location that matches your search.
4. Enter the primary diagnosis code.  
- To add additional diagnosis codes, click the +sign.
5. Enter the ICD code and click Next.
6. Scroll down on the right panel. The second service line displays the provider and service date information.  
- To add additional services lines, click the +sign.
7. 'Finish Up' auto populates the user's name, phone, fax and email address.
8. The questionnaire that displays will vary based on the service type selected. Enter n/a if additional information is not applicable.
9. Click Submit. A success message appears. Click the X to close the window.

Prior Authorization requests may take 24-48 hours to display on the Authorization list.

Submitted authorizations display for 90 days.

**Standard prior authorization requests** should be submitted for medical necessity review at least **five (5) business days** before the scheduled service delivery date or as soon as the need for service is identified

\*\*\*Upon implementation of the Next Generation of Managed Care Ohio Department of Medicaid Provider Agreement, all managed care prior authorizations will go through Ohio Medicaid Enterprise Systems (OMES).

## Prior Authorization Determination Timeframes

Buckeye medical Prior Authorization decisions are made as expeditiously as the member's health condition requires but shall not exceed the timeframes listed below.

Type	Timeframe	Extension
<b>Expedited Preservice/Urgent</b>	48 hours after receipt of the request	May be extended up to 14 additional calendar days
<b>Standard Preservice/Non-Urgent</b>	Within 10 calendar days following receipt of the request	May be extended up to 14 additional calendar days

## Review Criteria

Buckeye has adopted utilization review criteria developed by McKesson InterQual® Products to determine medical necessity for healthcare services. InterQual appropriateness criteria are developed by specialists representing a national



panel from community-based academic and practice. InterQual criteria cover medical and surgical admissions, outpatient procedures, referrals to specialists, and ancillary services.

Criteria are established and periodically evaluated and updated with appropriate involvement from physician members of the Quality Improvement Committee. InterQual® is utilized as a screening guide and is not intended to be a substitute for practitioner judgment.

Utilization review decisions are made in accordance with currently accepted medical or healthcare practices, considering special circumstances of each case that may require deviation from the norm stated in the screening criteria. Criteria are used for the approval of medical necessity but not for the denial of services. The Medical Director reviews all medical necessity denials.

***Practitioners may obtain the criteria used to make a decision by contacting the Medical Management Department at 1-866-246-4359.***

### **National Imaging Associates (NIA)**

As part of a continued commitment to further improve the quality of advanced imaging care delivered to our members, Buckeye has contracted with [National Imaging Associates Inc. \(NIA\)](#), for radiology benefit management.

The program includes management of non-emergent, high-tech, outpatient radiology services through prior authorization. This program is consistent with industry-wide efforts to ensure clinically appropriate quality of care and to manage the increasing utilization of these services.

Buckeye oversees the NIA program and is responsible for claims adjudication. NIA manages non-emergent outpatient imaging/radiology services through contractual relationships with free-standing facilities.

Prior authorization is required for the following outpatient radiology procedures:

- CT/CTA/CCTA
- MRI/MRA
- PET Scan

#### **KEY PROVISIONS:**

Providers rendering the above services should verify that the necessary authorization has been obtained. Failure to do so may result in non-payment of your claim.

Go to the [NIA website](#) for more information.

## How to file an NIA appeal

Providers can request an appeal in writing or by calling the number below within sixty (60) days of the denial letter date.

Appeal rights include the right to review the contents of the case file and to submit additional records or information. Appeals can be requested by writing or by calling us.

You can file an appeal by the following methods:

- Phone: 1-866-972-9842 (must also send a written, signed appeal)
- Fax: 1-888-656-0701
- Letter via postal mail to:

National Imaging Associates, Inc.  
Attn: Appeals Department  
P.O. Box 1495  
Maryland Heights, MO 63043

The written appeal should include the following information:

- Provider name
- Member number
- Provider phone number
- Why you think we should change the decision
- Medical information to support the request

You will be notified of a decision:

### Post-Service Appeal

- Service not complete: within fifteen (15) calendar days of your appeal request.
- Service complete: within thirty (30) calendar days of your appeal request.

### Pre-Service Provider Appeal

- Service complete: within ten (10) calendar days of your appeal request.

### Expedited Appeal

If you believe that waiting up to 10 calendar days for a decision could seriously risk the patient's life or health, including being able to reach, keep, or get back to maximum function, tell us when asking for an expedited appeal. An expedited appeal may be filed orally and does not have to be filed in writing.

Service complete if determined to be an expedited appeal: determination made within 48 hours of receiving the request.

## New Century Health - Oncology Pathway Solutions

Buckeye is pleased to announce its collaboration with New Century Health (NCH), an oncology quality management company, to implement a new oncology pre-approval program, Buckeye Oncology Pathway Solutions. The program will simplify the administrative process for providers to support the effective delivery of quality patient care.

All oncology-related chemotherapeutic drugs and supportive agents will require clinical review by NCH before being administered in a physician's office, outpatient hospital or ambulatory setting. This prior authorization requirement applies to both pharmacy dispensed, and office administered medication requests for all Buckeye Medicaid members ages 18 and over.

**Buckeye Health Plan Oncology Pathway Solutions program benefits include:**

- The use of clinical criteria, based on nationally recognized guidelines, to promote evidence-based cancer care.
- Increased collaboration with physician offices to foster a team approach.
- Peer-to-peer discussions with medical oncologists who can understand and better discuss treatment plans.
- A provider web portal <https://my.newcenturyhealth.com> to:
  - Obtain real-time approvals when selecting evidence-based NCH treatment care pathways.
  - Determine which clinical documentation is necessary for medical necessity review.
  - View all submitted requests for authorization in one location.
  - Check member eligibility.

**Pre-approval Process**

- The requesting physician must complete an authorization request using one of the following methods:
  - Logging into the NCH Provider Web Portal: <https://my.newcenturyhealth.com>
  - Calling **1-888-999-7713**, Option 1, Monday–Friday (8 a.m. - 8 p.m. ET)

**Timeframe for Approval**

Real-time approval is given for NCH recommended treatments. Timeframes for authorization of treatment regimens not auto approved by NCH are as follows: Medicaid requests:

- Pharmacy: 24 hours
- Office Administered: 48 hours for expedited requests and 10 days for standard requests

NCH may approve chemotherapeutic and supporting agents, including hematology drugs, for a period up to 90 days.

If continued authorization is not obtained from NCH, drug-related claims may be denied.

Please note:

- Inpatient requests for chemotherapy should continue to be submitted via Buckeye’s Secure Provider Portal at [www.buckeyehealthplan.com/providers.html](http://www.buckeyehealthplan.com/providers.html)
- Inpatient requests for chemotherapy may also be submitted via Buckeye’s Secure Fax at 1-866-529-0291
- Pharmacy dispensed chemotherapeutic and supportive agents that were previously submitted to Envolve Pharmacy Solutions or CoverMyMeds, should be submitted directly to NCH
- Failure to obtain prior authorization may result in denial of payment.

An NCH representative will contact you soon to schedule an introductory meeting and training. Should you have any questions prior to the introductory meeting, please call NCH at 1-888-999-7713, Option 6. You may also contact Buckeye at 1-866-296-8731.

Please see below for find a list of medications that will need prior authorization. There will be no changes to the pharmacy benefit. For pharmacy benefit questions, please refer to the Pharmacy section of this manual.

Please note any request using a generic J code (examples: J3490, J8499, J9999) will need a single case agreement to ensure proper payment. We look forward to offering you this program and hope that it will enhance your experience with oncology service authorizations.

- [Medications that will require a PA](#)
- [Frequently Asked Questions: Buckeye Health Plan Oncology Pathway Solutions \(PDF\)](#)

## TurningPoint - Surgical Quality and Safety Management Program

Buckeye (BHP) is pleased to announce the launch of a new and innovative Surgical Quality and Safety Management Program. The program is designed to work collaboratively with physicians to promote patient safety through the practice of high quality and cost-effective care for BHP members undergoing Cardiac Surgical Procedures.

### Program Highlights Include:

- Administrative Tools to support an efficient, user-friendly authorization process for procedures requiring precertification, in addition to recommended medical necessity determinations for procedures which do not require precertification. Easy and efficient post-procedural documentation submission which will be shared with BHP to facilitate timely claims payment.
- Specialized “Peer to Peer” Engagement where a TurningPoint physician (from the same specialty) engages the provider regarding authorization requests that require additional clinical discussion to validate the clinical appropriateness of the procedure specific to the patient’s needs and current condition.
- Clinical Support Tools to assist in the tracking and monitoring of patient outcomes and education around patient risks and preventive measures to better coordinate care for the member and reduce infection rates and complications due to patient comorbidities.
- Reporting, and Analytics that gives Physicians and practice administrators greater visibility and transparency into their performance compared to the practice as a whole, as well as the rest of the market.
- FDA Recall Tracking and Monitoring to facilitate timely and consistent notification to the Physician, patient, and to BHP when a member has received or needs a revision surgery due to a Class I or II FDA device recall.

The program will include the following Buckeye Membership: Medicaid, Ambetter, AllWell and MyCareOhio (Opt-In) Members.

Prior Authorization for medical necessity and appropriate length of stay (when applicable) has been delegated to **TurningPoint Healthcare Solutions, LLC.** and will be required for the following surgical procedures in both inpatient and outpatient settings:

- Cardiac
  - AICD/ICD
  - Leadless Pacemaker
  - Pacemaker
  - Revision or replacement of ICD or Pacemaker
  - CABG (non-emergent only)
  - Coronary Angioplasty & Stents
  - Non-Coronary Angioplasty & Stents

### TurningPoint's Utilization Management & Precertification Contact Information:

- Web Portal Intake: <http://www.myturningpoint-healthcare.com>
- Telephonic Intake: (844) 378-3707 | (614) 407-3447
- Facsimile Intake: (614) 678-8227

### KEY PROVISIONS:

- Emergency Related Procedures do not require authorization
- It is the responsibility of the ordering physician to obtain authorization
- Providers rendering the above services should verify that the necessary authorization has been obtained. Failure to do so may result in non-payment of your claims.
- [Prior Authorization Scope Coding Handout \(PDF\)](#)

We appreciate your support and look forward to your cooperation in assuring that Buckeye members receive high quality cost-effective care for these surgical procedures.

Should you have any questions at this time, please contact Buckeye Provider Services at **1-866-296-8731**.

## SECOND OPINION

Members or a healthcare professional, with the member's consent, may request and receive a second opinion from a qualified professional within the Buckeye network. If there is not an appropriate provider to render the second opinion within the network, the member may obtain the second opinion from an out-of-network provider at no cost to the member. Out-of-network and in-network providers require Prior Authorization when performing second opinions.

## NEW TECHNOLOGY

Buckeye evaluates the inclusion of new technology and the new application of existing technology for coverage determination. This may include medical procedures, drugs and/or devices. The Medical Director and/or Medical Management staff may identify relevant topics for review pertinent to the Buckeye population. The Clinical Policy Committee (CPC) reviews all requests for coverage and makes a determination regarding any benefit changes that are indicated.

If you need a new technology benefit determination or have an individual case review for new technology, please contact the Medical Management Department at 1-866-246-4359.

## NOTIFICATION OF PREGNANCY

Members that become pregnant while covered by Buckeye may remain a Buckeye member during their pregnancy. The managing Physician should notify the Buckeye prenatal team by completing the **Prenatal Risk Assessment Form (PRAF)** and Notification. A complete PRAF helps Moms receive the best support for a healthy pregnancy.

### Provider Benefits of submitting a PRAF

- Automatically notifies the Ohio Department of Job and Family Services County Office, Managed Care Plan, and Home Health Care provider of the pregnancy, need for progesterone and any other need indicated on the form.
- Allows for an Ohio Board of Pharmacy approved Progesterone prescription to be printed and faxed to the appropriate pharmacy.
- Allows provider staff updates by multiple users prior to submission.
- Maintains a pregnant woman's Medicaid eligibility without disruption in coverage-equating to prompt provider payment for services throughout mom's pregnancy.

### Payment for Completing the PRAF

After completing the PRAF, submit a claim based on the guidelines below.

Code + modifier	Description	Provider Type	Fee Schedule Amount*
<b>H1000 33</b>	Electronic PRAF submission	Ob-Gyn	\$90.00
<b>H1000</b>	Paper/Faxed version	Ob-Gyn	\$12.11
<b>T1023</b>	Electronic Report of Pregnancy	Non Ob-Gyn/PCP	\$30.00

*\*Providers contracted rate would be applied to the fee schedule amount to determine final payment. Health Plans will pay no additional incentives for PRAF submissions.*

## Ensuring Prompt Care

Every pregnant woman with Medicaid coverage should be linked to needed services on her very first prenatal visit. An online PRAF 2.0 submission ensures:

- Medicaid coverage for Mom and baby without disruption through the immediate post-partum period.
- Serves as pregnancy notification to managed care plans and initiation of timely health care and connection to added resources, like care management, important for at-risk pregnancies.

