

ANTHEM IS ENFORCING myNEXUS MA UM AUTHORIZATION VISIT LIMITS FOR SERVICE DATES JANUARY 1, 2018 AND AFTER

We recently received confirmation from Anthem that myNEXUS UM Authorization Visit Limits for Anthem Medicare Advantage Members will be enforced for service dates beginning January 1, 2018 and after. For service dates through December 31, 2017, the Health Plan has been typically reimbursing unauthorized Visits. We believe this was a good faith effort on behalf of the Health Plan to fairly treat Providers who provided medically necessary services to Anthem MA Members.

Appeal Process

For Visits provided on or after January 1, 2018 in excess of the Authorized Visits, NorthCoast as your advocate has developed an efficient process to assist Providers in filing an appeal. If the Provider believes the Unauthorized Visits were medically necessary and they have clinical documentation to support the medical necessity, we will submit an appeal to Anthem on your behalf. If the Provider determines the Unauthorized Visits were not medically necessary, no further action is required and the visits will remain denied.

1. When processing the Provider claim, NorthCoast will deny Unauthorized Visits with one of the following the codes:
 - a. **UM1** UNITS BILLED EXCEED THE NUMBER OF UNITS AUTHORIZED
 - b. **UM0** SERVICES WERE DISALLOWED BY UTILIZATION MANAGEMENT
2. NorthCoast will provide you a Denial for Unauthorized Visits for provider claims submitted:
 - a. Electronically, you will receive an Electronic Batch Denial Report
 - b. Paper, you will be mailed a Denial Letter
3. Upon receipt of a UM1 or UM0 Denial, please process immediately as follows:
 - a. Compare the denied visits to the faxed Authorization you received from myNEXUS to confirm the denied Visits were not authorized by myNEXUS.
 - b. If the Visits were authorized per the myNEXUS Authorization, immediately call Chris Gardner at 216.591.2035 to report the discrepancy; and fax Chris a copy of both your myNEXUS Authorization and a copy of the NorthCoast UM1 or UM0 Denial to 216.591.2535 within 20 days of receipt of the Denial so NorthCoast can follow-up with Anthem on your behalf within timely filing limits.
 - c. If the Visits were not authorized, please review your clinical documentation to determine if the information is sufficient to support an appeal for medical necessity.
 - i. If the clinical documentation does support an appeal for medical necessity, we ask you to complete the Anthem MA Provider Appeal Form (copy attached) available on our website in the Anthem MA Toolkit. Fax the completed Appeal form with the applicable visit notes to Chris at 216.591.2535 within 20 days of receipt of the Denial to comply with timely filing limits.
 - ii. If the clinical documentation does not support an appeal for medical necessity, the Visits will remain denied.

REMINDER: Plans Impacted: Anthem Senior Medicare Advantage UM Program

These requirements are for all Anthem Senior Advantage members with the following plans:

- Ohio: JRI, JRG, VOC, VOD
- Indiana: XPF, VOK, XPK, XPG
- Kentucky: XPS, XTG, XTH, VOP

WE THANK YOU FOR YOUR SUPPORT! PLEASE CALL WITH ANY QUESTIONS OR CONCERNS.

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TOLL FREE: 800-757-7111

PROVIDER APPEAL

Date:

Patient Name	
Anthem ID #	
Date of Birth	
Ordering Physician	

Discipline Denied	Dates of Service Denied

Please provide a clinical summary of the services provided. Based on CMS guidelines, clearly state: *Skilled services provided *Medical necessity for services provided *Reason the patient is homebound *If a wound is involved, provide wound measurements, description of the wound, wound care provided (dressing change orders), along with the rationale for why the patient or caregiver is unable to provide the care.

Please provide a summary of why services were made without authorization

(If additional space is needed, please attach a separate page.)

Completed By: _____ Title: _____ Phone: _____