Simply healthcare

Medicare Advantage Provider Manual

Provider Services • (844) 405-4297
www.simplyhealthcareplans.com/florida-provider

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Simply Healthcare Plans, Inc. is a Medicare-contracted coordinated care plan that has a Medicaid contract with the State of Florida Agency for Health Care Administration to provide benefits or arrange for benefits to be provided to enrollees. Enrollment in Simply Healthcare Plans, Inc. depends on contract renewal.
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SIMPLY OVERVIEW
Simply Healthcare Plans, Inc. (Simply) corporation is a wholly owned by Anthem, Inc. As a leader in managed health care services for the members of Medicare Advantage and Special Needs Plans get the health care they need.

Purpose Statement
Together, we are transforming health care with trusted and caring solutions.

Vision
To be America’s valued health partner
- Trustworthy
- Accountable
- Innovative
- Caring
- Easy to do business with

Strategy
Our strategy is to:
- Improve access to preventive primary care services by ensuring the selection of a primary care provider who will serve as doctor, service manager and coordinator for all basic medical services
- Improve the health statuses and outcomes of our members
- Educate members about their benefits, responsibilities and the appropriate use of health care services
- Encourage stable, long-term relationships between providers and members
- Encourage medically appropriate use of specialists and emergency rooms
- Commit to community-based enterprises and community outreach
- Facilitate the integration of physical and behavioral health care
- Foster quality improvement processes that actively involve providers in re-engineering health care delivery
- Encourage a customer service orientation with regular measurement of member and provider satisfaction
- Partner with providers to ensure members receive preventive services for improving our HEDIS-data collection and Star Ratings

Summary
Escalating health care costs are driven in part by a pattern of fragmented, episodic care and, quite often, unmanaged health problems of members. Simply strives to educate members to encourage the appropriate use of the managed care system and to be involved in all aspects of their health care.
MEDICARE ADVANTAGE OVERVIEW
Simply refers to the Medicare Advantage Special Needs Plans (SNPs) and integrated Medicare Advantage Prescription Drug (MA-PD) plans we offer. All network providers are contracted with Simply through a participating provider agreement. As a participating provider in the Medicare network, your contract will have a Medicare rate sheet in addition to any rate sheets for other Simply products in which you participate. We strive to incorporate expertise available nationally into operating local community-based health care plans with experienced staff to complement our operations.

Simply believes hospitals, physicians and other providers play a pivotal role in managed care. Simply can only succeed by working collaboratively with you and other caregivers. Earning your loyalty and respect is essential to maintaining a stable, high-quality provider network. We are committed to assisting you in providing quality health care and hope the information in this manual is beneficial to you and your office staff. As a participating provider, you are invited to participate in our quality improvement committees. Most committee meetings are prescheduled at times and locations intended to be convenient for you. Please call Provider Services at the Dedicated Service Unit (DSU) at 1-844-405-4297 with any suggestions, comments or questions, or if you are interested in learning more about specific policies. Together, we can arrange for and provide an integrated system of coordinated, efficient and quality care for our members.

MEDICARE MEMBER AND ENROLLMENT INFORMATION
Members have a choice of getting their Medicare health care services through original Medicare or through one of the Simply plans we offer. The Centers for Medicare & Medicaid Services (CMS) mails a copy of the document Medicare & You to Medicare beneficiaries describing Medicare benefits and plan choices every fall.

Medicare beneficiaries can enroll in Medicare Advantage plans like Simply during certain time periods called election periods. Five important election periods are:

- **Annual Election Period (AEP):** The AEP occurs from October 15 through December 7 every year. Medicare beneficiaries can enroll into or disenroll from a Medicare Advantage plan during this time. The effective date of the change is January 1 of the following year.

- **Initial Enrollment Period for Part D (IEP):** This is the period when an individual is first eligible to enroll in a Part D plan. An individual is eligible to enroll in a Part D plan when he or she is entitled to Part A or is enrolled in Part B and permanently resides in the service area of the plan. Generally, individuals will have an IEP that is the same period as the Initial Enrollment Period for Medicare Part B, a seven-month period that begins three months before the month the individual meets the eligibility requirements for Part B and ends three months after the month of eligibility.

- **Special Election Period (SEP):** CMS has identified several circumstances under which a person may change Medicare options outside of the annual or initial enrollment periods. Note: Special Needs Plan (SNP) enrollees may change Medicare Advantage plans at any time during the year with changes effective the first of the following month, subject to CMS approval.

After CMS confirms the enrollee’s eligibility, we send the member a letter to confirm his or her enrollment. A new member will also receive:

- An ID card
- A provider directory
- A formulary (which lists the prescription drugs we cover)
• An Evidence of Coverage (EOC) document
• Summary of Benefits

Additionally, CMS can perform a retro-enrollment or retro-disenrollment in limited circumstances. Simply follows CMS directives on member enrollment and disenrollment dates; they are not determined by the plan. If retro-activity occurs, this may have an impact on claims payments.

Members who choose to enroll in an Simply plan will receive a member identification (ID) card containing the member’s name, member number and basic information about the member’s benefits. Members enrolled in an Simply plan receive an EOC document from Simply describing the Medicare benefits and services they receive. Simply plan members should present their member ID cards when receiving services.

Our Simply Plans

Simply is a licensed health maintenance organization. We have contracted with CMS to provide Dual-Eligible Special Needs Plans (D-SNPs), as well as traditional Medicare Advantage Prescription Drug health plans.

(i.e., Medicare Advantage products) include full Medicare Part D prescription drug coverage, as well as supplemental benefits covering other health care services beyond those offered by traditional fee-for-service Medicare. **Not all plans are offered in all service areas or carry the same supplemental benefits.** Please see the appropriate Summary of Benefits document online at [www.simplyhealthcareplans.com/florida-provider](http://www.simplyhealthcareplans.com/florida-provider) for more information.

Our Simply plans are designed to:

• Address the greater incidence of chronic disease and disability in the Medicare and Medicaid dual-eligible and Medicare-only populations
• Enhance the coordination of a member’s primary and acute care, long-term care and prescription drug benefits through a unified case management program

Our Simply plans provide members with the benefits of integrated case management through a holistic approach while promoting continuity of care and preserving provider choice.

To learn more about our Simply plans and the work we are doing to help our members receive quality health care, visit providers.Simply.com, contact your local Provider Relations representative to schedule a visit or call the Dedicated Service Unit at 1-844-405-4297.

The Provider Self-Service Website

Simply provides access to a website, [www.simplyhealthcareplans.com/florida-home](http://www.simplyhealthcareplans.com/florida-home) that contains the full complement of online provider resources. The website features an online provider inquiry tool to reduce unnecessary telephone calls by enabling easy access at your convenience to the following resources:

• Online support services, such as:
  ✓ New user registration and activation, login help, and user name and password reset
Forms to update provider demographics and information such as tax ID or group affiliation changes

Provider panel reports
Online daily PCP quality reports
  - Hospital/inpatient admission, transfer and discharge reports
  - Healthcare Effectiveness Data and Information Set (HEDIS) measures

Interactive look-up tools and reference materials, such as:
  - Provider/referral directories
  - Precertification lookup tool
  - Claims status/submission tool
  - Reimbursement policies
  - Provider manuals and quick reference cards (provider manuals are available two ways, via the provider website or through your local Provider Relations representative)

Simply also offers a dedicated Provider Services team to assist with precertification and notification, health plan network information, member eligibility, claims information, and inquiries. The team can also take any recommendations you may have for improving our processes and managed care program. Below you will find additional information we hope will assist you in your day-to-day interaction with Simply.
### Quick Reference Information

#### Dedicated Service Unit (DSU)
Contact the DSU at 1-844-405-4297 for Member Eligibility, Nurse HelpLine and Pharmacy Services

#### AT&T Relay Service
For English call 1-800-855-2880, for Spanish call 1-800-855-2884

#### Notification/Precertification
- May be telephoned, submitted online or faxed to Simply:
  - Telephone 1-844-405-4297
  - Fax:
    - Home health, durable medical equipment, therapies and discharge planning: 1-888-235-8468
    - Concurrent review clinical documentation: 1-888-700-2197
    - Behavioral health: 1-800-505-1193
    - Initial admission notifications and all other services: 1-800-964-3627
  - Web: providers.Simply.com
- Data required for complete notification/precertification:
  - Member ID number
  - Legible name of referring provider
  - Legible name of individual referred to provider
  - Number of visits/services
  - Dates of service
  - Diagnosis
- Notification is required
  - 14 days in advance for standard requests
  - 3 days for expedited requests
  - Within one business day for all ER admits
- Clinical staff is available during normal business hours from 8:00 a.m. to 5:00 p.m. local time
- Clinical information is required for precertification (The Precertification Request Form is also available online.)

#### Claims Submission: Paper
Submit paper claims to:
Simply Healthcare Plans, Inc.
P.O. Box 61010
Virginia Beach, VA 23466-1010

#### Claims Submission: Electronic
Electronic claims Payer ID:

<table>
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<tr>
<th>Clearinghouse</th>
<th>Payer Number</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Availity</td>
<td>SMPLY</td>
<td>1-877-334-8446</td>
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For help, call the Simply **Electronic Data Interchange Hotline at 1-800-590-5745**.