## Submitting the PRAF 2.0 using NurtureOhio is Easy!

- Open the NurtureOhio website to access the PRAF: <http://www.nurtureohio.com>
- Non OBGYN Providers can receive \$30.00 by using the NurtureOhio website to submit the Report of Pregnancy (ROP).

## CONCURRENT REVIEW

The Buckeye Medical Management Department will concurrently review the treatment and status of all members who are inpatient through contact with the member's attending physician and the Hospital Utilization and Discharge Planning Departments. An inpatient stay will be reviewed as indicated by the member's diagnosis and response to treatment. The review will include evaluation of the member's current status, proposed plan of care, discharge planning and any subsequent diagnostic testing or procedures. When appropriate, the Buckeye concurrent review staff may attempt to visit with the hospitalized member to provide the member with information on the care management program.

## DISCHARGE PLANNING

Discharge planning activities are expected to be initiated upon admission. The Buckeye Medical Management Department will coordinate the discharge planning efforts of the member's attending physician/PCP and the hospital discharge-planning department to ensure that Buckeye members receive appropriate post hospital discharge care. The Buckeye Medical Management Department may contact the member's admitting physician's office prior to the discharge date established during the authorization process, to check on the member's progress, and to make certain that the member receives medically necessary services.

## RETROSPECTIVE REVIEW

Buckeye, as required by OAC rule 5160-26-03.1 (a) and ORC section 5160.34(C), recognizes that there are events that may result in the need for a retrospective medical necessity review. A retrospective review request that includes the clinical documentation to support the medical necessity for the services, can be submitted via fax to 1-866-529-0290.

The fax cover sheet should indicate that this is *Retrospective Review* for one of the following reasons:

- Retrospective member eligibility: the member's eligibility with Buckeye was not known at the time of the services
- Retrospective knowledge of the Buckeye eligibility: Member unable, at the time of the need for care, to report what health plan administers their Medicaid benefit
- Service/Procedure Change Due to Unavoidable Circumstances: Prior authorized services/procedures resulted in a change due to clinical findings or circumstances not known prior to the initiation of services/surgical interventions
- Urgent Services Required: not enough time to obtain prior authorization due to member's medical condition or circumstances

\*\*\*Upon implementation of the Next Generation of Managed Care Ohio Department of Medicaid Provider Agreement, all managed care Retrospective Reviews will go through Ohio Medicaid Enterprise Systems (OMES).

## HOSPITAL-TO-HOSPITAL TRANSFERS

If a member is receiving inpatient services and needs to be transferred to another inpatient facility, approval of this transfer must be obtained from Buckeye PRIOR to the member being transferred. If this approval is not obtained prior to the member's transfer, the transfer to the new facility will be an administrative denial.

## OBSERVATION BED GUIDELINES

If a member's clinical symptoms do not meet the criteria for an inpatient admission, but the treating physician believes that allowing the member to leave the facility would likely put the member at serious risk, the member may be admitted to the facility for an observation period. Observation Bed Services are those services furnished on a hospital's premises, including use of a bed and periodic monitoring by a hospital's nurse or other staff. These services are reasonable and necessary to:

- Evaluate an acutely ill member's condition
- Determine the need for a possible inpatient hospital admission
- Provide aggressive treatment for an acute condition

This observation may last for a period of up to 24 hours except when continued observation is clinically warranted, a maximum of 48 hours may be allowed.

In those instances that a member begins their hospitalization in an observation status and the member is upgraded to an inpatient admission, all incurred observation charges and services will be rolled into the acute reimbursement rate, or as designated by the contracted arrangement with Buckeye, and cannot be billed separately. It is the responsibility of the physician and/or hospital to notify Buckeye of the acute admission.

***Providers should not substitute outpatient observation services for medically appropriate inpatient hospital admissions.***

## Affirmative Statement for Utilization Management (UM)

All individuals involved in UM decision-making at the Plan are asked to sign an Affirmative Statement about Incentives and acknowledge that Buckeye makes UM decisions based on appropriateness of care and existence of coverage; Buckeye does not reward practitioners or other individuals for issuing denials of coverage or service care; and financial incentives for UM decision makers do not encourage decisions that result in underutilization. Staff receive this statement upon hire and annually thereafter. This statement is distributed upon initial contracting with practitioners and providers via the Provider Manual and annually thereafter to all network providers via our Provider Newsletter.

## CONTINUITY OF CARE

In some instances, Buckeye will authorize payment for a provider other than the PCP to coordinate the member's care. The services initiated prior to the member's enrollment with Buckeye must have been covered under a prior carrier. These services shall be continued until the member is evaluated by his/her PCP and a new plan of care is established.

For example, an existing out-of-network provider has been treating a new member, and Buckeye has been notified of the arrangement. The out-of-network provider must comply with the Buckeye Utilization Management Program. The out-of-network provider must transfer the member's records to the Buckeye provider and will not be authorized for on-going care for more than 90 days or until the member is evaluated by his/her PCP and a new plan of care is established.

Buckeye collects data regarding the coordination of a member's care across all settings of care or a transition in care.

## **PROVIDER APPEALS**

Providers may request preservice appeals or Medical Necessity/Level of Care Disputes regarding Buckeye's decision to deny, limit, reduce, suspend, or terminate a covered service for lack of Medical Necessity or Level of Care. The provider appeal is separate from the peer-to-peer or member appeal process.

Any preservice provider appeals should include supporting member and clinical information/documentation and can be made through the Provider Web Portal, by fax, verbally or by mail to:

**Buckeye Health Plan  
Appeals/Grievance Department  
4349 Easton Way Suite 120  
Columbus, OH 43219  
1-866-246-4358 (TTY: 711) phone  
1-866-719-5404 fax**

For medical necessity/level of care disputes, please see the Claim Dispute Section VIII of the provider Manual.

### **Medical Management Appeal Definitions for Appeals and Denials**

The following options are available to providers who are unsatisfied with Buckeye's decision to deny, limit, reduce, suspend, or terminate a covered service for lack of medical necessity.

#### **Pre-Service Provider Appeal**

A pre-service appeal is the request for review of a "Notice of Adverse Action."

A "Notice of Adverse Action" is the denial or limited authorization of a requested service, including the:

- Type or level of service.
- Reduction, suspension, or termination of a previously authorized service.
- Denial, in whole or part of payment for a service excluding technical reasons.
- Failure to render a decision within the required timeframes.
- Denial of a member's request to exercise his/her right under 42 CFR 438.52(b)(2)(ii) to obtain services outside the Buckeye network.

A pre-service appeal should not have a previously submitted claim to Buckeye that has been paid or denied. Pre-service appeals are items that require clinical review, and no claim has yet to be submitted.



## Post-Service Medical Necessity Claim Dispute

A Post Service Medical Necessity Claim Dispute is available to the provider when they disagree with Buckeye's decision to deny, limit, reduce, suspend, or terminate a covered service for lack of medical necessity or level of care.

A post-service medical necessity claim dispute should have a previously submitted claim to Buckeye that has either been paid or denied. Please see Section VIII of the provider manual for additional provider dispute guidelines.

## External Medical Review

A provider who disagrees with Buckeye's determination on a dispute to deny, limit, reduce, suspend, or terminate a covered service for lack of Medical Necessity or Level of Care may request an External Medical Review with **Permedion**. Refer to the External Medical Review Section below.

## Medical Management Adverse Determinations

Buckeye will provide availability of an appropriate practitioner reviewer to discuss any UM adverse determination. Upon any adverse determination made by the Buckeye Medical Director or other appropriately licensed health care professional, a written notification, at a minimum, will be communicated to the member and requesting provider. The notification will include the specific reason/rationale for the determination, specific criteria and availability of the criteria used to make the decision as well as the availability, process, and timeframes for appeal of the decision.

The Plan Medical Director may be contacted by calling Buckeye's main toll-free phone number at 1-866-246-4356 Monday through Friday between 8 a.m. and 5 p.m. and asking for Buckeye's Medical Director. A Plan Care Manager may also coordinate communication between the Medical Director and the requesting practitioner.

## FAQs

### Who Can File an Appeal?

For pre-service member appeals, a member or an authorized representative of a member may appeal an adverse determination. This can be the member, doctor, or other service provider such as a physical therapist.

Written consent is required if provider is appealing on behalf of the member or assisting the member in the appeals process. If the provider is assisting a member to file a pre-service appeal, please visit

<https://www.buckeyehealthplan.com/providers/resources/appeals-process/appointing-a-representative.html>.

For additional information on member appeals, please refer to the Member Grievance and Appeals Processes within this manual.

A practitioner with knowledge of the member's condition may request an expedited appeal on a member's behalf.

Written member consent is not required for expedited appeals requested by the provider. Providers may also submit a request for an expedited appeal by phone 866-246-4358 (TTY: 711) or by fax 866-719-5404.

For pre-service provider appeals, requesting providers can appeal on their own behalf without written consent from the member.

## What are the Timeframes?

### Time Limit for Provider to Request a Pre-Service Appeal

The appeal review may be requested in writing or verbally within 60 calendar days from date of the Notice of Adverse Action. Members may request Buckeye to review the "Notice of Adverse Action" to verify if the right decision has been made.

### Resolution Timeframes for Pre-Service Provider Appeals (without Appointment of Representative)

- **Standard Provider appeal** decisions are issued within 10 days from date of receipt of the appeal request.
- **Expedited Provider appeal** decisions are issued as expeditiously as the member's health condition requires, to not exceed 48 hours from the initial receipt of the appeal.
  - **Expediting Provider pre-service appeal** is when either Buckeye or the member's provider determines that the time expended in a standard resolution could seriously jeopardize the member's life or health or ability to attain, maintain, or regain maximum function. No punitive action will be taken against a provider that requests an expedited resolution or supports a member's appeal. If the request for expedited appeal is denied, the appeal must be transferred to the timeframe for standard appeal resolution.
- **14 Calendar Day Extension** may be added by Buckeye is applied for both standard and expedited pre-service appeals:
  - If the member requests the extension, or
  - If Buckeye provides evidence satisfactory to the Ohio Department of Medicaid that a delay in rendering the decision is in the member's interest.
  - For any extension not requested by the member:
    - Buckeye will provide written notice of the reason for delay to the member.
    - Buckeye will make reasonable efforts to provide the member with prompt verbal notice of any decisions not resolved wholly in favor of the member and will follow-up in writing within two calendar days of action.

**REMEMBER:** If an appeal is not filed in the timeframe outlined above, a request can be made to appeal but must be in writing and include information as to why the request was not submitted timely.

### Helpful Tip

Always remember the documentation is KEY and should include records and other information relevant to the decision and especially address the reason it was denied.

## PEER TO PEER CONSULTATIONS

Providers may request a peer-to-peer consultation when the MCO denies a prior authorization request. The peer-to-peer consultations will be conducted amongst health care professionals who have clinical expertise in treating the member's condition, with the equivalent or higher credentials as the requesting/ordering provider. The peer-to-peer consultation must clearly identify what documentation the provider must provide to obtain approval of the specific item, procedure, or service; or a more appropriate course of action based upon accepted clinical guidelines.

In the event of an adverse determination, a physician involved with the member's care or physician advisor from the facility may request a Physician to Physician (peer to peer) discussion with a Buckeye medical director by calling Utilization Management at 866-246-4356, extension 24084, or by secure email to

[Buckeye\\_peer\\_to\\_peer\\_notification@Centene.com](mailto:Buckeye_peer_to_peer_notification@Centene.com) within five (5) calendar days of receiving the notice of

determination.

## EXTERNAL MEDICAL REVIEW

**External Medical Review (EMR)** –The review process conducted by an independent, external medical review entity that is initiated by a provider who disagrees with a managed care organizations (MCO’s) decision to deny, limit, reduce, suspend, or terminate a covered service for lack of medical necessity.

In the Next Generation Medicaid managed care program, the EMR will be conducted by Permedion. This vendor has a contract with ODM to perform the EMR.

To request an EMR, providers must first appeal the decision to deny, limit, reduce, suspend, or terminate a covered service for lack of medical necessity using the MCO’s internal provider appeal or claim dispute resolution process. Failure to exhaust the MCO’s internal appeals or claim dispute resolution process will result in the provider’s inability to request an EMR.

Providers who disagree with Buckeye’s determination on a dispute to deny, limit, reduce, suspend, or terminate a covered service for lack of Medical Necessity or Level of Care may request an External Medical Review with Permedion.

Services denied, limited, reduced, suspended, or terminated for reasons other than lack of Medical Necessity or Level of Care and for which no clinical review was completed by Buckeye are not subject to External Medical Review.

EMR is only available to providers for services delivered to members enrolled in Medicaid managed care and/or OhioRISE. The EMR process is not currently available in the MyCare Ohio and Single Pharmacy Benefit Manager (SPBM) programs.

