

ANNOUNCING ANTHEM PRE-SERVICE CLINICAL REVIEW PROGRAM
EFFECTIVE FOR SERVICE DATES STARTING JANUARY 1, 2018

Dear NorthCoast Provider,

This communication is to alert you of the new Anthem precertification requirements effective January 1, 2018 for **Anthem's Fully Insured Health Plan** services for:

- 0551 - Skilled Nursing Visits
- 0571 – Home Health Aide Visits

Carefully note:

- The referral process remains the same.
- NorthCoast will identify the patients and related disciplines that require precertification.
- NorthCoast will manage this precertification process on your behalf:
 - Obtain precertification on initial and re-authorizations from Anthem;
 - Send friendly reminder fax updates for expiring authorizations.
- Timeliness is imperative to stay current with the precertification process:
 - Anthem will pend claims related to retro-authorization requests for review of medical necessity which may cause a delay in reimbursement.

Anthem Plans excluded from this program include:

- Medicare
- National Accounts
- FEP
- Self Funded Employer Plans

The referral and authorization process remains the same for all other health plan member services.

NorthCoast remains your Anthem NETWORK MANAGER for both Medicare Advantage and non-Medicare Advantage plans. The Compelling Value Proposition NorthCoast Network provides you includes:

- Predictable cash flow, especially during the appeals process
- No hidden fees to:... appeal claim denials for all levels or send letters of medical necessity
... pre-certifications and retro-authorizations when appropriate
... collect patient cost share and facilitate secondary insurance filing
- Generally higher reimbursement
- Friendly and responsible customer service including personalized assistance with:
 - Clinical & Appeals Support for Anthem & All Other BCBS PPO, HMO & Trad; plus MMO
 - myNEXUS Portal, Clinical & Appeals Support: Chris Gardner, Nurse Case Manager (216-591-2035, or cgardner@northcoastgroup.org)
 - Claims & Reimbursement Support: Becky Faust, Claims Supervisor (216-591-2034, or bcfaust@northcoastgroup.org)

WE THANK YOU FOR YOUR SUPPORT! PLEASE CONTACT US WITH QUESTIONS OR CONCERNS.

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**Anthem Home Health Pre-Service Clinical Review Program
Fact Sheet**

Covered Plans: Anthem’s Fully Insured Health Plan Services

Effective Date: Dates of service on or after January 1, 2018

Covered services:

- 0551 - Skilled Nursing Visits
- 0571 – Home Health Aide Visits

Per Anthem [CG-MED-23](#) home health services (follow link for clinical guidelines)

Process:

- The referral process remains the same.
- NorthCoast will identify the patients and related disciplines that require precertification.
- NorthCoast will manage this precertification process on your behalf:
 - Obtain precertification on initial and re-authorizations from Anthem;
 - Send friendly reminder fax updates for expiring authorizations.
- Timeliness is imperative to stay current with the precertification process:
 - Anthem will pend claims related to retro-authorization requests for review of medical necessity which may cause a delay in reimbursement.

Anthem Plans excluded from this program:

- Medicare
- Medicaid
- National Accounts
- FEP
- Self Funded Employer Plans

INTAKE / REFERRAL TEAM		<u>Send all New Patient Referrals to:</u> INTAKE TEAM FAX 216-591-2502 OR send via SECURE email to faxintake@northcoastgroup.org INTAKE TEAM PHONE 216-591-2061
Name	<u>DIRECT PHONE</u>	
BRENDA	(216) 591-2039	
DEBBY	(216) 591-2022	
AARON	(216) 591-2073	
PAULA	(216) 591-2037	

CASE MANAGEMENT TEAM			<u>Send all Updates and Discharges to:</u> CASE MANAGEMENT TEAM FAX 216-591-2504 OR send via SECURE email to casemanagement@northcoastgroup.org CASE MANAGEMENT TEAM PHONE 216-591-2062
Name	<u>DIRECT PHONE</u>	Work Days	
JANET (Manager)	(216) 591-2012	every day	
BARB	(216) 591-2042	every day	
CHRIS	(216) 591-2035	every day	
GAYLE	(216) 591-2024	every day	
RUTH	(216) 591-2072	every day	
JUDY	(216) 591-2054	Mon, Thurs	
LUANN	(216) 591-2031	Thurs - Fri	