Timely filing is governed by the terms of the provider agreement.
## Quick Reference Information

| National Provider Identifier | National Provider Identifier (NPI) — The Health Insurance Portability and Accountability Act (HIPAA) of 1996 requires the adoption of a standard unique provider identifier for health care providers. All Simply participating providers must have an NPI number. The NPI is a 10-digit intelligence-free numeric identifier. Intelligence-free means the numbers do not carry information about health care providers, such as the state in which they practice or their specialty. Providers can apply for an NPI by completing an application:  
- Online at https://nppes.cms.hhs.gov (Estimated time to complete the NPI application is 20 minutes)  
- By downloading a paper copy at https://nppes.cms.hhs.gov  
- By calling 1-800-465-3203 and requesting an application  
Please send your NPI to:  
Attention: Medical Necessity Provider Appeals  
Mailstop: OH0205-A537  
4361 Irwin Simpson Road Mason, Ohio 45040 |
| --- | --- |
| Medicare Advantage Participating Provider Appeals and Disputes | Medicare appeals are determined by the liable party, not by the initiator. The time frame to review your request will commence once your appeal is routed to the appropriate department. Please refer to the denial letter or Explanation of Payment (EOP) issued to determine the correct appeals process.  

**Medicare Participating Provider Standard Appeal**  
A formal request for review of a previous Simply decision where a determination was made with Provider liability was assigned (see original decision letter).  

Attention: Medical Necessity Provider Appeals  
Mailstop: OH0205-A537  
4361 Irwin Simpson Road Mason, Ohio 45040  

**Medicare Provider Payment disputes (Claims Re-review)**  
A formal request from a Provider contesting the paid amount on a claim which does not include a medical necessity or administrative denial.  
Medicare Payment Dispute Unit  
P.O. Box 110  
145 S Pioneer Road  
Fond du Lac, WI 54935 |
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<th>Quick Reference Information</th>
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<tr>
<td><strong>Medicare Member Appeals</strong></td>
</tr>
<tr>
<td>Medicare appeals are determined by the liable party, not by the initiator. Please refer to the denial letter or EOP issued to determine the correct appeals process to follow. All Medicare member liability appeals should be sent to:</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Attention:</strong> Medical Necessity Provider Appeals</td>
</tr>
<tr>
<td><strong>Mailstop:</strong> OH0205-A537</td>
</tr>
<tr>
<td>4361 Irwin Simpson Road Mason, Ohio 45040</td>
</tr>
<tr>
<td>A physician’s signature is required on all appeals submitted on behalf of a member; otherwise an Appointment of Representative form (AOR) is required.</td>
</tr>
<tr>
<td>In the event that failure to provide the service is life- or limb-threatening or that waiting the standard appeal time frame would be harmful to the member, an expedited or fast appeal can be initiated by contacting us in one of the following ways:</td>
</tr>
<tr>
<td><strong>Medicare Complaints, Appeals and Grievances Department</strong></td>
</tr>
<tr>
<td><strong>Attention:</strong> Medical Necessity Provider Appeals</td>
</tr>
<tr>
<td><strong>Mailstop:</strong> OH0205-A537</td>
</tr>
<tr>
<td>4361 Irwin Simpson Road Mason, Ohio 45040</td>
</tr>
<tr>
<td>Please indicate if you are requesting an expedited appeal.</td>
</tr>
<tr>
<td><strong>Provider Service Representatives</strong></td>
</tr>
<tr>
<td>For more information, contact Provider Services at the DSU at 1-844-405-4297 or your local Provider Relations representative.</td>
</tr>
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</table>

**Ongoing Provider Communications and Feedback**

To ensure providers are up-to-date with information required to work effectively with Simply and our members, we provide frequent communications to providers in the form of broadcast faxes, provider manual updates, newsletters and information posted to the website.
PARTICIPATING PROVIDER INFORMATION

The Medicare Advantage Provider Network

Simply Medicare members obtain covered services by choosing a Primary Care Provider (PCP) who is part of the Simply Medicare network to assist and coordinate their care. Members are encouraged to coordinate with their PCP before seeking care from a specialist, except in the case of specified services (such as women’s routine and preventive care and behavioral health care).

Note: Some services provided by a specialist may require precertification or a referral. All referrals to a provider that is not within the HealthPlus Simply Medicare network requires precertification. Please refer to Provider Obligations — Precertification.

When referring a member to a specialist, it’s critical to select a participating provider within our Medicare network to maximize the members benefit and minimize their out-of-pocket expenses. If you need help finding a participating provider, please call Provider Services at the Dedicated Service Unit (DSU) at 1-844-405-4297. If you believe you must refer to a provider outside of our network, you must notify HealthPlus Simply in advance of that request in order for an organization determination to be made. Failure to initiate this request may result in claims denials and member liability. This includes such services as laboratories however does not include urgent or emergent services. Please refer to Provider Obligations — Precertification.

The Primary Care Provider Role

Members are asked to select a PCP when enrolling in an Simply plan and may request a change to their selected PCP at any time. Member-requested PCP changes will become effective the first day of the following month except in extenuating circumstances. Simply contracts with certain physicians that members may choose as their PCPs and may be individual practitioners associated with a contracted medical group or an independent practice association. The PCP is responsible for referring or obtaining precertification for covered services for members. Medicare participating PCPs are generally physicians of internal medicine, family practitioners, general practitioners, pediatricians, obstetricians/gynecologists or geriatricians. Federally Qualified Health Centers (FQHCs) and Rural Health Clinics (RHCs) may be included as PCPs.

The PCP is a network physician who has responsibility for the complete care of his or her members, whether providing it himself or herself or by referral to the appropriate provider of care within the network. Any referral to a provider outside of the network will require precertification from HealthPlus Simply. Please refer to Provider Obligations — Precertification.

When coordinating member care, the PCP should refer the member to a participating provider within the Simply Medicare network. To assist the specialty care provider, the PCP should provide the specialist with the following clinical information:

- Member name
- Referring PCP
- Reason for the consultation
- History of the present illness
- Diagnostic procedures and results
- Pertinent past medical history
- Current medications and treatments
- Problem list and diagnosis
- Specific request of the specialist

Any referral to a nonparticipating provider will require precertification from Simply or the services may not be covered. Contact Provider Services at the DSU at 1-844-405-4297 for questions or more information.

### The Specialist Role
A specialist is any licensed provider (as defined by Medicare) providing specialty medical services to members. A PCP may refer a member to a specialist when medically necessary. Specialists must obtain authorization from Simply before performing certain procedures or when referring members to non-contracted providers. Please refer to the Summary of Benefits or Evidence of Coverage documents for those procedures requiring precertification. You can review precertification requirements online at providers.Simply.com or call Provider Services at the DSU at 1-844-405-4297.

After performing the initial consultation with a member, a specialist should:
- Communicate the member’s condition and recommendations for treatment or follow-up care with the PCP
- Send the PCP the consultation report, including medical findings, test results, assessment, treatment plan and any other pertinent information
- If the specialist needs to refer a member to another provider, the referral should be to another Simply Medicare provider. Any referral to a nonparticipating provider will require precertification from Simply. Please refer to Provider Obligations — Precertification.

### Specialist as a PCP
In some cases, a specialist, physician assistant, nurse practitioner or certified nurse midwife under physician supervision may be a PCP. This must be authorized by the health plan’s Case Management department. Requirements and exceptions vary by market. If you have any questions, contact the DSU. To download a copy of the Specialist as a PCP Form, go to providers.Simply.com and click on Forms under Provider Resources & Documents.

### Participating Provider Responsibilities
- Manage the medical and health care needs of members, including monitoring and following up on care provided by other providers, providing coordination necessary for services provided by specialists and ancillary providers (both in and out-of-network), and maintaining a medical record meeting Simply standards
- Provide coverage 24 hours a day, 7 days a week; regular hours of operation should be clearly defined and communicated to members
- Provide all services ethically, legally and in a culturally competent manner, and meet the unique needs of members with special health care needs
- Participate in systems established by Simply to facilitate the sharing of records, subject to applicable confidentiality and HIPAA requirements
- Make provisions to communicate in the language or fashion primarily used by his or her assigned members
• Provide hearing interpreter services upon request to members who are deaf or hard of hearing
• Participate in and cooperate with Simply in any reasonable internal and external quality assurance, utilization review, continuing education and other similar programs established by Simply
• Comply with Medicare laws, regulations and CMS instructions, agree to audits and inspections by CMS and/or its designees, cooperate, assist and provide information as requested, and maintain records for a minimum of 10 years
• Participate in and cooperate with the Simply appeal and grievance procedures
• **Agree to not balance bill** members for monies that are not their responsibility or that should be paid for by another carrier (in the case of a dually-eligible member covered both by Medicare and Medicaid, federal law requires providers may bill only the member’s health plan or the state Medicaid agency for copayments or other cost-sharing amounts. **Providers may not bill such members for cost sharing.**
• Continue care in progress during and after termination of a member’s contract for up to 60 days, or such longer period of time required by state laws and regulations, until a continuity of service plan is in place to transition the member to another network provider or through postpartum care for pregnant members in accordance with applicable state laws and regulations.
• Comply with all applicable federal and state laws regarding the confidentiality of patient records
• Develop and have an exposure control plan in compliance with Occupational Safety and Health Administration (OSHA) standards regarding blood-borne pathogens
• Establish an appropriate mechanism to fulfill obligations under the Americans with Disabilities Act of 1990 (ADA)
• Support, cooperate and comply with Simply Quality Improvement program initiatives and any related policies and procedures to provide quality care in a cost-effective and reasonable manner
• Inform Simply if a member objects to the provisions of any counseling, treatments or referral services for religious reasons
• Treat all members with respect and dignity, provide appropriate privacy, and treat member disclosures and records confidentially, giving members the opportunity to approve or refuse their release
• Provide members complete information concerning their diagnosis, evaluation, treatment and prognosis and give them the opportunity to participate in decisions involving their health care, except when contraindicated for medical reasons
• Advise members about their health status, medical care or treatment options, regardless of whether benefits for such care are provided under the program and advise them on treatments that may be self-administered
• When clinically indicated, contact members as quickly as possible for follow-up regarding significant problems and/or abnormal laboratory or radiological findings
• Have a policy and procedure to ensure proper identification, handling, transport, treatment and disposal of hazardous and contaminated materials and wastes to minimize sources and transmission of infection
• Agree to maintain communication with the appropriate agencies such as local police, social services agencies and poison control centers to provide high-quality patient care
• Agree any notation in a member’s clinical record indicating diagnostic or therapeutic intervention as part of the clinical research will be clearly contrasted with entries regarding the provision of nonresearch-related care
• Participate in the interdisciplinary care team meetings when necessary
• If a member self-refers or a provider is referring to another provider, that provider is responsible for checking the Simply Medicare provider directory to ensure the specialist is in the network. Referrals to Simply Medicare-contracted specialists do not require precertification, all referrals to providers outside the Simply Medicare require precertification unless urgent or emergent services are needed. Some procedures performed by specialist physicians may require precertification. Please refer to the Summary of Benefits document for procedures that require precertification or call Provider Services at the DSU at 1-844-405-4297. If you cannot locate a provider in the Simply Medicare network, you should contact Provider Services at the DSU at 1-844-405-4297. You must obtain authorization from Simply before referring members to noncontracted providers. Additionally, certain services/procedures require precertification from Simply.