An EMR can be requested by a provider as a result of:

- An MCO’s service authorization denial, limitation, reduction, suspension, or termination (includes pre-service, concurrent, or retrospective authorization requests) based on medical necessity; or
- An MCO’s claim payment denial, limitation, reduction, suspension, or termination based on medical necessity.

Denials, limitations, reductions, suspensions, or terminations based on lack of medical necessity include, but are not limited to decisions made by the plan where:

- Clinical documentation or medical record review is required in making the decision to deny (includes preservice, concurrent, and retrospective reviews).
- Clinical judgement or medical decision making (i.e., referred to a licensed practitioner for review) is involved.
- A clinical standard or medical necessity requirement (e.g., InterQual®, MCG®, ASAM, or OAC 5160-1- 01, including EPSDT criteria, and/or the MCO’s clinical coverage or utilization management policy or policies) is not met.

MCOs are required to notify providers of their option to request an EMR as part of any denial notification.

### Requesting EMR:

The request for an EMR must be submitted to Permedion within 30 calendar days of the written notification that the internal appeals or provider claim dispute process has been exhausted.

Providers must complete the “Ohio Medicaid MCE External Review Request” form located at [www.hmspermedion.com](http://www.hmspermedion.com) (select Contract Information and Ohio Medicaid) and submit to Permedion together with the required supporting

documentation including:

- Copies of all adverse decision letters from MCO (initial and appeal)
- All medical records, statements (or letters) from treating health care providers, or other information that provider wants considered in reviewing case.

Providers must upload the request form and all supporting documentation to Permedion's provider portal located at <https://ecenter.hmsy.com/> (new users will send their documentation through secured email at [IMR@gainwelltechnologies.com](mailto:IMR@gainwelltechnologies.com) to establish portal access).

Note: When requesting an EMR, providers may submit new or other relevant documentation as part of the EMR request.

If the MCO determines the provider's EMR request is not eligible for an EMR and the provider disagrees, ODM or its designee will determine if an EMR is appropriate.

The EMR process is available at no cost to the provider.

The EMR process does not interfere with the provider's right to request a peer-to-peer review, or a member's right to request an appeal or state hearing, or the timeliness of appeal and/or state hearing resolutions.

Once the provider has submitted the EMR request, they do not need to take further action.

#### **The EMR Review:**

After the EMR request has been submitted, Permedion will share any documentation from the provider with the MCO. Following its review of this information the MCO may reverse its denial, in part or in whole. If the MCO reverses any part of its decision the provider will receive a written decision within one business day for expedited prior authorization requests and 5 business days for standard prior authorization requests and notify the EMR entity. If the MCO decides to reverse its decision in part, the remaining will continue as an EMR.

Permedion has 30 calendar days for a standard request and three business days for an expedited request to perform its review and issue a decision.

- If the decision reverses the MCO's coverage decision in part or in whole, that decision is final and binding on the MCO.
- If the decision agrees with the MCO's decision to deny, limit, reduce, suspend, or terminate a service, that decision is final.

For reversed service authorization decisions, the MCO must authorize the services promptly and as expeditiously as the member's health condition requires, but no later than 72 hours from when the MCO receives the EMR decision.

For reversed decisions associated solely with provider payment (i.e., the service was already provided to the member), the MCO must pay for the disputed services within the timeframes established for claims payment in Appendix L of the Provider Agreement.

For more information about the EMR, please contact Permedion at 1-800-473-0802, and select Option 2.



## Section VIII - Claims Information

Buckeye Physicians, other licensed health professionals, facilities, and ancillary providers contract directly with Buckeye for claims processing and payment.

It is important for providers to ensure Buckeye has accurate billing information on file. Please confirm with Provider Services at 1-866-296-8731 that the following information is current in our files:

- Provider Name (as noted on his/her current W-9 form)
- Medicaid Number
- Physical location address
- Billing name and address (if different)
- Tax Identification Number (TIN)

**Buckeye will return claims when billing information does not match the information currently in our files. Such claims are not considered “clean” and therefore cannot be entered into the system. The claims are then returned to the provider, creating payment delays.**

We recommend that providers notify Buckeye in advance of changes pertaining to billing information. Please submit this information on a W-9 form. Changes to a Provider’s Tax Identification Number and/or address are NOT acceptable when conveyed via a claim form or dispute.

**Claims eligible for payment must meet the following requirements:**

- The member is effective on the date of service.
- The service provided is a covered benefit under the member’s contract on the date of service; and
- Referral and prior authorization processes were followed.

Payment for service is contingent upon compliance with referral and prior authorization policies and procedures, as well as the billing guidelines outlined in this manual.

## CLEAN CLAIM DEFINITION

Clean claims are invoices properly submitted in a timely manner and in the required format that do not require Buckeye to investigate, develop or acquire additional information from the provider or other external sources. Such claims should have no defect, impropriety, or circumstance requiring special treatment that prevents timely payments from being made, including any lack of required substantiating documentation.

## NON-CLEAN CLAIM DEFINITION

Non-clean claims are submitted claims that require further investigation or development beyond the information contained therein. These errors or omissions result in Buckeye requesting additional information from the provider or other external sources to resolve or correct data omitted from the bill, review of additional medical records, or access to other information necessary to resolve discrepancies. In addition, claims with issues relating to payment including, but not limited to, issues regarding medical necessity or claims not submitted within the identified filing limits.

## CLAIMS SUBMISSIONS

Providers have multiple avenues by which to submit a claim or dispute to Buckeye.

### Eligibility Inquiries:

- Providers may submit eligibility inquiries through the Provider Network Management (PNM) system.
  - <https://managedcare.medicaid.ohio.gov/managed-care/centralized-credentialing>

### First Time/Corrected Billing Claims:

1. Submitted through ODM's Fiscal Intermediary/OMES system to one of the Payer ID's listed below.  
**(Preferred/Fastest Option)**
  - a. <https://managedcare.medicaid.ohio.gov/managed-care/fiscal-intermediary>
2. Submitting an individual first time claim or corrected billing claim via the Provider Web Portal by clicking on Create Claim, Copy Claim, or Correct Claim options.
  - a. **Note:** Per ODM, BHP will not be accepting claims via 837I or 837P Batch submissions at this time for any claims with **date of service on or after 02/01/2023**. Batch submissions will need to be submitted to ODM's Fiscal Intermediary/OMES system.
3. Submit a first time claim or corrected billing paper claim via Buckeye's mail center to the below address.

**Buckeye Health Plan  
P.O. Box 6200  
Farmington, MO 63640-3800**

## Payer IDs

Buckeye Health Plan Payer IDs (Effective upon implementation of the Next Generation of Managed Care Ohio Department of Medicaid Provider Agreement):

- 0004202 BUCKEYE OHIO MEDICAID (837 P & I ONLY)
- V004202 BUCKEYE/ENVOLVE VISION
- D004202 BUCKEYE/ENVOLVE DENTAL (837 Dental)

<https://managedcare.medicaid.ohio.gov/managed-care/fiscal-intermediary>

### Claim Dispute:

For faster turnaround times and dispute tracking/status updates, please submit via the Provider Web Portal. Refer to <https://www.buckeyehealthplan.com/providers.html> for additional details to access or request access to the Provider Web Portal.

1. Submitting an individual claim dispute via the Provider Web Portal by clicking on “Dispute Claim” (**Preferred/Fastest Option**)
2. By contacting Buckeyes Provider Services at **1-866-296-8731**.
3. Submitting a paper dispute via Buckeye’s mail center to the below address.

**Buckeye Health Plan  
Attention: Dispute Department  
P.O. Box 6200  
Farmington, MO 63640-3800**

**Note:** Additional Disputes guidelines and filing steps are located also located below.

### Claim Submission Time Frame

#### First Time Claims or Corrected Billing Claims:

- Providers will have 365 days to timely file a claim, including any timely filing exceptions, in accordance with Ohio Administrative Code (OAC) rule 5160-1-19.

### Claim Disputes:

- **Disputes for a claim:**
  - Must be submitted within **12** months from date of service or hospital discharge date or **60** days from date of electronic remittance (EOP), whichever is greater.

## Billing Methods

Effective 02/01/2023, any new or corrected billing claims with a date of service on or after 02/01/2023 should be submitted via ODM's FI/OMES system to be routed to Buckeye for processing, adjudication, and payment. If the provider does not have access to the FI/OMES system, they may still submit the claims through Buckeye's Provider Web Portal or by mail to the address listed below. Once the FI/OMES system are fully operational, all new or corrected claims for date of service 02/01/2023 will be expected to be submitted through the FI/OMES system.

Claims must include the Medicaid Member ID (MMIS) and should be obtained for each encounter.

For professional claims, only one rendering provider is allowed per claim. Individual claims must be submitted for services rendered by different providers.

The provider may mail new or corrected billing claims to the address indicated above under first time claims submissions or utilize Buckeye's Provider Web Portal for direct data entry.

## RESUBMITTING CLAIMS

### Claim Payment Audits

Buckeye audit review nurses will perform retrospective review of claims paid to providers to ensure accuracy of the payment process. If a claim is found to be overpaid, the amount will be recouped against future claim payments. A letter will be sent to the provider notifying them of the reason for the recoupment and the amount.

### Post-Processing Claims Audit

A post-processing claims audit consists of a review of clinical documentation and claims submissions to determine whether the payment made was consistent with the services rendered. To start the audit, Buckeye Health Plan auditors request medical records for a defined review period. Providers have 30 days to respond to the request; if no response is received, a second and final request for medical records is forwarded to the provider. If the provider fails to respond to the second and final request for medical records, or if services for which claims have been paid are not documented in the medical record, Buckeye Health Plan will recover all amounts paid for the services in question.

Buckeye Health Plan auditors review cases for common FWA practices including:

- Unbundling of codes
- Up-coding services
- Add-on codes billed without primary CPT
- Diagnosis and/or procedure code not consistent with the member's age/gender
- Use of exclusion codes
- Excessive use of units
- Misuse of benefits
- Claims for services not rendered

*Buckeye Health Plan investigators consider state and federal laws and regulations, provider contracts, billing histories, and fee schedules in making determinations of claims payment appropriateness. If necessary, a clinician of like specialty may also review specific cases to determine if billing is appropriate. Auditors issue an audit results letter to each provider upon completion of the audit, which includes a claims report identifying all records reviewed during the audit. If the auditor determines that clinical documentation does not support the claims payment in some or all circumstances, Buckeye Health Plan will seek recovery of all overpayments. Depending on the number of services provided during the*



review period, Buckeye Health Plan may calculate the overpayment using an extrapolation methodology. Extrapolation is the use of statistical sampling to calculate and project overpayment amounts. It is used by Medicare Program Safeguard Contractors, CMS Recovery Audit Contractors, and Medicaid Fraud Control Units in calculating overpayments, and is recommended by the OIG in its Provider Self-Disclosure Protocol (63 Fed. Reg. 58,399; Oct. 30, 1998).

## ELECTRONIC CLAIMS SUBMISSION

Electronic Data Interchange (EDI) is a computer-to-computer exchange of claims data in standardized formats. EDI transmissions must comply with the transaction and code set format specifications required by the Health Insurance Portability and Accountability Act (HIPAA).

Buckeye encourages all providers to file claims/encounters electronically. The benefits of EDI submission include:

- Faster claims processing
- Ability to track and confirm submission and receipt
- Fewer errors related to missing data or incorrect formatting
- Reduced administrative expense
- Reduction in AR days from submission to payment
- Eliminate paper submission of secondary claims

Providers may submit claims, eligibility inquiries, claim status inquiries and associated attachments using Electronic Data Interchange (EDI) by being a trading partner (TP) authorized by ODM or by contracting with an ODM authorized TP.

<https://medicaid.ohio.gov/resources-for-providers/billing/trading-partners/trading-partners>

### Payer IDs

Buckeye Health Plan Payer IDs (Effective upon implementation of the Next Generation of Managed Care Ohio Department of Medicaid Provider Agreement):

- 0004202 BUCKEYE OHIO MEDICAID (837 P & I ONLY)
- V004202 BUCKEYE/ENVOLVE VISION
- D004202 BUCKEYE/ENVOLVE DENTAL (837 Dental)

<https://managedcare.medicaid.ohio.gov/managed-care/fiscal-intermediary>

### File Format

Centene Corporation has the capability to receive an ANSI X12N 837 professional, institution or encounter transaction. In addition, Centene Corporation has the capability to generate an ANSI X12N 835 electronic of payment (EOP). For more information on electronic claim rejections contact:

**Centene EDI Department**  
**1-800-225-2573, extension 6075525**  
**or by e-mail at: [EDIBA@centene.com](mailto:EDIBA@centene.com)**

Providers who bill electronically must monitor their error reports and evidence of payments to ensure all submitted claims and encounters appear on the reports. Providers are responsible for correcting any errors and resubmitting the claims and encounters.

## **EDI Vendors**

Providers submitting electronic claims must have an established relationship with an electronic claim's clearinghouse. Please contact your preferred clearinghouse to confirm participation with Centene Corporation's/Buckeye's EDI program.

## **Ohio Medicaid Identification Number**

Effective 1/1/2019, your Ohio Medicaid ID number is required for all claim submissions. Any claims not submitted with this information will be rejected.

## **NPI and Tax ID**

Your NPI and Tax ID number are required for all claim submissions. Claims submitted without one or both required numbers will be rejected and will appear on your EDI Vendor Error Report.

## **Electronic Remittance Advice (ERA) and Electronic Funds Transfer (EFT)**

Network providers may elect to receive Electronic Remittance Advice (ERA) files and Electronic Fund Transfers (EFT) through Buckeye's contracted vendor, PaySpan Health. Providers may access PaySpan Health at [www.payspanhealth.com](http://www.payspanhealth.com) to request these services and to obtain additional information regarding set-up and administration.

## **Abortion, Sterilization, and Hysterectomy Billing**

The use of federal funds to pay for abortion, sterilization, and hysterectomies is prohibited unless the specific criteria found in 42 CFR 441 and Ohio Administrative Code rules 5160-21-02.2 are met.

Claims for abortion, sterilization, or hysterectomy along with the appropriate consent form (see section to follow).

- Sterilizations do not require prior authorization.
- Prior authorization is required for abortions and hysterectomies.
- ODJFS mandated consents/attestations for all the procedures above must be submitted with the claim.
- Failure to submit a valid, signed consents/attestations will result in denial

**Consent forms can be found online at:**

<https://www.buckeyehealthplan.com/providers/resources/forms-resources.html>

## **Helpful Hints for the Abortion Certification Form JFS 01391:**

- Abortions are only covered for limited instances, as indicated on the form.
- All areas on the form must be completed.
- Only one reason for the abortion can be selected.
- The physician's name must be typed, and the physician's signature must be in the physician's own handwriting.
- The member's "Medicaid Billing Number" is the member's 12-digit Medicaid billing number.
- The "Physician's Medicaid Provider Number" is the provider's 7-digit Medicaid provider number.

## Helpful hints for the Consent to Sterilization Form JFS 3198 or Federal Form HHS-687

- All areas on the form must be completed.
- The member must be 21 years old, mentally competent, and not in an institution at the time he/she signed the consent form.
- The member's signature must be in the member's own handwriting.
- The date the person obtains consent must be the same as the date the member signed for consent.
- The date of sterilization must be 30 days after the date the member signed the consent and is not to exceed 180 days.
- The physician's name must be typed, and the physician's signature must be in the physician's own handwriting.
- The date the physician signed the consent must be within 30 days after the surgery.
- The interpreter's section must only be completed if interpreter services were used for the member.

## Helpful hints for the Acknowledgement of Hysterectomy Form JFS 3199:

- Reimbursement cannot be made for hysterectomy procedures when the primary intent is for fertility control. Payment will only be made for hysterectomies performed for medical reasons, such as diseased uterus, and only if the member has been advised orally and in writing prior to surgery that sterility will result.
- Section I: all areas must be completed. The physician's signature must be in their own handwriting. A stamp is not acceptable.
- Out of the next three sections (section II, III, or IV), ONLY one section must be completed.

## COMMON BILLING ERRORS

To avoid rejected claims or encounters always remember to:

- Use specific CPT-4 or HCPCS codes. Avoid the use of nonspecific or "catch-all" codes (i.e., 99070).
- Use the most current CPT-4 and HCPCS codes. Out-of-date codes will be denied.
- Use the 4th or 5th digit when required for all ICD-10 codes.
- Submit all claims/encounters with the proper provider number.
- Submit all claims/encounters with the complete member's Medicaid ID (MMIS ID) or Buckeye ID number.
- Verify other insurance information entered on claim.
- Do not submit handwritten claims
- Original claim forms only, no photocopied or faxed claims
- Printing should be correctly aligned with information in correct fields

## Billing Codes

It is important that providers bill with codes applicable to the date of service on the claim. Billing with obsolete codes will result in a potential denial of the claim and a consequent denial of payment. Submit professional claims with current, valid CPT-4, HCPCS and ICD-10 codes. Submit institutional claims with valid Revenue codes and CPT-4 or HCPCS (when applicable), ICD-10 and DRG codes (when applicable).

Providers will also improve the efficiency of their reimbursement through proper coding of a member's diagnosis. We require the use of valid ICD-10 diagnosis codes, to the ultimate specificity, for all claims.

## Code Auditing

Buckeye uses HIPPA compliant code-auditing software to assist in improving accuracy and efficiency in claims processing, payment, and reporting. The code auditing software will detect, correct, and document coding errors on provider claims prior to payment. Our software will analyze HCPCS Level 1/CPT-4 codes (5-digit numeric coding system which applies to medical services delivered); HCPCS Level II codes (alpha-numeric codes which apply to ambulance services, medical equipment, supplies, and prosthetics); CPT Category II (“F” codes used for tracking purposes) and CPT Category III (“T” codes or temporary codes used for new and emerging technologies) and healthcare industry standard modifiers against correct coding guidelines. These guidelines have been established by the American Medical Association (CPT, CPT Assistant, and CPT Insider View) and the Centers for Medicare and Medicaid Services (CMS).

Reimbursement/payment decisions will continue to be based on the fee schedules and contract agreements between the provider and the Plan. Furthermore, while the code-auditing software has been designed to assist in evaluating the accuracy of procedure coding; it will not evaluate medical necessity. Buckeye may request medical records or other documentation to assist in the determination of medical necessity, appropriateness of the coding submitted, or review of the procedure billed.

## Billing the Member

Except for member co-payments, Buckeye has elected to implement in accordance with OAC rules 5160-26-05 and 5160-26-12, that Buckeye will make a payment for any covered services that constitutes payment-in-full, and the providers are not to charge members or ODM any additional co-payment, cost sharing, down payment, or similar charge, refundable or otherwise.

Pursuant to OAC rule 5160-26-05, any subcontractors and providers are not to bill members any amount greater than would be owed if the entity provided the services directly (i.e., no balance billing).

## DISPUTE/APPEAL/CORRECTED BILLING OF CLAIM

To check the status of previously submitted claim(s), providers should contact the Buckeye Provider Services Department at 1-866-296-8731, Monday - Friday 7 a.m. to 8 p.m. (EST). Providers can also check claims status on our website portal at: <https://www.buckeyehealthplan.com/providers.html/providers>.

Providers should have the servicing provider’s name, member name, member ID number, date of birth, date of service and claim number.

Buckeye offers providers the option to request payment evaluation/and or determination of a previously submitted claim(s) by means of a claims dispute.

Providers claim disputes are any provider inquiries, complaints, appeals, or requests for reconsiderations ranging from general questions about a claim to a provider disagreeing with a claim denial.

While these disputes can come in through any avenue (e.g., provider call center, provider advocates, BHP’s provider portal), they do not include inquiries that come through ODM's Provider Web Portal (HealthTrack).

To submit a claim dispute, there must have already been a first-time claim submitted that has been paid or denied accordingly. If a claim has not been submitted, the claim does not qualify for a claim dispute.

### **Claim Disputes/Appeal with a Date of Service prior to 02/01/2023:**

- Provider disagreements with a previously paid or denied claim are split between an Appeal and a Dispute.
  - Claims requiring review for Medical Necessity/Level of Care will need to have the appropriate appeals form attached based on claims date of service and submitted accordingly. See the provider website for the appropriate appeals form and additional submission instructions.
- Provider allowed **365 days** from the date of service or **60 days** from date of Explanation of Payment whichever is later to submit a claim dispute.
- Once submitted, the claim will be reviewed and previous outcome either upheld or overturned and a new EOP sent to the provider.

### **Claim Disputes with a Date of Service on or after 02/01/2023:**

- Provider disagreements with a previously paid or denied claim are now all considered a dispute. This includes all standard dispute options as well as Buckeye's decision to deny, limit, reduce, suspend, or terminate a covered service for lack of medical necessity or level of care.
- For the fastest turnaround times and greater ability to track the status and receipt of the dispute, please submit utilizing one of the following options.
  - **Option 1:** Select this option on the portal for disputes outside of Medical Necessity/Level of Care on the provider portal. See the provider website for additional submission instructions.
  - **Option 2:** Select this option on the portal for disputes requiring review for Medical Necessity/Level of Care. These will need to have the appropriate appeals form attached based on the claims Date of Service and submitted accordingly via the provider portal

### **Dispute guidelines for claims on or after date of service 02/01/2023:**

- Providers may file a claim dispute within **12 months** from the date of service or **60 calendar days** after the payment, denial, or partial denial of a timely claim submission, whichever is later.
- Providers may submit claim disputes verbally or in writing, including through the provider portal. This includes any disputes submitted through the mail or call center.
  - For the fastest turnaround times, please submit disputes via the Provider Web Portal.
- Makes available to the provider the Provider Web Portal where they can confirm the receipt of their dispute, date received, claims data including member and provider data, previous claim outcomes, and status of the claim and any associated claim disputes.

Buckeye will thoroughly investigate each provider claim dispute using applicable statutory, regulatory, and contractual provisions, collecting all pertinent facts from all parties, and applying BHP's written policies and procedures.

Buckeye will provide written notice to the provider of the disposition of all claim disputes once a resolution has been determined. Written notice will not be sent if the claim dispute was resolved with an initial phone call or in-person contact. Once a resolution has been determined for each claim dispute, Buckeye will reprocess and uphold or pay the associated claim as needed within 30 days from written notice of resolution.

To check the status of previously submitted claim(s), providers should contact the Buckeye Provider Services Department at 1-866-296-8731, Monday - Friday 7 a.m. to 8 p.m. (EST). Providers can also check claims status on our website portal at: <https://www.buckeyehealthplan.com/providers.html/providers>.

## How to File a Dispute

### Claims for DOS 02/01/2023 and after:

1. Submitting an individual claim dispute via the Provider Web Portal by clicking on “Dispute Claim”  
**(Preferred/Fastest Option)**
  - To submit a claim Dispute via the portal,
    - **Go to [Provider Portal Login](#).**
      - New users can create an account to establish portal access. Go to the [Create Account](#) page.
      - **Once logged into the portal, select the “Claims” tab at the top of the page.**
        - The “Claims’ tab allows you to search the claim number you want to dispute in the search window. Find your claim in the search results and click on the claim number to see more details.
        - Select the one of the following options to submit a claim dispute:
    - **Option 1:** Select this option on the portal for disputes outside of Medical Necessity/Level of Care on the provider portal.
    - **Option 2:** Select this option on the portal for disputes requiring review for Medical Necessity/Level of Care. These will need to have the appropriate appeals form attached based on the claims Date of Service and submitted accordingly via the provider portal. See Provider Resources on Buckeyes website for the appropriate form.
2. By contacting Buckeye Provider Services at **1-866-296-8731**.
3. Submitting a paper dispute via Buckeye’s mail center to the below address.
  - For Medical Necessity or Level of Care items, please complete the appropriate form located based on the claims date or service on the website under provider resources and attach to the submitted dispute. See Provider Resources on Buckeyes website for the appropriate form.

### Medicaid Dispute Address:

**Buckeye Health Plan  
Attention: Dispute Department  
P.O. Box 6200  
Farmington, MO 63640-3800**

### Behavioral Health Dispute Address:

**Buckeye Health Plan  
Attention: BH Dispute Department  
P.O. Box 6150  
Farmington, MO 63640-3800**

## Claims for DOS prior to 02/01/2023:

1. Submitting an individual claim dispute via the Provider Web Portal by clicking on “Reconsider Claim” **(Preferred/Fastest Option)**
  - To submit a claim Dispute via the portal,
    - **Go to [Provider Portal Login](#).**
      - New users can create an account to establish portal access. Go to the [Create Account](#) page.
    - **Once logged into the portal, select the “Claims” tab at the top of the page.**
      - The “Claims” tab allows you to search the claim number you want to dispute in the search window. Find your claim in the search results and click on the claim number to see more details.
      - Select the one of the following options to submit a claim dispute:
        - **Reconsider Claim:** Select this option on the portal for disputes outside of Medical Necessity/Level of Care on the provider portal.
        - **Appeal Claim:** Select this option on the portal for disputes requiring review for Medical Necessity/Level of Care. These will need to have the appropriate appeals form attached based on the claims Date of Service and submitted accordingly via the provider portal. See Provider Resources on Buckeyes website for the appropriate form.
2. By contacting Buckeye Provider Services at **1-866-296-8731**.
3. Submitting a paper dispute via Buckeye’s mail center to the below address.
  - For Medical Necessity or Level of Care items, please complete the appropriate form located based on the claims date or service on the website under provider resources and attach to the submitted dispute. See Provider Resources on Buckeyes website for the appropriate form.