• Provide **advanced** notification to members of services that are not covered by the plan or Medicare in accordance with Medicare requirements. Please refer to Provider Obligations — Precertification.

Note: Simply does **not** cover the use of any experimental procedures or experimental medications, except under certain circumstances.

**Care Transition Protocols and Management**
Assisting with the management of transitions is an important part of our case management program. Members are at risk of fragmented and unsafe care during transitions between care settings and levels of care. To help members and caregivers navigate transitions successfully, assistance is provided through many touch points and through educational materials. Transitions in care refer to the movement between health care providers and settings and includes changes in a member’s level of care. Examples of transitions include transitions to and from: acute care, skilled nursing facility, custodial nursing facility, rehabilitation facility, home, home health care, and outpatient or ambulatory care centers. A team approach is necessary to assist the member with a successful transition.

**Care Transition Protocols**
Transitional care management includes a comprehensive set of protocols that include logistical arrangements, providing education to the member and care giver, coordination between health care professionals and a provider network with appropriate specialists who can address the complex needs of the special needs population. Transitional care includes both the receiving and sending aspects of the transfer. Transitional care management assists in providing continuity of care by creating an environment where the member and the provider are cooperatively involved in ongoing health care management with goal of providing access to high quality, cost-effective medical care.

**Personnel Responsible for Coordinating Care Transition**
Managing transitions in care is a responsibility of the interdisciplinary care team (ICT). The membership of the team varies based on the complexity of the member’s needs and the desires of the member and type of transition. The team consists of providers (including other case managers or social workers), the member and/or care giver, and members of our care management team.
Providers are essential members of the ICT and should assist members by coordinating care and communicating with members of the ICT. Members are connected to the appropriate provider to care for their individual needs including any complex medical conditions. The primary care provider (PCP) is responsible for coordinating and arranging referrals to the appropriate care provider. The provider network includes providers who have an expertise in managing the health care needs of our dual-eligible and special needs members. Some of the provider types available in our network to manage the special need of this population include but are not limited to:

- Geriatricians, physical medicine and physiatrists
- Behavioral health providers and facilities
- Skilled nursing facilities
- Ancillary providers and facilities
- Cardiologists
- Endocrinologist
- Diabetic educators
- Dialysis centers
- Social workers and nursing professionals available through home health agencies

When services are not a covered benefit, coordination with community resources occurs to meet the needs of the population. For our dual population, you are required to coordinate between Medicare and Medicaid. Coordination with Medicaid services includes coordination of benefits and also working with Medicaid case managers/service coordinators and providers of long term services and supports (LTSS) to close care gaps.

- When a member experiences a transition in care, it is the responsibility of the transferring provider to do the following:
  - Notify the member in advance of a planned transition
  - Provide documentation to the provider or facility about the member to assist in providing continuity of care
  - Communicate and follow up with the member about the transition process
  - Communicate with the member about his or her health status and plan of care to prevent any gaps post transition
  - Provide a treatment plan/discharge instructions to the member prior to being discharged from one level of care to another
- The referring physician or provider should provide the relevant patient history to the receiving provider
- Any pertinent diagnostic results should be forwarded to the receiving provider
- The receiving provider should communicate a treatment plan back to the referring provider
- Any diagnostic test results ordered by the receiving provider should be communicated to the referring provider

We assist our members and providers in the management of transitions in multiple ways within our care management programs. The actions below represent how our case managers work with our providers and members to coordinate care and assist in the management of transitions:

- Communicates with the provider to discuss the member’s care needs as identified during case management or model of care activities.
- Assist the member in making appointments
- Coordination between Medicaid and Medicare benefits
• Perform medication reconciliation
• Arranging transportation
• Refer to external or internal programs
• Coordinate care with behavioral health
• Arrange durable medical equipment (DME) and home health services
• Coordinate and facilitate transitions to the appropriate level of care
• Provide the member with disease specific education and self-management techniques
• Contact members post discharge to reduce unnecessary readmissions
• During interactions with the member, communicate that support is available from member services to serve as a central point of contact and assist during any transition

Enrollment and Eligibility Verification
All health care providers are responsible for verifying enrollment and eligibility before services are rendered, except in the case of an emergency. In general, eligibility should be verified at the time of service and at least once monthly for ongoing services. In an emergency, eligibility should be determined as soon as possible after the member’s condition is stabilized. When a patient presents as a member, providers must verify eligibility, enrollment and coverage by performing the following steps:
• Request the member’s Simply Medicare ID card; if there are questions regarding the information, call Provider Services at the DSU at 1-844-405-4297 to verify eligibility, deductibles, coinsurance amounts, copayments and other benefit information or use the online provider inquiry tool at providers.simply.com
• Copy both sides of the member’s Simply Medicare ID card and place the copies in the member’s medical record
• Determine if the member is covered by another health plan to record information for coordination of benefits purposes
• If you are a PCP, check your Simply Member Panel Listing via providers.simply.com to ensure you are the member’s doctor
• If the patient does not have an identification card, use the online provider inquiry tool at providers.simply.com or call Provider Services at the DSU at 1-844-405-4297

Member Missed Appointments
Members may sometimes cancel or not appear for necessary appointments and fail to reschedule the appointment. This can be detrimental to their health. Simply requires providers to attempt to contact members who have not shown up for or canceled an appointment without rescheduling. The contact must be by telephone and should be designed to educate the member about the importance of keeping appointments and to encourage the member to reschedule the appointment.

Members who frequently cancel or fail to show up for appointments without rescheduling may need additional education in appropriate methods of accessing care. In these cases, please call Provider Services at the DSU at 1-844-405-4297 to address the situation. Simply staff will contact the member and provide more extensive education and/or case management as appropriate. Simply’s goal is for members to recognize the importance of maintaining preventive health visits and to adhere to a plan of care recommended by their PCP.
**Noncompliant Simply Medicare Members**

Simply recognizes providers may need help in managing non-adherent members. If you have an issue with a member regarding behavior, treatment cooperation, completion of treatment and/or making or appearing for appointments, call Provider Services at the DSU at 1-844-405-4297.

A Member or Provider Services representative will contact the member by telephone, or a member advocate will visit the member to provide education and counseling to address the situation and will report the outcome of any counseling efforts to you.

**Second Medical or Surgical Opinion**

Members may request a second opinion if they:
- Dispute the reasonableness of a decision
- Dispute the necessity of a procedure decision
- Do not respond to medical treatment after a reasonable amount of time

To receive a second opinion, members must:
- Obtain a second opinion from a provider within the Simply Medicare network
- Be responsible for the applicable copayment.

Our Dedicated Service Unit (DSU) staff at 11-844-405-4297 can assist members and providers with identifying a participating provider for obtaining a second opinion.

**Access and Availability**

Participating Medicare providers must:
- Provide coverage for members 24 hours a day, 7 days a week
- Ensure another on-call Medicare provider is available to administer care when the PCP is not available
- Not substitute hospital emergency rooms or urgent care centers for covering providers
- See members within 30 minutes of a scheduled appointment or inform them of the reason for delay (e.g., emergency cases) and offer an alternative appointment
- Provide an after-hours telephone service to ensure a response to emergency phone calls within 30 minutes and a response to urgent phone calls within one hour; individuals who believe they have an emergency medical condition should be directed to immediately seek emergency services from the nearest emergency facility
-
### Access and Availability Standards Table

<table>
<thead>
<tr>
<th>Type of Appointment (Medical or Behavioral)</th>
<th>Availability Standard</th>
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<tbody>
<tr>
<td>Patient Visit with New PCP</td>
<td>Within 30 calendar days</td>
</tr>
<tr>
<td>Routine Follow-up or Preventive Care</td>
<td>As soon as possible but within 30 calendar days</td>
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<tr>
<td>Routine/Symptomatic</td>
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</tr>
<tr>
<td>Nonurgent Care</td>
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</tr>
<tr>
<td>Urgently Needed Services</td>
<td>Within 24 hours</td>
</tr>
<tr>
<td>Emergency</td>
<td>Immediately</td>
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Appointments for **urgent** medical or behavioral health care services shall be provided:

(a) Within forty-eight (48) hours of a request for medical or behavioral health care services that do not require prior authorization.
(b) Within ninety-six (96) hours of a request for medical or behavioral health care services that do require prior authorization.

(2) Appointments for **non-urgent** care services shall be provided:

(a) Within seven (7) days post discharge from an inpatient behavioral health admission for follow-up behavioral health treatment.
(b) Within fourteen (14) days for initial outpatient behavioral health treatment.
(c) Within fourteen (14) days of a request for ancillary services for the diagnosis or treatment of injury, illness, or other health condition.
(d) Within thirty (30) days of a request for a primary care appointment.
(e) Within sixty (60) days of a request for a specialist appointment after the appropriate referral is received by the specialist.