### Medicaid Dispute Address:

**Buckeye Health Plan  
Attention: Dispute Department  
P.O. Box 6200  
Farmington, MO 63640-3800**

### Behavioral Health Dispute Address:

**Buckeye Health Plan  
Attention: BH Dispute Department  
P.O. Box 6150  
Farmington, MO 63640-3800**

## Corrected Billing:

1. Effective 02/01/23, any new or corrected billing claims with a date of service on or after 02/01/23 should be submitted via ODM's FI/OMES system to be routed to Buckeye for processing, adjudication, and payment. - <https://managedcare.medicaid.ohio.gov/managed-care/fiscal-intermediary>
2. If the provider does not have access to the FI/OMES system, they may still submit the claims through Buckeyes Provider Web Portal
  - To submit a corrected claim via the portal,
    - **Go to [Provider Portal Login](#).**
      - New users can create new account to establish portal access. Go to the [Create Account](#) page.
    - **Once logged into the portal, select the "Claims" tab at the top of the page.**
      - The "Claims" tab allows you to search the claim number you want to dispute in the search window. Find your claim in the search results and click on the claim number to see more details.
      - Select the "Correct Claim" option to submit a corrected billing claim to replace the original claim and have the new one processed.
3. The provider may also submit the corrected billing claims by mail to the address listed below.

## Medicaid Dispute Address:

**Buckeye Health Plan  
Attention: Dispute Department  
P.O. Box 6200  
Farmington, MO 63640-3800**

## Behavioral Health Dispute Address:

**Buckeye Health Plan  
Attention: BH Dispute Department  
P.O. Box 6150  
Farmington, MO 63640-3800**

- Once the FI/OMES system is fully operational, all corrected claims for date of service 02/01/2023 will be expected to be submitted through the FI/OMES system. See additional information at <https://managedcare.medicaid.ohio.gov/managed-care/fiscal-intermediary>

## External Medical Review

After exhausting Buckeye's provider claims dispute resolution process, a provider may request an external medical review (EMR) if the claim payment denial, limitation, reduction, suspension, or termination was based on medical necessity. For more information on EMR, please see the Utilization Management section of this manual.





## Section IX – Care Coordination/Care Management

Buckeye uses a multi-disciplinary Integrated Care Team to offer and coordinate care. Our staff coordinates care with all the necessary individuals on the member's care team, including the member's primary and specialty providers, other care team members, and those identified as having a significant role in the member's life, as appropriate.

Our goal is to help each, and every Buckeye member achieve the highest possible levels of wellness, functioning, and quality of life, while demonstrating positive clinical results. Integrated care is an integral part of the range of services we provide to all members. Through this, we continually strive to achieve optimal health status through member engagement and behavioral change motivation using a comprehensive approach that includes:

- Strong support for the integration of both physical and behavioral health services.
- Assisting members in achieving optimum health, functional capability, and quality of life.
- Empowering members through assistance with referrals and access to available benefits and resources.
- Working collaboratively with members, family and significant others, providers, and community organizations to assist members using a holistic approach to care.
- Maximizing benefits and resources through oversight and cost-effective utilization management.
- Rapid and thorough identification and assessment; especially members with special healthcare needs.
- A team approach that includes staff with expertise and skills that span departments and services.
- Information technologies that support care coordination within plan staff and among a member's providers and caregivers.
- Multifaceted approach to engage members in self-care and improve outcomes.
- Continuous quality improvement processes that assess the effectiveness of integrated care and identify areas for enhancement to fully meet member priorities.

- Assessment of member’s risk factors and needs.
- Contact with high-risk members discharging from hospitals to ensure appropriate discharge appointments are arranged and members understand treatment recommendations.
- Active coordination of care for members with coexisting behavioral and physical health conditions; residential; social and other support services where needed.
- Development of an integrated plan of care.
- Referrals and assistance to community resources and/or behavioral health providers.

The model emphasizes direct member contact (i.e., telephonic out-reach; face-to-face meetings; and written educational materials). In some circumstances, face-to-face education is preferred because it more effectively engages members, allows staff to provide information that can address member questions in real time and better meets member needs. Participating members also receive preventive care and screening reminders, invitations to community events, and can call any time regarding healthcare and psychosocial questions or needs.

## CARE MANAGEMENT PROGRAM

Buckeye will assign a specific Care Manager to each member who, when determined by assessment, would benefit from such services. A member may be assigned to Care Coordination, Care Management, or Disease Management, as applicable.

Care management and care coordination are collaborative processes of assessment, planning, coordinating, monitoring, and evaluation of the services required to meet an individual's needs. Care management serves as a means for achieving member wellness and autonomy through advocacy, communication, education, identification of service resources and service facilitation. The goal of care management is provision of quality health care along a continuum, decreased fragmentation of care across settings, enhancement of the member’s quality of life, and efficient utilization of member care resources.

Although it is the Provider’s responsibility to serve as the ongoing source of primary and preventive care, the Care Manager, working in collaboration with the Provider, helps identify appropriate providers and facilities throughout the continuum of services, while ensuring that available resources are being used in a timely and cost-effective manner.

Buckeye members who are attributed to a CPC Practice shall receive their care coordination services, including coordination of behavioral, physical, and social needs, from the practice and/or Buckeye, depending on need and CPC readiness. The CPC practice shall be the member’s primary care management entity. Buckeye plays a key role in supporting the CPC practice to be successful in achieving optimal population-level health outcomes while decreasing duplication of services. The level of support provided by Buckeye shall be contingent on the CPC practice’s infrastructure and capabilities (e.g., use of electronic health records, use of care management teams, etc.) to manage coordination responsibilities and share and/or integrate data with other providers and Buckeye.

### **Buckeye Thrive Care Management**

Buckeye Thrive Care Management is Buckeye’s complex care management program that supports provider care treatment plans for our high-risk, high-utilization care management members by having a high touch, face-to-face presence at the point of care.

Buckeye has developed a Population Health based Model of Care geared to all Medicaid members who will be placed into a Care Management program tailored to their needs.

Care Management still provides high touch, face-to-face presence at the point of care. Buckeye Care Managers are visible in our provider offices, facilities and community agencies and accompany our high-risk care management

members on routine visits. Our Buckeye Thrive Care staff provides face-to-face education, advocacy and support to high-risk care management members and their providers.

**Key Indicators for determining which members might benefit from complex, care management:**

A key objective of Buckeye’s Care Management program is early identification of those members who have the greatest need for care coordination and care management. This includes but is not limited to those who are classified as children or adults with special health care needs; have catastrophic, high-cost, and high-risk or co-morbid conditions; have been non-compliant in less intensive programs; or are frail and elderly, disabled, or at the end of life.

Identifying members for Buckeye’s Care Management may be conducted through, but not limited to predictive modeling programs, claims or encounter data, hospital discharge data, pharmacy data, or data collected at any time through the UM process. Members may also be referred directly to the care management program through self or family, the disease management program, hospital discharge planner, Provider, hospital care management staff, Care Coordination Entity, OhioRISE, Care Management Entity, Buckeye concurrent review staff, or other Buckeye staff. These multiple referral avenues can help to minimize the time between need and initiation of care management services. The Provider maintains an ongoing responsibility in identifying members who may meet Buckeye’s care management criteria and refer them to the Plan.

Buckeye members who are attributed to a CPC Practice that completed Care Management Transition, shall receive all their care management, including coordination of behavioral, physical, and social needs, from the CPC practice. The CPC practice shall be the member’s primary care management entity. Buckeye plays a key role in supporting the CPC practice to be successful in achieving optimal population-level health outcomes. The level of support provided by Buckeye shall be contingent on the CPC practice’s infrastructure and capabilities (e.g., use of electronic health records, use of care management teams, etc.) to manage coordination responsibilities and share and/or integrate data with other providers and Buckeye.

At Buckeye, the care manager is the accountable point of contact who can help the member obtain medically necessary care, assist with health-related services and coordinate care needs. Members of the Buckeye Care Management team include the care manager and other health care professionals such as licensed social workers, pharmacists, medical directors, licensed practical nurses, and care guides who are appropriately qualified for the member’s health care condition, follows the state’s licensure/credentialing requirements, and operates within the scope of practice as allowed by the State.

**Health Risk Assessment**

Once identified, the Buckeye Care Management team uses various health risk assessment (HRA) tools to determine whether coordination of services will result in more appropriate and cost-effective care through treatment intervention.

During this assessment of the member’s risk factors, member information including cultural and linguistic needs, current health status, potential barriers to complying with the care treatment plan, and other pertinent information may be obtained from the member, family support system, provider, and other health care practitioners.

Assessment, care plan, and all interaction with the member is documented in our clinical documentation system, TruCare®, which facilitates automatic documentation of the individual and the date and time when the Care Coordination team acted on the care or interacted with the member. TruCare® supports evidence-based clinical guidelines to conduct assessment and management and allows the CM to generate reminder prompts for follow-up according to the care management care plan. This assessment is completed within 30 days of member identification as a candidate for the care management program.

## Care Plan

The Care Manager develops a proposed care plan in conjunction with the member, the provider, and authorized family members, care givers or guardians. This proposed care plan is based on medical necessity, appropriateness of the discharge plan, patient/family/support systems to assist the member in the home setting, community resources/services available and member compliance with the prescribed care treatment plan.

This care plan includes prioritized short- and long-term goals with timeframes for completion, member level interventions, a plan to continuously review and re-evaluate member needs; identifies barriers to meeting goals, provides schedules for follow up and communication with members, includes self-management planning and an assessment of progress against the plans and goals, with modification as needed.

The care plan is developed to support the provider's plan for the member and the emphasis is on communication and feedback between the care manager, the member, other care entities, and the provider.

When the provider, member, member's representative, and family agree, the care plan is implemented. Checkpoints are put into place to evaluate and monitor the effectiveness of care coordination/care management services and the quality of care provided, and to trigger timely revisions to the care plan when necessary. Behavioral health care coordination is incorporated in the care plan. The care manager also assists the member in transitioning to other care when benefits end.

The care manager will send the provider a copy of the care plan or bring the care plan to the point of care when accompanying a member for a face-to-face visit with the provider. If the provider agrees, we encourage the provider to make additions or comments and then send the care plan back to Buckeye. A copy of it will be maintained in the member's medical record. Care plans will be forwarded to the provider when significant updates occur as well.

## Referring a Member to Buckeye Care

Our goal is to ensure that all members have access to Care Management.

Providers are asked to contact a Buckeye Care Manager to refer a member identified in need of care management intervention:

**Medical Management/Care Management**  
**1-866-246-4359**

## SPECIAL NEEDS CARE MANAGEMENT PROGRAMS

In addition to general high risk care management services, Buckeye also provides special needs care management programs as follows:

- Asthma
- Diabetes
- CHF
- Children in Custody
- CAD
- Non-mild hypertension
- COPD
- HIV/AIDS
- Severe mental illness
- Severe cognitive and or developmental limitation

- Transplants
- Teen pregnancy
- High risk or high-cost substance abuse disorder
- Frequent admissions or preventable/avoidable/PCP treatable ED visits
- Start Smart for Your Baby® Program
- Children with Special Health Care Needs
- "Compassionate Connections" Palliative Care Program
- Sickle Cell
- "Addiction in Pregnancy" Program

## **Asthma Program**

This program targets Buckeye members with asthma who are inappropriately using medications, who are having repeated visits to the ED, or are being admitted to the hospital for additional care management and support from the medical management department. Additional education and coordination of care with the member's PCP are key factors in this program. The goals of this program include increasing positive clinical outcomes for the member and controlling the asthma to improve the quality of life for the member. Members may also be referred to disease management for asthma as well.

## **Children with Special Healthcare Needs**

Buckeye believes that Children with Special Health Care Needs (CSHCN) should have the opportunity to participate in all aspects of a full and active life. With that goal in mind, we have developed a CSHCN program to ensure these children are receiving proper care and optimal coordination of their services. Aspects of our CSHCN Program include but are not limited to:

- Increasing coordination between the medical, social, and educational communities.
- Assurance referrals are made to proper providers, including dental and/ or behavioral health providers.
- Improving levels of screening at birth and more consistent referrals to and from Early Intervention Programs.
- Encouraging family participation.
- Ensuring active and coordinated physician/ specialist participation; and
- Identifying modes of delivery for coordinated care services such as, home visits, clinic visits, and phone contacts depending on the circumstances and needs of the child and his/her family.

## **Children in Custody (CIC)**

Buckeye partners with PCSAO and local children's services agencies to provide care coordination services to all children in custody. Buckeye assesses the physical, behavioral, and SDOH needs of the children and their families to provide resources, support current care, and assist with reunification, as appropriate. Buckeye also works to support youth getting ready to transition to adulthood by providing education on topics important to them such as life skills, finances, and more. Buckeye will partner closely with the OhioRISE Plan and other CCE entities to ensure the appropriate level of care coordination is provided. Buckeye will obtain appropriate authorizations from the children's service agencies for care coordination activities with the children's foster parents. Buckeye will also share required information related to the child via a secure portal.

## **Start Smart for Your Baby®**

Start Smart for Your Baby® Program (Start Smart) is our special program for women who are pregnant. This program provides educational materials that tackle the most critical issues affecting the child's development during pregnancy.