**After-Hours (ONLY PCPs):**

The PCP provides, or arranges for, coverage of services, consultation, or approval for referrals twenty-four hours per day, seven days per week (24/7) by a Medicaid-enrolled PCP(s). After-hours coverage must be accessible using the medical office’s daytime telephone number. After-hours coverage shall consist of an answering service, call forwarding, provider call coverage, or other customary means approved by the Agency. The chosen method of 24/7 coverage must connect the caller to someone who can render a clinical decision or reach the PCP for a clinical decision.

After hours Appointment Availability:

The Plan monitors adherence to appointment availability standards through office visits, long-term care visits, and tracking of complaints and grievances related to access and/or discrimination.
Deviations from the policy are reviewed by the medical director for educational and/or counseling opportunities and tracked for provider recredentialing.

All providers and hospitals are expected to treat Simply plan members with the same dignity and consideration as afforded to their non-Medicare patients.

**Covering Physicians**

During a provider’s absence or unavailability, the provider must arrange for coverage for his or her members. The provider will either: (i) make arrangements with one or more Simply Medicare network providers to provide care for his or her members or (ii) make arrangements with another similarly licensed and qualified provider who has appropriate medical staff privileges at the same network hospital or medical group, as applicable, to provide care to the members in question. In addition, the covering provider will agree to the terms and conditions of the network provider agreement, including any applicable limitations on compensation, billing and participation. Providers will be solely responsible for a non-network provider’s adherence to such provisions. Providers will be solely responsible for any fees or monies due and owed to any non-network provider providing substitute coverage to a Medicare member on the provider’s behalf.

**Reporting Changes in Address and/or Practice Status**

Any changes in a provider’s address and/or practice status can be updated online by logging in to [www.simplyhealthcareplans.com/florida-home](http://www.simplyhealthcareplans.com/florida-home) or reported to your local Simply provider Relations Representative.

**Simply Medicare Plan-specific Termination Criteria**

The occurrence of any of the following is grounds for termination of the Simply Medicare provider’s participation:

- Loss of reputation among peers due to unethical clinical practice or attitude
- The practice of fraud, waste and/or abuse
- Adverse publicity involving the provider due to acts of omission or commission
- Substance abuse
- Loss of professional office
- Inadequate record keeping
- Unsafe environment in the provider’s office relative to inadequate access or other related issues that might cause a member injury
- An office that is improperly kept, unclean or does not present a proper appearance
- Failure to meet OSHA guidelines
- Failure to meet ADA guidelines
- Failure to meet Clinical Laboratory Improvement Amendments (CLIA) guidelines
- Customer satisfaction ratings that drop below pre-established standards as determined by the Medical Advisory Committee (MAC) (this would include complaints relative to appearance, behavior, medical care, etc.)
- Repetitive complaints about office staff demeanor, presentation and appearance
- Inclusion on the Debarred Providers Listing of the Office of the Inspector General of the Department of Health and Human Services (see Sanctioned Providers)
- Unfavorable inpatient- or outpatient-related indicators:
Simply Medicare providers have 30 calendar days to appeal a termination. The Simply process is designed to comply with all state and federal regulations regarding the termination appeal process.

Incentives and Payment Arrangements
Financial arrangements concerning payment to providers for services to Medicare members are set forth in each provider’s agreement with Simply. Simply may also use financial incentives to reward providers for achieving certain quality indicator levels.

Simply does not use or employ financial incentives that would directly or indirectly induce providers to limit or reduce medically necessary services furnished to individual enrollees. In cases where Simply approves provider subcontracting arrangements, those subcontractors cannot employ any financial incentives inconsistent with this policy or with Medicare Advantage regulations.

Laws Regarding Federal Funds
Payments providers receive for furnishing services to members are derived in whole or part from federal funds. Therefore, providers and any approved subcontractors must comply with certain laws applicable to individuals and entities receiving federal funds, including but not limited to Title VI of the Civil Rights Act of 1964 as implemented by 45 CFR Part 84; the Age Discrimination Act of 1975 as implemented by 45 CFR Part 91; the Rehabilitation Act of 1973; and the Americans with Disabilities Act.

Prohibition Against Discrimination
Neither Simply nor its contracted providers may deny, limit or condition the coverage or furnishing of services to members on the basis of any factor related to health status, including but not limited to the following:
- Medical condition, including mental as well as physical illness
- Claims experience
- Receipt of health care
- Medical history
- Genetic information
- Evidence of insurability, including conditions arising out of acts of domestic violence
- Disability
Provider Panel — Closing a Panel
When closing a provider panel to new Simply Medicare members or other new patients, providers must:

- Give Simply prior written notice to Provider Relations in their health plan or submission using the online portal/provider website the provider panel is closing to new members as of a specific closing date, and accept new members until that closing date. (written notice only required in Tennessee)
- Keep the provider panel open to members who were patients of that practice before the panel closed or before they were enrolled with Simply
- Close the provider panel uniformly to all new Medicare patients, including all private payers and commercial or governmental insurers the practice participates with
- Give Simply prior written notice when reopening the provider panel, including a specific reopening date

Provider Panel — Transferring and Terminating Members
Simply will determine reasonable cause for transferring a member based on written request and documentation submitted by the provider. Providers may not transfer a member to another provider due to the costs associated with the member’s covered services.

A provider may request termination of a member due to fraud, disruption of medical services or the member’s repeated failure to make the required reimbursements for services. In such cases, the provider should contact the DSU at 1-844-405-4297.

Reporting Obligations — Cooperation in Meeting CMS Requirements
Simply is required to provide information to CMS necessary to administer and evaluate the Medicare Advantage program and to establish and facilitate a process for current and prospective members to exercise their choice in obtaining Medicare services.

Simply provides the following information:

- Plan quality and performance indicators such as disenrollment rates (for beneficiaries enrolled in the plan the previous two years)
- Information on member satisfaction
- Information on health outcomes

Providers must cooperate with Simply in its data reporting obligations by providing Simply with any information required to meet these obligations in a timely fashion.

Reporting Obligations — Certification of Diagnostic Data
Simply is required to submit information to CMS necessary to characterize the context and purposes of each encounter between a member and provider, supplier, physician or other practitioner (encounter data). Providers that furnish diagnostic data must certify (to the best of their knowledge, information and belief) the accuracy, completeness and truthfulness of the data.
Cultural Competency

Cultural competency is the integration of congruent behaviors, attitudes, structures, policies and procedures that come together in a system or agency or among professionals. Cultural competency assists providers and members to:

- Acknowledge the importance of culture and language
- Assess cross-cultural relations
- Embrace cultural strengths with people and communities
- Strive to expand cultural knowledge
- Understand cultural and linguistic differences

The quality of the patient-provider interaction has a profound impact on the ability of a patient to communicate symptoms to his or her provider and to adhere to recommended treatment. Some of the reasons that justify a provider’s need for cultural competency include but are not limited to:

- The perception that illness and disease and their causes vary by culture
- The diversity of belief systems related to health, healing and wellness are very diverse
- The fact that culture influences help-seeking behaviors and attitudes toward health care providers
- The fact that individual preferences affect traditional and nontraditional approaches to health care
- The fact that patients must overcome their personal biases within health care systems
- The fact that health care providers from culturally and linguistically diverse groups are under-represented in the current service delivery system

Cultural barriers between the provider and member can impact the patient-provider relationship in many ways, including but not limited to:

- The member’s level of comfort with the practitioner and the member’s fear of what might be found upon examination
- The differences in understanding on the part of diverse consumers in the United States health care system
- A fear of rejection of personal health beliefs
- The member’s expectation of the health care provider and of the treatment

To be culturally competent, Simply expects providers serving members within their geographic locations to demonstrate the following:

Cultural Awareness

- The ability to recognize the cultural factors (norms, values, communication patterns and world views) that shape personal and professional behavior
- The ability to modify one’s own behavioral style to respond to the needs of others, while at the same time maintaining one’s objectivity and identity

Cultural Knowledge

- Culture plays a crucial role in the formation of health or illness beliefs
- Culture is generally behind a person’s rejection or acceptance of medical advice and treatment
- Different cultures have different attitudes about seeking help
- Feelings about disclosure are culturally unique
• There are differences in the acceptability and effectiveness of treatment modalities in various cultural and ethnic groups
• Verbal and nonverbal language, speech patterns and communication styles vary by culture and ethnic groups
• Resources such as formally trained interpreters should be offered to and used by members with various cultural and ethnic differences

Cultural Skills
• The ability to understand the basic similarities and differences between and among the cultures of the persons served
• The ability to recognize the values and strengths of different cultures
• The ability to interpret diverse cultural and nonverbal behavior
• The ability to develop perceptions and understanding of other’s needs, values and preferred means of having those needs met
• The ability to identify and integrate the critical cultural elements of a situation to make culturally consistent inferences and to demonstrate consistency in actions
• The ability to recognize the importance of time and the use of group processes to develop and enhance cross-cultural knowledge and understanding
• The ability to withhold judgment, action or speech in the absence of information about a person’s culture
• The ability to listen with respect
• The ability to formulate culturally competent treatment plans
• The ability to use culturally appropriate community resources
• The ability to know when and how to use interpreters and to understand the limitations of using interpreters
• The ability to treat each person uniquely
• The ability to recognize racial and ethnic differences and know when to respond to culturally based cues
• The ability to seek out information
• The ability to use agency resources
• The capacity to respond flexibly to a range of possible solutions
• The acceptance of ethnic differences among people and the understanding of how these differences affect the treatment process
• The willingness to work with clients of various ethnic minority groups

Marketing
Providers may not develop or use any materials that market Simply or the Simply plans without Simply’s prior written approval. Under Medicare Advantage program rules, an organization may not distribute any marketing materials or make such materials or forms available to individuals eligible to elect a Medicare Advantage plan unless the materials meet the CMS marketing guidelines and are first submitted to CMS for review and approval. Additionally, providers can have plan marketing materials in their office as long as marketing materials for all plans the providers participate in are represented. Providers are allowed to have posters or notifications that show they participate in the Simply plans as long as the provider displays posters or notifications from all Medicare plans in which they participate.
**Americans With Disabilities Act Requirements**

The Simply policies and procedures are designed to promote compliance with the ADA. Providers are required to take actions to remove an existing barrier and/or to accommodate the needs of members who are qualified individuals with a disability. This action plan includes the following:

- Access to an examination room that accommodates a wheelchair
- Access to a lavatory that accommodates a wheelchair
- Elevator or accessible ramp into facilities
- Handicap parking clearly marked unless there is street side parking
- Street-level access
FIRST LINE OF DEFENSE AGAINST FRAUD AND ABUSE

General Obligation to Prevent, Detect and Deter Fraud, Waste and Abuse

As a recipient of funds from state and federally sponsored health care programs, Simply has a duty to help prevent, detect and deter fraud, waste and abuse. Simply is committed to detecting, mitigating and preventing fraud, waste and abuse as outlined in its Corporate Compliance Program. As part of the requirements of the federal Deficit Reduction Act, each provider is required to adopt Simply policies on detecting, preventing and mitigating fraud, waste and abuse in all the federally and state funded health care programs in which Simply participates.

The Simply policy on fraud, waste and abuse prevention and detection is part of the Simply Corporate Compliance Program. Electronic copies of this policy and Simply Code of Business Conduct and Ethics can be found on the website at www.Simply.com/about-Simply/ethics.

Simply maintains several ways to report suspected fraud, waste and abuse. As a Medicare Advantage provider and a participant in government-sponsored health care, you and your staff are obligated to report suspected fraud, waste and abuse. To report suspected fraud, waste or abuse to the Plan call the Plan’s Confidential Compliance and Fraud, Waste & Abuse hotline at 1-877-253-9251, send an email to SIU@simplyhealthcareplans.com.

In order to meet the requirements under the Deficit Reduction Act, you must adopt the Simply fraud, waste and abuse policies and distribute them to any staff members or contractors who work with Simply. If you have questions or would like more details concerning the Simply fraud, waste and abuse detection, prevention and mitigation program, please contact the Simply Chief Compliance Officer.

Importance of Detecting, Deterring and Preventing Fraud, Waste and Abuse

Health care fraud costs taxpayers increasingly more money every year. State and federal laws are designed to crack down on these crimes and impose strict penalties. Fraud, waste and abuse in the health care industry may be perpetuated by every party involved in the health care process. There are several stages to inhibiting fraudulent acts, including detection, prevention, investigation and reporting. In this section, Simply educates providers on how to help prevent member and provider fraud by identifying the different types as the first line of defense.

Many types of fraud, waste and abuse have been identified, including the following:

Provider Fraud, Waste and Abuse

- Billing for services not rendered
- Billing for services that were not medically necessary
- Double billing
- Unbundling
- Upcoding
Providers can prevent fraud, waste and abuse by ensuring the services rendered are medically necessary, accurately documented in the medical records and billed according to American Medical Association guidelines.

**Member Fraud, Waste and Abuse**

- Benefit sharing
- Collusion
- Drug trafficking
- Forgery
- Illicit drug seeking
- Impersonation fraud
- Misinformation/misrepresentation
- Subrogation/third-party liability fraud
- Transportation fraud

To help prevent fraud, waste and abuse, providers can educate members about these types of fraud and the penalties levied. Also, spending time with patients and reviewing their records for prescription administration will help minimize drug fraud and abuse. One of the most important steps to help prevent member fraud is as simple as reviewing the Medicare member ID card. It is the first line of defense against fraud. Simply may not accept responsibility for the costs incurred by providers rendering services to a patient who is not an Simply Medicare member, even if that patient presents a Medicare member ID card. Providers should take measures to ensure the cardholder is the person named on the card.

Additionally, encourage members to protect their cards as they would a credit card or cash, carry their Simply Medicare member ID card at all times, and report any lost or stolen cards to Simply as soon as possible.

Simply believes awareness and action are vital to keeping the state and federal programs safe and effective. Understanding the various opportunities for fraud, waste and abuse and working with members to protect their Simply Medicare ID card can help prevent fraud, waste and abuse. Simply encourages its members and providers to report any suspected instance of fraud, waste and abuse using the contact methods referenced earlier. No individual who reports violations or suspected fraud, waste or abuse will be retaliated against, and Simply will make every effort to maintain anonymity and confidentiality.

**Health Insurance Portability and Accountability Act**

The Health Insurance Portability and Accountability Act (HIPAA, also known as the Kennedy-Kassebaum Bill) was signed into law in August 1996. The legislation improves the portability and continuity of health benefits, ensures greater accountability in the area of health care fraud and simplifies the administration of health insurance.

Simply strives to ensure both Simply and contracted participating providers conduct business in a manner that safeguards patient/member information in accordance with the privacy regulations enacted pursuant to HIPAA. Providers must have the following procedures in effect since April 14, 2003, to demonstrate compliance with the HIPAA privacy regulations.
Simply recognizes its responsibility under the HIPAA privacy regulations to only request the minimum necessary member information from providers to accomplish the intended purpose. Conversely, providers should only request the minimum necessary member information required to accomplish the intended purpose when contacting Simply. However, please note the privacy regulations allow the transfer or sharing of member information, which may be requested by Simply to conduct business and make decisions about care such as a member’s medical record to make an authorization determination or resolve a payment appeal. Such requests are considered part of the HIPAA definition of treatment, payment or health care operations.

Fax machines used to transmit and receive medically sensitive information should be maintained in an environment with restricted access to individuals who need member information to perform their jobs. When faxing information to Simply, verify the receiving fax number is correct, notify the appropriate staff at Simply and verify the fax was appropriately received.

Internet email (unless encrypted) should not be used to transfer files containing member information to Simply (e.g., Excel spreadsheets with claim information). Such information should be mailed or faxed.

Please use professional judgment when mailing medically sensitive information such as medical records. The information should be in a sealed envelope marked confidential and addressed to a specific individual, P.O. Box or department at Simply.

The Simply voicemail system is secure and password-protected. When leaving messages for Simply associates, providers should only leave the minimum amount of member information required to accomplish the intended purpose.

When contacting Simply, providers should be prepared to verify their name, address and Tax Identification Number or National Provider Identifier number.
**MEDICAL RECORDS**

**Requirements Overview**

Simply Medicare providers must maintain permanent medical records that are:

- Current, detailed and organized; permit effective, confidential patient care; and allow quality reviews
- In conformity with good professional medical practice and appropriate health management
- Located at the primary care site for every Simply Medicare member
- Kept in accordance with Simply and state standards as described in this manual
- Retained for 10 years from the final date of the contract or from the date of completion of any audit
- Accessible upon request to Simply and/or downstream entities, any state agency and the federal government

Simply will:

- Systematically review medical records to ensure compliance with standards. The health plan’s MAC oversees and directs Simply in formalizing, adopting and monitoring guidelines
- Institute actions for improvement when standards are not met
- Maintain a record keeping system that is designed to collect all pertinent medical management information for each member
- Make information readily available to appropriate health professionals and appropriate state agencies
- Use nationally recognized standards of care and work with providers to develop clinical policies and guidelines of care for members

**Member Medical Records Standards**

We require medical records to be current, detailed and organized for effective, confidential patient care and quarterly review. Your medical records must conform to good professional medical practice and be permanently maintained at the primary care site.

Members are entitled to one copy of their medical record each year provided at no cost. Members or their representatives should have access to these records.

**Our medical records standards include:**

1. Patient identification information — patient name or ID number must be shown on each page or electronic file
2. Personal/biographical data — age, sex, address, employer, home and work telephone numbers, and marital status
3. Date and corroboration — dated and identified by the author
4. Legibility — if someone other than the author judges it illegible, a second reviewer must evaluate it
5. Allergies — must note prominently:
6. Medication allergies
7. Adverse reactions
8. No Known Allergies (NKA)
9. Past medical history — for patients seen three or more times. Include serious accidents, operations, illnesses and prenatal care of mother and birth for children
10. Immunizations — a complete immunization record for pediatric members age 20 and younger with vaccines and dates of administration

11. Diagnostic information

12. Significant illnesses and chronic and recurrent medical conditions are indicated in the problem list on all member medical records

13. Report contributory and/or chronic conditions if they are monitored, evaluated, addressed or treated at the visit and impact the care.

14. All diagnoses reported on the claim should be fully documented in the medical record, and each diagnosis noted in the medical record should be reported in the claim corresponding to that encounter.