Start Smart offers a preventive approach that encourages prenatal education for the expectant mother to achieve the best possible outcome.

Start Smart encourages pregnant women to keep their prenatal care appointments; educates members and their families about pregnancy; identifies members who may be at high risk for developing complications; and provides support in dealing with medical, socioeconomic, and environmental issues that may contribute to complications.

Identifying pregnant members as early as possible, providing them with adequate prenatal care and guidance as well as addressing complications as effectively as possible should result in improved outcomes for both the mother and the newborn.

## **Teen Pregnancy**

Buckeye Care Managers intervene as early as possible to provide care coordination and support for teen mothers. Identifying them as early as possible, providing them with adequate prenatal care and guidance as well as addressing social and emotional issues and complications as effectively as possible should result in improved outcomes for both the mother and the newborn.

## **New Leaf Program**

Buckeye is responsible for the care management of those pregnant members identified with substance use disorder. Special efforts are made to identify pregnant members with substance abuse concerns who are early in their pregnancy and link them with substance use disorder treatment and Medication Assisted Treatment. The goal is to keep members engaged in care management through 18 months post-delivery to ensure a healthy delivery and provide support throughout the baby's first year.

## **HIV/AIDS**

The goals of Buckeye's HIV/AIDS Disease Management Program are as follows:

- To establish a process to enable Buckeye's members diagnosed with HIV+/AIDS to access medical services in a timely manner
- To educate and monitor pregnant women to reduce perinatal transmission of HIV from mother to infant
- To promote HIV prevention and early treatment of same by providing information to the Buckeye membership consistent with the member's age, sex, and risk factors as well as culturally and linguistically appropriate.
- To ensure that care plans are specifically developed for each member to ensure continuity of care among the various clinical and non-clinical disciplines and services
- To assure the use of the most current diagnosis and treatment protocols and standards established by the DHSS and the medical community.

## **Sickle Cell Management**

Specialized care management program to assist members with long-term management of sickle cell disease. Includes medication management and adherence, aids with hematology referrals, and referrals to behavioral providers if indicated.

## **Transplant Program**

Members approved for transplants are placed in either intensive or high-risk care management and followed by a Care Manager for ongoing support, education, resources, and referrals. Members are followed pre- and post-transplant until

medically stable and member has reached their baseline related to health and wellness.

## **Disease Management**

Disease management (DM) is a multidisciplinary, continuum-based approach to health care delivery that proactively identifies populations with, or at risk for, chronic medical conditions. Disease management is a system of coordinated health care interventions and communications for populations with conditions in which member self-care efforts are significant. Disease management is based on evidence-based guidelines such as American Heart Association, American Diabetes Association, etc. Disease management programs generally are offered telephonically, involving interaction with a trained nursing professional, and require an extended series of interactions, including a strong educational element. Buckeye's Disease Management Program emphasizes prevention and members are expected to play an active role in managing their diseases. Buckeye may delegate management of specific disease management programs to an external vendor.

### **Disease Management Process**

Buckeye's DM programs are disease specific and evaluated for relevance to Buckeye's membership demographics and utilization patterns. DM programs may include, but are not limited to: Asthma, Chronic Kidney Disease, COPD, Diabetes, Pregnancy Management, and Sickle Cell disease. The major components of each disease management program include:

1. Identification of members with specified diagnosis
2. Stratification or classification of these members according to the severity of their disease, the appropriateness of their treatment and the risk for complications and high resource utilization
3. Provision of proven interventions that will improve the clinical status of the member and reduce the risk for complications and long-term problems
4. Involvement of the member, family, and physician to promote appropriate use of resources
5. Education of member and family to promote better understanding of disease and better self-management
6. Ongoing measurement of the process and its outcomes to document successes and/or identify necessary revisions of the program

Members with a potential diagnosis applicable to the specific DM program will be identified through various sources, including, but not limited to inpatient census reports, medical claims data (office, emergency room, outpatient, and inpatient levels of care), pharmaceutical claims data, HRA results, Laboratory reports, data from UM/CM process, new member welcome calls, member self-referral, and physician referral. Based on the data received during the identification phase, members will be stratified into risk groups that will guide the care coordination interventions provided. Members will be stratified into either Low Risk, Moderate Risk, or High-Risk categories. Definitions for each risk category are program specific and will be outlined in the program's description document. Members may change between risk groups based on data retrieved during each reporting period, as well as through collaboration/interaction with Care Manager, member, or PCP.

Members enrolled into a disease management program will receive some level of intervention from a multi-disciplinary team that includes specially trained nurses, dietitians, respiratory therapists, and certified diabetic educators. The interventions may include, but is not limited to identification, assessment, disease specific education, reminders about preventive/monitoring services, assistance with making needed appointments and transportation arrangements, referral to specialists as needed, authorization for services and/or medical equipment, coordination of benefits, and coordination with community-based resources. Education is a crucial component of the disease management program. Education will be presented to members and their treating physician and may be provided through mailings, telephone calls, or home visits.

High-risk members will be referred to Buckeye's complex care management program for development of an individualized care plan. Both the member/family and the physician will be included in the development of the care plan. Including the member/family in the development of the individualized goals and interventions promotes

ownership of the program and stimulates a desire for success. Care plan goals and interventions will be reviewed routinely, and the plan of care will be adjusted as necessary by the care coordinator to assure the best possible outcome for the member.

Behavior change is a critical piece of the disease management approach. Members are initially screened and their readiness to change is determined. Motivational interviewing techniques are utilized to engage and assist the member in moving toward a healthy lifestyle.

The Buckeye Disease Management program as provided by our external vendor receives oversight through the Buckeye Delegated Oversight Committee process.

## **Members with Mental Health and Substance (Alcohol and Drug) Use Disorders**

Buckeye uses an intensive Care Management (CM) Program to address the unique needs of members related to Mental Health and Substance Use Disorders (SUD), including frequent co-morbid and co-occurring conditions which require an integrated approach to all aspects of care coordination and treatment. The program incorporates interventions such as structured post-discharge telephone or in-person contact; assessing satisfaction with outpatient providers; careful attention both to compliance with prescribed medications as well as potential impact of each medication on all Physical Health (PH) and Behavioral Health (BH) conditions.

The following programs will be initiated for members identified with needs related to Mental Health and SUD as indicated:

- Intensive Care Coordination
- Utilize Community Health Workers to engage members
- Transition of Care from different care settings/levels

The Care Manager will complete an assessment to confirm member needs related to Mental Health and/or SUD, assessing medical, BH, social, and other needs. Within 30 calendar days of identification, or sooner as dictated by member needs, a Care Manager will outreach to members identified to complete a comprehensive assessment, develop a care plan, and provide other needed assistance. Other outreach processes and initiatives will include:

- Partnering with community care managers, and peer supports to outreach to members with SMI, SUD, and other BH needs.
- Identifying agencies serving the homeless population and coordinate with those agencies on initiatives geared toward identifying and connecting our difficult to reach members with supportive resources and stable housing.
- Building relationships with local hospitals to notify Buckeye when our members visit the ER.
- Education and enrollment of eligible members as applicable

Staff will use comprehensive assessments to identify members who could benefit from a Health Home and educate eligible members on available services, including member's choice to opt in or out of the Health Home program. For members who choose to enroll in a Health Home, the CC will coordinate with the Member's chosen Health Home provider to ensure continuity of care. Once the member is enrolled in the Health Home program, our CC will then work with the Health Home staff and/or other members of the community-based team to promote recovery through a care plan, developed in collaboration with the member, that includes treatment referrals; self-management tools to help the member understand triggers; and use of local support groups and resources. Care plans will also include coordination with the Health Home provider, other involved providers (including OB/GYNs, behavioral health providers, PCPs, and specialists), as well as family and community supports as desired by the member or authorized representative.





## Section X – Reporting

### MEMBER MEDICAL RECORDS

Buckeye providers must keep accurate and complete medical records. Such records will enable providers to render the highest quality healthcare service to members. They will also enable Buckeye to review the quality and appropriateness of the services rendered. To ensure the member's privacy, medical records should be kept in a secure location.

Buckeye requires providers to maintain all records for members for at least seven years. See the Member Rights section of this handbook for policies on member access to medical records.

#### Required Information

Medical records mean the complete, comprehensive member records including, but not limited to, x-rays, laboratory tests, results, examinations, and notes, accessible at the site of the member's participating PCP or provider, that document all medical services received by the member; this includes inpatient, ambulatory, ancillary, and emergency care, prepared in accordance with all applicable state rules and regulations, and signed by the provider rendering the services.

Providers must maintain complete medical records for members in accordance with the following standards:

- Member's name, and/or medical record number on all chart pages.
- Personal/biographical data is present (i.e., employer, home telephone number, spouse, next of kin, legal guardianship, primary language, etc.).
- Prominent notation of any spoken language translation or communication assistance.
- All entries must be legible and maintained in detail.
- All entries must be dated and signed or dictated by the provider rendering the care.

- Significant illnesses and/or medical conditions are documented on the problem list and all past and current diagnoses.
- Medication, allergies, and adverse reactions are prominently documented in a uniform location in the medical record; if no known allergies, NKA or NKDA are documented.
- An appropriate history of immunizations is made in chart for adults.
- Evidence that preventive screening and services are offered in accordance with Buckeye practice guidelines.
- Appropriate subjective and objective information pertinent to the member's presenting appeal is documented in the history and physical.
- Past medical history (for members seen three or more times) is easily identified and includes any serious accidents, operations and/or illnesses, discharge summaries, and ER encounters.
- Working diagnosis is consistent with findings.
- Treatment plan is appropriate for diagnosis.
- Documented treatment prescribed, therapy prescribed, and drug administered or dispensed including instructions to the member.
- Documentation of prenatal risk assessment for pregnant women or infant risk assessment for newborns.
- Signed and dated required consent forms.
- Unresolved problems from previous visits are addressed in subsequent visits.
- Laboratory and other studies ordered as appropriate.
- Abnormal lab and imaging study results have explicit notations in the record for follow up plans; all entries should be initialed by the PCP to signify review.
- Referrals to specialists and ancillary providers are documented including follow up of outcomes and summaries of treatment rendered elsewhere including family planning services, preventive services, and services for the treatment of sexually transmitted diseases.
- Health teaching and/or counseling is documented.
- Appropriate notations concerning use of tobacco, alcohol, and substance use; for members seen three or more times substance abuse history should be queried.
- Documentation of failure to keep an appointment.
- Encounter forms or notes have a notation, when indicated, regarding follow-up care calls or visits. The specific time of return should be noted as weeks, months or as needed.
- Evidence that the member is not placed at inappropriate risk by a diagnostic or therapeutic problem.
- Confidentiality of member information and records protected.
- Evidence that an Advance Directive has been offered to adults 18 years of age and older.

Providers are required to have an organized medical recordkeeping system and have records available in the office. Confidentiality of member information and medical records will be protected at all times.

## **Medical Records Release**

All member medical records shall be confidential and shall not be released without the written authorization of the covered person or a member's authorized representative. When the release of medical records is appropriate, the extent of that release should be based upon medical necessity or on a need to know basis.

Written authorization is required for the transmission of the medical record information of a current Buckeye member or former Buckeye member to any physician not connected with Buckeye.

Providers are required to make member records available to Buckeye as requested at no cost to Buckeye.

## **Medical Records Transfer for New Members**

All PCPs are required to document in the member's medical record attempts to obtain historical medical records for all newly assigned Buckeye members. If the member or member's authorized representative is unable to remember where they obtained medical care, or they are unable to provide addresses of the previous providers, this should also be noted in the medical record.

Providers are required to make medical records for Medicaid-eligible individuals available for transfer in a timely manner to new providers at no cost to the individual.

## **Medical Records Audits**

Medical records may be audited to determine compliance with Buckeye's standards for documentation. The coordination of care and services provided to members, including over/under utilization of specialists, as well as the outcome of such services may also be assessed during a medical record audit.

## **INCIDENT REPORTING**

Providers are required to assure the immediate health and safety of members when becoming aware of abuse, neglect, exploitation, misappropriation greater than \$500, and accidental/unnatural deaths. If actions were not taken to assure the immediate health and safety of the member, the provider will do so immediately. Such actions may include calling police or EMS, reporting to county Adult Protective Services (APS), the county Public Child Services Agency (PCSA) or regulatory agencies such as the Ohio Department of Health. Providers are required to report these types of incidents to the MCO within 24 hours of becoming aware of the incident.

## **Additional Reporting Requirements**

Buckeye in accordance with its contract with the ODM must report the existence of certain information regarding its membership. For example, if your patient is involved in an accident or becomes injured, this information should be shared with us. This includes any incidents that occur prior to your patient's coverage with Buckeye.

To report this type of information, please call us at 1-866-246-4359.

Please be prepared to supply as many details as possible including, the date and the cause of the accident, the injuries sustained by your patient and any legal proceedings that have been initiated.

In addition, you must immediately report the death of a Buckeye member.