15. Medical information including medication and instruction to patient

16. Identification of current problems
   - Serious illnesses
   - Medical and behavioral conditions
   - Health maintenance concerns

17. Instructions including evidence the patient was provided basic teaching and instruction for physical or behavioral health condition

18. Smoking/alcohol/substance abuse — notation required for patients age 12 and older and seen three or more times

19. Consultations, referrals and specialist reports — consultation, lab and X-ray reports must have the ordering physician’s initials or other documentation signifying review; any consultation or abnormal lab and imaging study results must have an explicit notation

20. Emergencies — all emergency care and hospital discharge summaries for all admissions must be noted

21. Hospital discharge summaries — must be included for all admissions while enrolled and prior admissions when appropriate

22. Advance directive — must document whether the patient has executed an advance directive such as a living will or durable power of attorney

**Documentation Standards for an Episode of Care**

When we request clinical documentation from you to support claims payments for services, you must ensure the information provided to us:

- Identifies the member
- Is legible
- Reflects all aspects of care

To be considered complete, documentation for episodes of care will include at a minimum the following elements:

- Patient identifying information
- Consent forms
- Health history, including applicable drug allergies
- Types and dates of physical examinations
- Diagnoses and treatment plans for individual episodes of care
- Physician orders
- Face-to-face evaluations
- Progress notes
- Referrals
• Consultation reports
• Laboratory reports
• Imaging reports (including X-ray)
• Surgical reports
• Admission and discharge dates and instructions
• Preventive services provided or offered appropriate to the member’s age and health status
• Evidence of coordination of care between primary and specialty physicians

Refer to the standard data elements to be included for specific episodes of care as established by The Joint Commission (TJC), formerly the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). A single episode of care refers to continuous care or a series of intervals of brief separations from care to a member by a provider or facility for the same specific medical problem or condition.

Documentation for all episodes of care must meet the following criteria:
• Is legible to someone other than the writer
• Contains information that identifies the member on each page in the medical record
• Contains entries in the medical record that are dated and include author identification (e.g., handwritten signatures, unique electronic identifiers or initials)

**Other documentation not directly related to the member**

Records should contain information relevant to support clinical practice and used to support documentation regarding episodes of care, including:
• Policies, procedures and protocols
• Critical incident/occupational health and safety reports
• Statistical and research data
• Clinical assessments
• Published reports/data

Simply may request that you submit additional documentation, including medical records or other documentation not directly related to the member, to support claims you submit. If documentation is not provided following the request or notification or if documentation does not support the services billed for the episode of care, we may:
• Deny the claim
• Recover and/or recoup monies previously paid on the claim

Section 1833(e) of the Social Security Act, states that Medicare payment can be made only when the documentation supports the service/item.
Simply is not liable for interest or penalties when payment is denied or recouped because the provider fails to submit required or requested documentation.

**Patient Visit Data Records Standards**

You must provide:
1. A history and physical exam with both subjective and objective data for presenting complaints
2. Behavioral health treatment, including at-risk factors:
   - Danger to self/others
   - Ability to care for self
   - Affect
o Perpetual or Chronic disorders
o Cognitive functioning
o Significant social health

3. Admission or initial assessment must include:
   o Current support systems
   o Lack of support systems

4. Behavioral health treatment — documented assessment at each visit for client status and symptoms, indicating:
   o Decreased
   o Increased
   o Unchanged
   o A plan of treatment, including:
     • Activities
     • Therapies
     • Goals to be carried out
     • Diagnostic tests
     • Evidence of family involvement in therapy sessions and/or treatment

5. Follow-up care encounter forms or notes indicating follow-up care, call or visit in weeks, months or PRN

6. Referrals and results of all other aspects of patient care and ancillary services

We systematically review medical records to ensure compliance and institute actions for improvement when our standards are not met.

We maintain a professional recordkeeping system for services to our members. We make all medical management information available to health professionals and state agencies and retain these records for 10 years from the date of service.

**Medical Record Review**

Federal regulations require Medicare managed care organizations and their agents review medical records to ascertain the quality of services provided to our members and to avoid over or under payment and verify documentation to support of diagnostic conditions. Medical Record Reviews are conducted under the direction of the Medical Director and the Quality Management Director. Results of the Medical Record Review are presented to the MAC and the QMC.

**Risk Adjustment Data Validation**

Participation in risk adjustment data validation is required of all providers, and it is important that you are aware that medical records may be requested from your office. Data validation through a review of medical record documentation ensures the accuracy of risk-adjusted payments. These medical record reviews verify the accuracy of claim and encounter data and identify additional conditions not captured through this mechanism.

Simply may contract with a third-party vendor to acquire medical records or conduct onsite reviews. Under CFR 164.502 (Health Insurance Privacy and Accountability Act [HIPAA] implementation), providers are permitted to disclose requested data for the purpose of health care operations after they have obtained the “general consent” of the member. A general consent form should be an integral part of your medical record file.
Clinical Practice Guidelines
Using nationally recognized standards of care, Simply works with providers to develop clinical policies and guidelines for the care of its membership. The Medical Advisory Committee (MAC) oversees and directs Simply in formulating, adopting and monitoring guidelines.

Simply selects at least four evidence-based Clinical Practice Guidelines (CPGs) relevant to the Medicare member population. The guidelines are reviewed and revised by the Simply Quality Improvement Council at least every two years or whenever the guidelines change.

The Simply CPGs are located online at providersSimply.com. To access the CPGs, log in to the secure site with your user name and password and select the Clinical Practice Guidelines link from the Clinical Policy and Guidelines section on the top navigation menu. A copy of the guidelines can be printed from the website.

Advance Directives
Advance directives are written instructions that:
- Give direction to health care providers as to the provision of health care
- Provide for treatment choices when a person is incapacitated
- Are recognized under state law when signed by a competent person

There are three types of advance directives:
- A durable power of attorney for health care (durable power) allows the member to name a patient advocate to act on behalf of the member
- A living will allows the member to state his or her wishes in writing but does not name a patient advocate
- A declaration for mental health treatment gives instructions about a member’s future mental health treatment if the member becomes unable to make those decisions. The instructions state whether the member agrees or refuses to have the treatments described in the declaration with or without conditions and limitations

Simply advance directive policies include:
- Respecting the rights of the member to control decisions relating to his or her own medical care, including the decision to have provided, withheld or withdrawn the medical or surgical means or procedures calculated to prolong his or her life; this right is subject to certain interests of society, such as the protection of human life and the preservation of ethical standards in the medical profession
- Adhering to the Patient Self-Determination Act and maintaining written policies and procedures regarding advance directives; providers must adhere to this Act and to all state and federal standards as specified in SSA 1902(a)(57), 1903(m)(1)(A), 42 CFR 438.6(i) and 42 CFR 489 subpart I, including information on Chapter 765, F.S., and whether or not the enrollee has executed an advance directive. (42 CFR 438.3(j)(3))
- Advising members of their right to self-determination regarding advance directives
- Encouraging members to request an advance directive form and education from their PCP at their first appointment

More information related to risk adjustment can be found at [www.cms.gov](http://www.cms.gov).
• Assisting members with questions about an advance directive; no Simply employee may serve as witness to an advance directive or as a member’s authorized agent or representative
• While members have the right to formulate an advance directive, an Simply associate, a facility or a provider may conscientiously object to an advance directive within certain limited circumstances if allowed by state law
• Having Member Services, Health Promotion, Provider Relations and/or Health Care Management Services staff review and update advance directive notices and education materials for members on a regular basis
• Member materials will contain information, as applicable, regarding provisions for conscience objection. Materials explain the differences between institution-wide objections based on conscience and those that may be raised by individual physicians
• Simply or the practitioner must issue a clear and precise written statement of this limitation to CMS and request a conscience protection waiver. The conscientious objection will be stated clearly and describes the following:
  o Describes the range of medical conditions or procedures affected by the conscience objection
  o Identifies the state legal authority permitting such objection
• Noting the presence of advance directives in the medical records when conducting medical chart audits

Providers must:
• Comply with the Patient Self-Determination Act requirements
• Make sure the first point of contact in the PCP’s office asks the member if he or she has executed an advance directive
• Document in the member’s medical record his or her response to an offer to execute any advance directive in a prominent place, including a do-not-resuscitate directive or the provider and the provider’s discussion with the member, including the date when this discussion occurred. and action regarding the execution or nonexecution of an advance directive
• Ask members who have executed an advance directive to bring a copy of the advance directive(s) to the PCP/provider at the first point of contact
• Make an advance directive part of the member’s medical record and put in a prominent place.
  o The physician discusses potential medical emergencies with the member and/or family/significant other and with the referring physician, if applicable.
  o If an advance directive has not been executed, the first point of contact at the PCP/provider’s office will ask the member if he or she would like advance directive information. If the member desires further information, member advance directive education will be provided
• Not discriminate or retaliate against a member based on whether he or she has executed an advance directive

The requirements for advance directives, to include psychiatric advance directives, vary from state to state. Specific forms that meet compliance with each state can be found on the state’s official website. Psychiatric advance directive information may be found at the following website: http://www.nrc-pad.org/content/view/41/25/.
CREDENTIALING

Credentialing Scope

Simply credentials the following licensed/state certified independent health care practitioners:

- medical doctors
- doctors of osteopathic medicine
- doctors of podiatry
- chiropractors
- optometrists providing Health Services covered under the Health Benefits Plan
- doctors of dentistry providing Health Services covered under the Health Benefits Plan including oral maxillofacial surgeons
- psychologists who have doctoral or master’s level training
- clinical social workers who have master’s level training
- psychiatric or behavioral health nurse practitioners who have master’s level training
- other behavioral health care telemedicine practitioners who provide treatment services under the Health Benefits Plan
- medical therapists (e.g., physical therapists, speech therapists, and occupational therapists)
- genetic counselors
- audiologists
- acupuncturists (non-medical doctors or doctors of osteopathic medicine)
- nurse practitioners
- certified nurse midwives
- physician assistants (as required locally)
- registered dieticians

The following behavioral health practitioners are not subject to professional conduct and competence review under Company’s credentialing program, but are subject to a certification requirement process including verification of licensure by the applicable state licensing board to independently provide behavioral health services and/or compliance with regulatory or state/federal contract requirements for the provision of services:

- certified behavioral analysts
- certified addiction counselors
- substance abuse practitioners

Simply credentials the following Health Delivery Organizations (“HDOs”):