## FRAUD, WASTE, AND ABUSE

Buckeye takes the detection, investigation, and prosecution of fraud, waste, and abuse very seriously, and has a Fraud, Waste, and Abuse (FWA) program that complies with state and federal laws.

**Fraud** means the intentional deception or misrepresentation an individual or entity makes knowing that that the misrepresentation could result in some unauthorized benefit to the individual, or the entity or to some other party. This includes “reckless disregard” of the facts with the intent to receive an unauthorized payment. This party may also conceal facts in order to receive reimbursement for which they are not entitled.

**Waste** means the incorrect submission of claims due to factors such as uneducated office staff, coding illiteracy, staff turnover, or keying errors. Wasteful billing can typically be resolved after the provider or subcontractor and office staff is educated on proper billing requirements and/or claim submission.

**Abuse:** means practices that are inconsistent with sound fiscal, business, or medical practices, and result in unnecessary cost to the health plan. It includes billing for services that are not covered or medically necessary or that fail to meet professionally recognized standards for healthcare. Abuse also includes enrollee and provider practices that result in unnecessary cost to the health plan. In the case of abuse, there is no conspiracy or malicious intent to deceive.

Buckeye successfully operates a Special Investigations Unit (SIU), with dedicated staff that reside in Ohio. This unit routinely inspects claims submitted to assure that Buckeye is paying appropriately for covered services. Buckeye performs front and back-end audits to ensure compliance with billing regulations. Our sophisticated code editing software performs systematic audits during the claims payment process. To better understand this system; please review the Billing Manual located on our website. Buckeye also performs retrospective audits, which in some cases these activities may result in taking actions against providers who, individually or as a practice, commit fraud, waste, and/or abuse. These actions include but are not limited to:

- Remedial education and/or training to prevent the billing irregularity
- More stringent utilization review
- Recoupment of previously paid monies
- Termination of provider agreement or other contractual arrangement
- Referral to the Ohio Program Integrity Unit
- Referral to the Medicaid Fraud Control Unit
- Onsite Investigations
- Corrective Action Plan
- Any other remedies available to rectify

Buckeye instructs and expects all its contractors and subcontractors to comply with applicable laws and regulations, including but not limited to the following:

- Federal and State False Claims Act
- Qui Tam Provisions (Whistleblower)
- Anti-Kickback Statute
- Physician Self-Referral Law (Stark Law)
- HIPAA
- Social Security Act
- US Criminal Codes

Buckeye requires all its contractors and subcontractors to report violations and suspected violations on the part of its employees, associates, persons, or entities providing care or services to all Buckeye members. Examples of such violations include bribery, false claims, conspiracy to commit fraud, theft or embezzlement, false statements, mail fraud,

healthcare fraud, obstruction of a state and/or federal healthcare fraud investigation, money laundering, failure to provide medically necessary services, marketing schemes, prescription forging or altering, Physician illegal remuneration schemes, compensation for prescription drug switching, prescribing drugs that are not medically necessary, theft of the prescriber's DEA number or prescription pad, identity theft or members' medication fraud.

Training is available on our website under Provider Resources > Report Fraud, Waste and Abuse at: <https://www.buckeyehealthplan.com/providers.html>.

We also include FWA training in our Provider Abuse Line at 1-866-685-8664.

### **Suspected Inappropriate Billing**

If you suspect or witness a provider inappropriately billing or a member receiving inappropriate services, please call our anonymous and confidential FWA hotline at 1-866-685-8664. Buckeye takes all reports of potential fraud, waste, and/or abuse very seriously and investigates all reported issues.

NOTE: Due to the evolving nature of fraudulent, wasteful, and abusive billing, Buckeye may enhance the FWA program at any time. These enhancements may include but are not limited to creating, customizing, or modifying claim edits, and upgrading software, modifying forensic analysis techniques, or adding new subcontractors to help in the detection of aberrant billing patterns.

### **Fraud, Waste and Abuse Reporting**

Providers may voluntarily disclose any suspected fraud, waste or abuse using the tool on the ODJFS website: <https://ifs.ohio.gov/fraud/index.stm>

## **QUALITY MANAGEMENT**

Buckeye culture, systems and processes are structured around its mission to improve the health of all enrolled members. The Quality Management/Quality Improvement (QM/QI) program utilizes a systematic approach to quality using reliable and valid methods of monitoring, analysis, evaluation, and improvement in the delivery of healthcare provided to all members, including those with special needs.

This system provides a continuous cycle for assessing and analyzing the quality of care and service among plan initiatives including primary, secondary, and tertiary care, preventive health, acute and/or chronic care, over- and under-utilization, continuity and coordination of care, patient safety, and administrative and network services. This includes the implementation of appropriate interventions and designation of adequate resources to support the interventions. The system allows for systemic analysis and re-measurement of barriers to care, the quality of care, and utilization of services over time.

Buckeye recognizes its legal and ethical obligation to provide members with a level of care that meets recognized professional standards and is delivered in the safest, most appropriate settings. To that end, we will provide for the delivery of quality care with the primary goal of improving the health status of members.

Where the member's condition is not likely to improve, Buckeye will implement measures to prevent any further decline in condition or deterioration of health status or provide for comfort measures as appropriate and requested by the member. This will include the identification of members at risk of developing conditions, the implementation of appropriate interventions, and designation of adequate resources to support the interventions.

Whenever possible, the Buckeye QM/QI Program supports these processes and activities that are designed to achieve demonstrable and sustainable improvement in the health status of members.

## **Program Structure**

The Buckeye Board of Directors (BoD) has the ultimate authority and accountability for the oversight of the quality of care and service provided to members. The BoD oversees the QM/QI Program and has established various committees and ad-hoc committees to monitor and support the QM/QI Program.

The Quality Improvement Committee (QIC) is a senior management committee with Buckeye network physician representation that is directly accountable to the BoD. The purpose of this committee is to provide oversight and direction in assessing the appropriateness and to continuously enhance and improve the quality of care and services provided to members. This is accomplished through a comprehensive, plan-wide system of ongoing, objective, and systematic monitoring; the identification, evaluation, and resolution of process problems, the identification of opportunities to improve member outcomes, and the education of members, providers and staff regarding the quality and medical management programs.

The following committees report directly to the Quality Management Committee (QIC):

- Medical Management Committee (MMC)
- Pharmacy & Therapeutics Committee (P&T)
- Credentialing Committee (CC)
- Performance Improvement Team
- Joint Operations Committee
- Cultural Competency Committee
- HEDIS Steering Committee
- Peer Review Committee (Ad Hoc Committee)

In addition to the committees reporting to the QIC, Buckeye has sub-committees and workgroups that report to the above committees including, but not limited to:

- Grievance and Appeals Committee
- Provider Advisory Committee
- Member Advisory Committee
- Hospital Advisory Committee
- Community Advisory Committee
- Ad-hoc committees may also include *regional level* committees for Member Advisory and/or Community Advisory based on distribution of Membership.

## **Provider Involvement**

Buckeye recognizes the integral role provider involvement plays in the success of its QM/QI program. Provider involvement in various levels of the process is highly encouraged through provider representation and participation on the Quality Committees.

## **Quality Management/Quality Improvement (QM/QI) Program Scope**

The scope of the QM/QI program is comprehensive and addresses both the quality of clinical care and the quality of service provided to Buckeye members. Buckeye QM/QI Program incorporates all demographic groups, care settings, and services in quality improvement activities, including preventive care, primary care, specialty care, acute care, short-term care, ancillary services, and operations.

## **Goals**

Buckeye's primary QM/QI program goal is to improve members' health status through a variety of meaningful quality improvement activities implemented across all care settings and aimed at improving quality of care and services delivered.

## **Member Safety and Quality of Care**

Member Safety is a key focus of Buckeye's QM/QI program. Monitoring and promoting member safety is integrated throughout many activities across the plan, but primarily through identification of potential and/or actual quality of care events. A potential quality of care issue is any alleged act or behavior that may be detrimental to the quality or safety of patient care, is not compliant with evidence-based standard practices of care or that signals a potential sentinel event, up to and including death of a member.

Buckeye employees (including Medical Management, Member Services, Provider Services, Appeal Coordinators, etc.), panel providers, facilities or ancillary providers, members or member representatives, medical directors or the BoD may advise the Quality Management (QM) Department of potential quality of care issues. Adverse events may also be identified through claims-based reporting. Potential quality of care issues require investigation of the factors surrounding the event in order to make a determination of their severity and need for corrective action up to and including review by the Peer Review Committee (Ad Hoc Committee) as indicated.

Potential quality of care issues received in the QI department are tracked and monitored for trends in occurrence, regardless of their outcome or severity level.

## **Performance Improvement Process**

Buckeye QIC reviews and adopts an annual QM/QI program and Work Plan aligned with Buckeye vision and goals and appropriate industry standards. The QM Department implements quality/risk/utilization management approaches to problem identification with the objective of identifying improvement opportunities. Most often, initiatives are selected based on data that indicates the need for improvement in a particular clinical or non-clinical area and includes targeted interventions that have the greatest potential for improving member health outcomes, quality of access to care and services.

Performance improvement projects, focused studies and other QI initiatives are designed and implemented in accordance with principles of sound research design and appropriate statistical analysis. Results of these studies are used to evaluate the appropriateness and quality of care and services delivered against established standards and guidelines for the provision of that care or service. Each performance improvement initiative is also designed to allow Buckeye to monitor improvement over time. Quality Performance Measures have been identified based on the potential to improve healthcare for Buckeye members. The measures are HEDIS measures, integrated behavioral healthcare, along with identified state metrics. Performance is measured against established benchmarks and progress to performance goals.

Annually, Buckeye develops a QM/QI Work Plan for the upcoming year. The QM/QI Work Plan serves as a working document to guide quality improvement efforts on a continuous basis. The work plan integrates QIC activities, reporting, and studies from all areas of the organization (clinical and service). It also includes timelines for completion and reporting to the QIC and requirements for external reporting. Studies and other performance measurement activities and issues to be tracked over time are scheduled in the QM/QI Work Plan.

Buckeye communicates activities and outcomes of its QM/QI Program to both members and providers through avenues such as the member newsletter, provider newsletter, and the Buckeye web portal at

<https://www.buckeyehealthplan.com/providers.html>.

At any time, Buckeye providers may request additional information on the Health Plan programs, including a description of the QM/QI Program and a report on Buckeye progress in meeting the QAPI program goals, by contacting the QI department.

### **Feedback on Provider Specific Performance**

As part of the quality improvement process, performance data at an individual provider, practice or site level is reviewed and evaluated. This performance data may be used for quality improvement activities, including use by Buckeye quality committees. This review of Provider specific performance data may include, but is not limited to:

- Site evaluation results including medical record audit, appointment availability, after-hours access, cultural proficiency, and in-office waiting time.
- Preventive care, including wellness exams, immunizations, prenatal care, lead screening, cervical cancer screening, breast cancer screening, and other age-appropriate screenings for detection of chronic diseases or conditions.
- Member appeal and grievance data.
- Utilization management data including ER visits/1000 and bed days/1000 reports.
- Critical Incident reporting, sentinel events and adverse outcomes.
- Compliance with clinical practice guidelines.
- Pharmacy data including use of generics or specific drugs.

As part of its motivational incentive strategies, Buckeye systematically profiles the quality of care delivered by high-volume PCPs to improve provider compliance with preventive health and clinical practice guidelines and clinical performance indicators. The profiling system is developed with network providers to ensure the process has value to providers, members and Buckeye, and may include a financial component.

### **Healthcare Effectiveness Data and Information Set (HEDIS)**

HEDIS is a set of standardized performance measures developed by the National Committee for Quality Assurance (NCQA), which allows comparison across health plans. HEDIS gives purchasers and consumers the ability to distinguish between health plans based on comparative quality instead of simply cost differences. HEDIS reporting is a required part of NCQA Health Plan Accreditation and the Ohio Department of Human Services.

As both Ohio and Federal governments move toward a healthcare industry that is driven by quality, HEDIS rates are becoming more and more important, not only to the health plan, but to the individual provider. Ohio purchasers of healthcare use the aggregated HEDIS rates to evaluate the effectiveness of a health insurance company's ability to demonstrate an improvement in preventive health outreach to its members. Provider specific scores are being used as evidence of preventive care from primary care office practices. The rates then serve as a basis for provider incentive programs, such as "Pay for Performance." These programs reward providers based on scoring of such quality indicators used in HEDIS.

### **How Are HEDIS Rates Calculated?**

HEDIS rates can be calculated in two ways: administrative data or hybrid data. Administrative data consists of claim and submitted to the health plan. Measures calculated using administrative data may include annual mammogram, annual



chlamydia screening, appropriate treatment of asthma, antidepressant medication management, access to PCP services, and utilization of acute and mental health services.