- hospitals
- home health agencies
- skilled nursing facilities
- nursing homes
- ambulatory surgical centers
behavioral health facilities providing mental health and/or substance abuse treatment in an inpatient, residential or ambulatory setting, including:
  - adult family care/foster care homes
  - ambulatory detox
  - community mental health centers (CMHC)
  - crisis stabilization units
  - intensive family intervention services
  - intensive outpatient – mental health and/or substance abuse
  - methadone maintenance clinics
  - outpatient mental health clinics
  - outpatient substance abuse clinics
  - partial hospitalization – mental health and/or substance abuse
  - residential treatment centers (RTC) – psychiatric and/or substance abuse

• birthing centers
• home infusion therapy agencies

The following Health Delivery Organizations are not subject to professional conduct and competence review under Simply’s credentialing program, but are subject to a certification requirement process including verification of licensure by the applicable state licensing agency and/or compliance with regulatory or state/federal contract requirements for the provision of services:
  - clinical laboratories (a CMS-issued CLIA certificate or a hospital based exemption from CLIA)
  - end stage renal disease (ESRD) service providers (dialysis facilities)
  - portable x-ray suppliers
  - home infusion therapy when associated with another currently credentialed HDO
  - hospice
  - federally qualified health centers (FQHC)
  - rural health clinics

CREDENTIALS COMMITTEE

The decision to accept, retain, deny or terminate a practitioner’s participation in a Network or Plan Program is conducted by a peer review body, known as Simply’s Credentials Committee (“CC”).

The CC will meet at least once every forty-five (45) calendar days. The presence of a majority of voting CC members constitutes a quorum. The chief medical officer, or a designee appointed in consultation with the vice president of Medical and Credentialing Policy will designate a chair of the CC, as well as a vice-chair in states or regions where both Commercial and Medicaid contracts exist. The chair must be a state or regional lead medical director, or an Simply medical director designee and the vice-chair must be a lead medical officer or an Simply medical director designee, for that line of business not represented by the chair. In states or regions where only one line of business is represented, the chair of the CC will designate a vice-chair for that line of business also represented by the chair. The CC will include at least five, but no more than ten external physicians representing multiple medical specialties (in general, the following specialties or practice-types should be represented: pediatrics, obstetrics/gynecology, adult medicine (family medicine or internal medicine).
surgery; behavioral health, with the option of using other specialties when needed as determined by the chair/vice-chair). CC membership may also include one to two other types of credentialed health providers (e.g. nurse practitioner, chiropractor, social worker, podiatrist) to meet priorities of the geographic region as per chair/vice-chair’s discretion. At least two of the physician committee members must be credentialed for each line of business (e.g. Commercial, Medicare, and Medicaid) offered within the geographic purview of the CC. The chair/vice-chair will serve as a voting member(s) and provide support to the credentialing/re-credentialing process as needed.

The CC will access various specialists for consultation, as needed to complete the review of a practitioner’s credentials. A committee member will disclose and abstain from voting on a practitioner if the committee member (i) believes there is a conflict of interest, such as direct economic competition with the practitioner; or (ii) feels his or her judgment might otherwise be compromised. A committee member will also disclose if he or she has been professionally involved with the practitioner. Determinations to deny an applicant’s participation, or terminate a practitioner from participation in one or more Networks or Plan Programs, require a majority vote of the voting members of the CC in attendance, the majority of whom are Network practitioners.

During the credentialing process, all information that is obtained is highly confidential. Access to information will be restricted to those individuals who are deemed necessary to attain the objectives of the Company’s credentialing program. In particular, information supplied by the Practitioner or HDO in the application, as well as other non-publicly available information will remain confidential. Confidential written records regarding deficiencies found, the actions taken, and the recommended follow-up will be kept in a secure fashion. Security mechanisms include secured office facilities and locked filing cabinets, a protected computer infrastructure with password controls and systematic monitoring, and staff ethics and compliance training programs. The procedures and minutes of the CC will be open to review by state and federal regulating agencies and accrediting bodies to the extent permitted by law.

Practitioners and HDOs are notified that they have the right to review information submitted to support their credentialing applications. In the event that credentialing information cannot be verified, or if there is a discrepancy in the credentialing information obtained, the Credentialing staff will contact the practitioner or HDO within thirty (30) calendar days of the identification of the issue. This communication will specifically notify the practitioner or HDO of the right to correct erroneous information or provide additional details regarding the issue in question. This notification will also include the specific process for submission of this additional information, including where it should be sent. Depending on the nature of the issue in question, this communication may occur verbally or in writing. If the communication is verbal, written confirmation will be sent at a later date. All communication on the issue(s) in question, including copies of the correspondence or a detailed record of phone calls, will be clearly documented in the practitioner’s credentials file. The practitioner or HDO will be given no less than fourteen (14) calendar days in which to provide additional information. On request, the practitioner will be provided with the status of their credentialing or recredentialing application.

Simply may request and will accept additional information from the applicant to correct or explain incomplete, inaccurate, or conflicting credentialing information. The CC will review the information and rationale presented by the applicant to determine if a material omission has occurred or if other credentialing criteria are met.
NONDISCRIMINATION POLICY

Simply will not discriminate against any applicant for participation in its programs or provider network(s) on the basis of race, gender, color, creed, religion, national origin, ancestry, sexual orientation, age, veteran, or marital status or any unlawful basis not specifically mentioned herein. Additionally, the Company will not discriminate against any applicant on the basis of the risk of population they serve or against those who specialize in the treatment of costly conditions. Other than gender and language capabilities which are provided to the members to meet their needs and preferences, this information is not required in the credentialing and re-credentialing process. Determinations as to which practitioners and providers require additional individual review by the Credentials Committee are made according to predetermined criteria related to professional conduct and competence. Credentials Committee decisions are based on issues of professional conduct and competence as reported and verified through the credentialing process. Simply will audit credentialing files annually to identify discriminatory practices in the selection of practitioners. Should discriminatory practices be identified through audit or through other means, the Company will take appropriate action(s) to track and eliminate those practices.

INITIAL CREDENTIALING

Each practitioner or HDO must complete a standard application, deemed acceptable by Simply, when applying for initial participation in one or more of Simply’s Networks or Plan Programs. For practitioners, the Council for Affordable Quality Healthcare (“CAQH”) ProView system is utilized. To learn more about CAQH, visit their web site at www.CAQH.org.

Simply will verify those elements related to an applicants’ legal authority to practice, relevant training, experience and competency from the primary source, where applicable, during the credentialing process. All verifications must be current and verified within the one hundred eighty (180) calendar day period prior to the CC making its credentialing recommendation or as otherwise required by applicable accreditation standards.

During the credentialing process, Simply will review verification of the credentialing data as described in the following tables unless otherwise required by regulatory or accrediting bodies. These tables represent minimum requirements.

A. Practitioners

<table>
<thead>
<tr>
<th>Verification Element</th>
</tr>
</thead>
<tbody>
<tr>
<td>License to practice in the state(s) in which the practitioner will be treating Covered Individuals.</td>
</tr>
<tr>
<td>Hospital admitting privileges at a TJC, NIAHO or AOA accredited hospital, or a Network hospital previously approved by the committee.</td>
</tr>
<tr>
<td>DEA/CDS and state controlled substance registrations</td>
</tr>
<tr>
<td>a. The DEA/CDS registration must be valid in the state(s) in which practitioner will be treating Covered Individuals.</td>
</tr>
</tbody>
</table>
### Verification Element

<table>
<thead>
<tr>
<th>Practitioners who see Covered Individuals in more than one state must have a DEA/CDS registration for each state.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Malpractice insurance</td>
</tr>
<tr>
<td>Malpractice claims history</td>
</tr>
<tr>
<td>Board certification or highest level of medical training or education</td>
</tr>
<tr>
<td>Work history</td>
</tr>
<tr>
<td>State or Federal license sanctions or limitations</td>
</tr>
<tr>
<td>Medicare, Medicaid or FEHBP sanctions</td>
</tr>
<tr>
<td>National Practitioner Data Bank report</td>
</tr>
<tr>
<td>State Medicaid Exclusion Listing, if applicable</td>
</tr>
</tbody>
</table>

### B. HDOs

<table>
<thead>
<tr>
<th>Accreditation, if applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>License to practice, if applicable</td>
</tr>
<tr>
<td>Malpractice insurance</td>
</tr>
<tr>
<td>Medicare certification, if applicable</td>
</tr>
<tr>
<td>Department of Health Survey Results or recognized accrediting organization certification</td>
</tr>
<tr>
<td>License sanctions or limitations, if applicable</td>
</tr>
<tr>
<td>Medicare, Medicaid or FEHBP sanctions</td>
</tr>
</tbody>
</table>

### RECREREDENTIALING

The recredentialing process incorporates re-verification and the identification of changes in the practitioner’s or HDO’s licensure, sanctions, certification, health status and/or performance information (including, but not limited to, malpractice experience, hospital privilege or other actions) that may reflect on the practitioner’s or HDO’s professional conduct and competence. This information is reviewed in order to assess whether practitioners and HDOs continue to meet Simply credentialing standards.

All applicable practitioners and HDOs in the Network within the scope of Simply Credentialing Program are required to be recredentialed every three (3) years unless otherwise required by contract or state regulations.

**Health Delivery Organizations**

New HDO applicants will submit a standardized application to Simply for review. If the candidate meets Simply screening criteria, the credentialing process will commence. To assess whether
Network HDOs, within the scope of the Credentialing Program, meet appropriate standards of professional conduct and competence, they are subject to credentialing and recredentialing programs. In addition to the licensure and other eligibility criteria for HDOs, as described in detail in Simply Credentialing Program Standards, all Network HDOs are required to maintain accreditation by an appropriate, recognized accrediting body or, in the absence of such accreditation, Simply may evaluate the most recent site survey by Medicare, the appropriate state oversight agency, or a site survey performed by a designated independent external entity within the past 36 months for that HDO.