Hybrid rates consists of both administrative data and a sample of medical record data. Hybrid data requires review of a random sample of member medical records to abstract data for services rendered that were not reported to the Health Plan through claims/encounter data. Accurate and timely claim/encounter data and submission of appropriate procedure and diagnosis codes can reduce the necessity of Medical Record Reviews (MRR); see Buckeye's website and HEDIS booklet for more information on reducing HEDIS medical record reviews and improving your HEDIS scores. Measures typically requiring medical record review include diabetic HbA1c, eye exam and nephropathy, controlling high blood pressure, cervical cancer screening, and prenatal care and postpartum care.

### **When Will the Medical Record Reviews (MRR) Occur for HEDIS?**

MRR audits for HEDIS are usually conducted February through May each year. Buckeye QM representatives, or a national MRR vendor contracted to conduct the HEDIS MRR on Buckeye's behalf may contact you if any of your patients are selected in the HEDIS samples. Your prompt cooperation with the representative is greatly needed and appreciated.

As a reminder, PHI that is used or disclosed for purposes of treatment, payment or healthcare operations is permitted by HIPAA Privacy Rules (45 CFR 164.506) and does not require consent or authorization from the member. The MRR vendor will sign a HIPAA compliant Business Associate Agreement with Buckeye which allows them to collect PHI on our behalf.

### **What Can Be Done to Improve My HEDIS Scores?**

- Understand the specifications established for each HEDIS measure.
- Submit claim/encounter data for each and every service rendered. All providers must bill or report by encounter submission for services delivered, regardless of contract status. Claim/encounter data is the most clean and efficient way to report HEDIS. If services are not billed or not billed accurately, they are not included in the calculation. Accurate and timely submission of claim/encounter data will positively reduce the number of medical record reviews required for HEDIS rate calculation.
- Ensure chart documentation reflects all services provided.
- Bill CPT II codes related to HEDIS measures such as, Body Mass Index (BMI) calculations, eye exam results and blood pressure readings.

If you have any questions, comments, or concerns related to the annual HEDIS project or the MRRs, please contact Buckeye at 1-866-246-4358 and ask to speak with the Quality Improvement Department.

## SUPPLEMENTAL DATA ELECTRONIC DATA INTERCHANGE (EDI) FEED OVERVIEW

### The Future of Healthcare

The Healthcare Industry is moving toward being completely electronic to foster better health outcomes, increase member satisfaction, and meet contract requirements. Buckeye Health Plan is here to support you in adapting to the changes necessary to take advantage of the opportunity to share supplemental data. Supplemental data is member-specific information shared electronically by providers that impacts HEDIS® and improves care coordination. Here are the facts about Buckeye's supplemental data electronic data interchange (EDI) opportunity:

- Over 20 HEDIS® measures are reportable via EDI, including many within Buckeye quality-based provider incentive programs
- In 2020, over 60 sub measures showed an increase attributed to supplemental data received via EDI reducing the need for administrative support to provide medical records
- EDI facilitates higher performance in value-based agreements by picking up HEDIS® numerator hits missed by claims

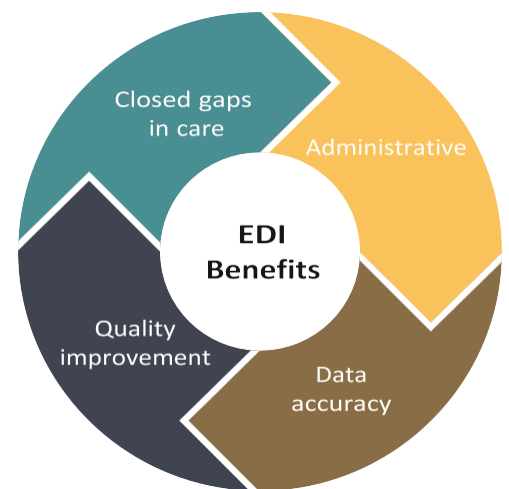
### Benefits of EDI

**Closed gaps in care:** For some measures, it is easier to report via the EDI feed versus claims submission. This is because some measures are based on the patient's vitals or measurement at the time of the appointment. In 2020, HEDIS® measures like these showed an increase of over 14% for some instances.

**Administrative:** When measures are reported via EDI, it reduces the potential burden provider offices may face by minimizing the need to produce medical records. By reducing the number of manual transactions, staff can be more efficient and focus on members rather than processing requests.

**Data accuracy:** Data submitted via EDI reduces the amount of human error that can occur upon review of medical records or claims submission.

**Quality improvement:** Supplemental data that is provided to Buckeye can enhance Care Coordination and potentially minimize adverse events and preventable health issues; merging clinical with claims provides a better picture of member health.



### Examples of Standard Supplemental Data Files

- Laboratory Result Files
- EHR Output Files
- Continuity of Care Documents
- Encounter Data Files
- Pharmacy Data Files
- Admission Discharge Transfer Files
- Electronic Medical Records
- State Registries - Immunizations and Blood Lead

### Contact Us Today

Want to sign up? Have questions about our Buckeye quality-based provider incentive programs? Have questions about EDI? Contact your local Provider Network Development Representative or call 1-866-296-8731.



## Section XI - Next Generation Managed Care Program

The focus of the next generation Ohio Medicaid program is on the individual with strong cross-agency coordination and partnership among MCOs, vendors, sister state agencies & ODM to support specialization in addressing critical needs.

With the next generation managed care program, ODM will work in collaboration with the Ohio Department of Job and Family Services (ODJFS), County Departments of Job and Family Services (CDJFS), Mental Health Addiction Services (MHAS), Department of Developmental Disabilities (DODD), Ohio Department of Aging and other agencies to support a more seamless and individualized experience for individuals and providers.

### OhioRISE

OhioRISE (Resilience through Integrated Systems and Excellence) is a specialized managed care program for youth with complex behavioral health and multisystem needs. Aetna Better Health of Ohio is the managed care partner for the program. OhioRISE aims to expand access to in-home and community-based behavioral health services and supports.

Aetna contracts with regional care management entities (CME) to ensure OhioRISE members and families have the resources they need to navigate their interactions with multiple state and local systems such as juvenile justice, child protection, developmental disabilities, mental health and addiction, education, and others. An individual who is enrolled in the OhioRISE program will keep their managed care enrollment for their physical health benefit. The managed care organization also will be included in the individual's care coordination.

#### OhioRISE Eligibility:

- Enrolled in Ohio Medicaid – either managed care or fee for service
- Be twenty years of age or younger at the time of enrollment
- Meet a functional needs threshold for behavioral healthcare, as identified by the Child and Adolescent Needs and Strengths (CANS) assessment tool, or the following:
  - An inpatient in a hospital with a primary diagnosis of mental illness or substance use disorder.
  - An inpatient in a psychiatric residential treatment facility (PRTF)
- Not be enrolled in a MyCare Ohio plan as described in Chapter 5160-58 of the Administrative Code

### **OhioRISE Services:**

In addition to the behavioral health services provided through chapter 5160-27 of the Administrative Code, the following new services available through OhioRISE include:

**Care Coordination** – All young people in OhioRISE can receive care coordination. Depending on a child or youth’s needs, they will receive one of three levels or “tiers” of care coordination. Tiers two and three of this service (moderate and intensive) will be delivered by a local care management entity (CME) provider, which are contracted by Aetna Better Health of Ohio. Aetna Better Health of Ohio will provide care coordination for children or youth in tier one. Care coordinators assist young people and their families with:

- Making a care plan to ensure the young person’s behavioral health needs are met,
  - Helping young people access services and resources, and
  - Talking to and providing information to other providers who are involved in the child/youth’s care.
- Care Coordination at three different levels:
    - Tier 1: Limited Care Coordination (LCC) is delivered by Aetna for youth needing lower intensity care coordination.
    - Tier 2: Moderate Care Coordination (MCC) is delivered by a care management entity (CME), which are contracted by Aetna Better Health of Ohio, and is consistent with principles of High-Fidelity Wraparound.
    - Tier 3: Intensive Care Coordination (ICC) is delivered by a CME and it is consistent with principles of High-Fidelity Wraparound.

**Improved Intensive Home-Based Treatment (IHBT)** – Provides intensive, time-limited behavioral health services for children, youth, and families in their homes. IHBT helps stabilize and improve a child or youth’s behavioral health functioning.

- Intensive Home-Based Treatment (IHBT): OhioRISE will make changes to existing IHBT services and align with the Family First Prevention Services Act (FFPSA). As of July 1, 2022, IHBT will be exclusive to OhioRISE.

**Psychiatric Residential Treatment Facilities (PRTFs)** – PRTFs are facilities, other than hospitals, that provide inpatient psychiatric services to individuals 20 years or younger. Ohio’s PRTF service will keep children and youth with the most intensive behavioral health needs in-state and closer to their families and support systems. This service will be available in-state beginning 2023.

- Psychiatric Residential Treatment Facility (PRTF): Available as a designation in Ohio in 2023, this service is aimed at keeping youth with the most intensive behavioral health needs in-state and closer to their families and support systems.

**Mobile Response and Stabilization Services (MRSS)** – Provides young people in crisis and their families with immediate behavioral health services. MRSS might be used when a child or youth has a behavioral health situation, and their family/caregiver is considering taking them to the hospital or calling law enforcement. MRSS helps ensure children and youth are safe, served in their homes and communities, and receive necessary

support and access to care they urgently need. This service is also available through managed care organizations (MCO) and fee-for-service (FFS) Medicaid.

- Mobile Response and Stabilization Service (MRSS): provide youth in crisis and their families with immediate behavioral health services to ensure they are safe and receive necessary supports and services (this new service will also be available to children who are not enrolled in OhioRISE).

**Behavioral Health Respite** – Provides short-term, temporary relief to a child or youth’s primary caregivers in a home or community-based environment.

- Behavioral Health Respite: provides short-term, temporary relief to the primary caregiver(s) of an OhioRISE plan enrolled youth, to support and preserve the primary caregiving relationship.

**Primary Flex Funds** – Provides funding of \$1,500 in a 365-day period to purchase services or items that address a need in a child or youth’s service plan. These items should otherwise not be provided through Medicaid. Funds must be used to purchase services or items that will:

- Reduce the need for other Medicaid services,
  - Keep young people and their families safe in their homes, or
  - Help a child or youth be better integrated into the community.
- Flex Funds: provides services, equipment, or supplies not otherwise provided through the Medicaid state plan benefit or the OhioRISE program that address a youth’s identified need as documented in the child and family-centered care plan. These are intended to enhance and supplement the array of services available to a youth enrolled on the OhioRISE program.

For additional services available for youth enrolled in the OhioRISE waiver see Ohio Administrative Code Rule 5160-59-05.

Additional information on the OhioRISE services is available in chapter 5160-59 of the Ohio Administrative Code.

Additional information regarding billing for behavioral health services provided to youth who are enrolled in the OhioRISE plan and information for providers to determine to which entity to submit claims is located in the OhioRISE Provider Enrollment and Billing Guidance and the OhioRISE Mixed Services Protocol on the OhioRISE website (<https://managedcare.medicaid.ohio.gov/managed-care/ohiorise/6-Community+and+Provider+Resources>).

Aetna Better Health of Ohio can be reached by calling 833-711-0773 or e-mailing [OHRise-Network@aetna.com](mailto:OHRise-Network@aetna.com).

## SPBM

The Single Pharmacy Benefit Manager (SPBM) is a specialized managed care program operating as a prepaid ambulatory health plan (PAHP) that provides pharmacy benefits for the entire Medicaid managed care population (excluding MyCare Ohio members). ODM selected Gainwell Technologies to serve as the SPBM. An additional integral component to the new pharmacy model is the Pharmacy Pricing and Audit Consultant (PPAC), which conducts actual acquisition cost surveys, cost of dispensing surveys, and perform oversight and auditing of the SPBM. ODM has selected Myers and Stauffer, LC as the PPAC vendor.

The SPBM consolidates the processing of pharmacy benefits and maintains a pharmacy claims system that integrates with the Ohio Medicaid Enterprise System (OMES), new MCOs, pharmacies, and prescribers. The SPBM also works with pharmacies to ensure member access to medications, supporting ODM’s goals of providing more pharmacy choices, fewer out-of-network restrictions, and consistent pharmacy benefits for all managed care members. SPBM also reduces provider and prescriber administrative burden, by using a single set of clinical policies and prior authorization

procedures, as well as a single pharmacy program point of contact for all members.

All Medicaid managed care members are automatically enrolled with the SPBM under a 1915(b) waiver. Additionally, Gainwell Technologies is required to contract with all enrolled pharmacy providers that are willing to accept the SPBM contract terms, resulting in a broad pharmacy network that ensures access for all members statewide.

SPBM provides coverage for medications dispensed from contracted pharmacy providers. Provider-administered medications supplied by non-pharmacy providers (such as hospitals, clinics, and physician practices) will continue to be covered by the MCOs or the OhioRISE plan, as applicable.

For more information about the SPBM or PPAC initiatives, please email: [MedicaidSPBM@medicaid.ohio.gov](mailto:MedicaidSPBM@medicaid.ohio.gov) or visit the SPBM website.