Recredentialing of HDOs occur every three (3) years unless otherwise required by regulatory or accrediting bodies. Each HDO applying for continuing participation in Networks or Plan Programs must submit all required supporting documentation.

On request, HDOs will be provided with the status of their credentialing application. Simply may request, and will accept, additional information from the HDO to correct incomplete, inaccurate, or conflicting credentialing information. The CC will review this information and the rationale behind it, as presented by the HDO, and determine if a material omission has occurred or if other credentialing criteria are met.

**ONGOING SANCTION MONITORING**

To support certain credentialing standards between the recredentialing cycles, Simply has established an ongoing monitoring program. Credentialing performs ongoing monitoring to help ensure continued compliance with credentialing standards and to assess for occurrences that may reflect issues of substandard professional conduct and competence. To achieve this, the credentialing department will review periodic listings/reports within thirty (30) calendar days of the time they are made available from the various sources including, but not limited to, the following:

1. Office of the Inspector General (“OIG”)
2. Federal Medicare/Medicaid Reports
3. Office of Personnel Management (“OPM”)
4. State licensing Boards/Agencies
5. Covered Individual/Customer Services Departments
6. Clinical Quality Management Department (including data regarding complaints of both a clinical and nonclinical nature, reports of adverse clinical events and outcomes, and satisfaction data, as available)
7. Other internal Simply Departments
8. Any other verified information received from appropriate sources

When a practitioner or HDO within the scope of credentialing has been identified by these sources, criteria will be used to assess the appropriate response.

**APPEALS PROCESS**

Simply has established policies for monitoring and re-credentialing practitioners and HDOs who seek continued participation in one or more of Simply’s Networks or Plan Programs. Information reviewed during this activity may indicate that the professional conduct and competence standards
are no longer being met, and Simply may wish to terminate practitioners or HDOs. Simply also seeks to treat Network practitioners and HDOs, as well as those applying for participation, fairly and thus provides practitioners and HDOs with a process to appeal determinations terminating/denying participation in Simply's Networks for professional competence and conduct reasons, or which would otherwise result in a report to the National Practitioner Data Bank (“NPDB”). Additionally, Simply will permit practitioners and HDOs who have been refused initial participation the opportunity to correct any errors or omissions which may have led to such denial (informal/reconsideration only). It is the intent of Simply to give practitioners and HDOs the opportunity to contest a termination of the practitioner’s or HDO’s participation in one or more of Simply’s Networks or Plan Programs and those denials of request for initial participation which are reported to the NPDB that were based on professional competence and conduct considerations. Immediate terminations may be imposed due to the practitioner’s or HDO’s license suspension, probation or revocation, or if a practitioner or HDO has been sanctioned, debarred or excluded from the Medicare, Medicaid or FEHB programs, or has a criminal conviction, or Simply’s determination that the practitioner’s or HDO’s continued participation poses an imminent risk of harm to Covered Individuals. Participating Practitioners whose network participation has been terminated due to the practitioner’s suspension or loss of licensure or due to criminal conviction are not eligible for Informal Review/Reconsideration or Formal Appeal. Participating Practitioners whose network participation has been terminated due to sanction, debarment or exclusion from the Medicare, Medicaid or FEHB are not eligible for Informal Review/Reconsideration or Formal Appeal.

REPORTING REQUIREMENTS

When Simply takes a professional review action with respect to a practitioner’s or HDO’s participation in one or more of its Networks or Plan Programs, Simply may have an obligation to report such to the NPDB, state licensing board and legally designated agencies. In the event that the procedures set forth for reporting reportable adverse actions conflict with the process set forth in the current NPDB Guidebook, the process set forth in the NPDB Guidebook will govern.

SIMPLY CREDENTIALING PROGRAM STANDARDS

I. Eligibility Criteria

Health care practitioners:

Initial applicants must meet the following criteria in order to be considered for participation:

A. Must not be currently federally sanctioned, debarred or excluded from participation in any of the following programs: Medicare, Medicaid or FEHBP; and
B. Possess a current, valid, unencumbered, unrestricted, and non-probationary license in the state(s) where he/she provides services to Covered Individuals; and
C. Possess a current, valid, and unrestricted Drug Enforcement Agency (“DEA”) and/or Controlled Dangerous Substances (“CDS”) registration for prescribing controlled substances, if applicable to his/her specialty in which he/she will treat Covered Individuals;
the DEA/CDS registration must be valid in the state(s) in which the practitioner will be treating Covered Individuals. Practitioners who see Covered Individuals in more than one state must have a DEA/CDS registration for each state.

Initial applications should meet the following criteria in order to be considered for participation, with exceptions reviewed and approved by the CC:

A. For MDs, DOs, DPMs, and DMDs/DDSs practicing oral and maxillofacial surgery, the applicant must have current, in force board certification (as defined by the American Board of Medical Specialties (“ABMS”), American Osteopathic Association (“AOA”), Royal College of Physicians and Surgeons of Canada (“RCPSC”), College of Family Physicians of Canada (“CFPC”), American Board of Foot and Ankle Surgery (ABFAS), American Board of Podiatric Medicine (“ABPM”), or American Board of Oral and Maxillofacial Surgery (“ABOMS”) in the clinical discipline for which they are applying.

B. If not certified, MDs and DOs will be granted five years or a period of time consistent with ABMS or AOA board eligibility time limits, whatever is greater, after completion of their residency or fellowship training program to meet the board certification requirement.

C. If not certified, DPMs will be granted five years after the completion of their residency to meet this requirement for the ABPM. Non-certified DPMs will be granted seven years after completion of their residency to meet this requirement for ABFAS.

D. Individuals no longer eligible for board certification are not eligible for continued exception to this requirement.

1. As alternatives, MDs, DOs, DPMs and Oral Surgeons meeting any one of the following criteria will be viewed as meeting the education, training and certification requirement:
   a. Previous board certification (as defined by one of the following: ABMS, AOA, RCPSC, CFPC, ABPM, ABFAS, ABOMS) in the clinical specialty or subspecialty for which they are applying which has now expired AND a minimum of ten (10) consecutive years of clinical practice. OR
   b. Training which met the requirements in place at the time it was completed in a specialty field prior to the availability of board certifications in that clinical specialty or subspecialty. OR
   c. Specialized practice expertise as evidenced by publication in nationally accepted peer review literature and/or recognized as a leader in the science of their specialty AND a faculty appointment of Assistant Professor or higher at an academic medical center and teaching Facility in Simply’s Network AND the applicant’s professional activities are spent at that institution at least fifty percent (50%) of the time.

2. Practitioners meeting one of these three (3) alternative criteria (a, b, c) will be viewed as meeting all Simply education, training and certification criteria and will not be required to undergo additional review or individual presentation to the CC. These alternatives are subject to Simply review and approval. Reports submitted by delegate to Simply must contain sufficient documentation to support the above alternatives, as determined by Simply.

B. For MDs and DOs, the applicant must have unrestricted hospital privileges at a The Joint Commission (“TJC”), National Integrated Accreditation for Healthcare Organizations (“NIAHO”), Center for Improvement in Healthcare Quality (“CIHQ”), a HFAP accredited hospital, or a Network hospital. Some clinical disciplines may function exclusively in the
outpatient setting, and the CC may at its discretion deem hospital privileges not relevant to these specialties. Also, the organization of an increasing number of physician practice settings in selected fields is such that individual physicians may practice solely in either an outpatient or an inpatient setting. The CC will evaluate applications from practitioners in such practices without regard to hospital privileges. The expectation of these physicians would be that there is an appropriate referral arrangement with a Network practitioner to provide inpatient care.

II. Criteria for Selecting Practitioners

1. New Applicants (Credentialing)
   1. Submission of a complete application and required attachments that must not contain intentional misrepresentations or omissions;
   2. Application attestation signed date within one hundred eighty (180) calendar days of the date of submission to the CC for a vote;
   3. Primary source verifications within acceptable timeframes of the date of submission to the CC for a vote, as deemed by appropriate accrediting agencies;
   4. No evidence of potential material omission(s) on application;
   5. Current, valid, unrestricted license to practice in each state in which the practitioner would provide care to Covered Individuals;
   6. No current license action; No history of licensing board action in any state;
   7. No current federal sanction and no history of federal sanctions (per System for Award Management (SAM), OIG and OPM report nor on NPDB report);
   8. Possess a current, valid, and unrestricted DEA/CDS registration for prescribing controlled substances, if applicable to his/her specialty in which he/she will treat Covered Individuals. The DEA/CDS registration must be valid in the state(s) in which the practitioner will be treating Covered Individuals. Practitioners who treat Covered Individuals in more than one state must have a valid DEA/CDS registration for each applicable state.

   Initial applicants who have NO DEA/CDS registration will be viewed as not meeting criteria and the credentialing process will not proceed. However, if the applicant can provide evidence that he/she has applied for a DEA/CDS registration, the credentialing process may proceed if all of the following are met:
   a. It can be verified that this application is pending.
   b. The applicant has made an arrangement for an alternative practitioner to prescribe controlled substances until the additional DEA/CDS registration is obtained.
   c. The applicant agrees to notify Simply upon receipt of the required DEA/CDS registration.
   d. Simply will verify the appropriate DEA/CDS registration via standard sources.
      i. The applicant agrees that failure to provide the appropriate DEA/CDS registration within a ninety (90) calendar day timeframe will result in termination from the Network.
      ii. Initial applicants who possess a DEA/CDS registration in a state other than the state in which they will be treating Covered Individuals will be notified of the need to obtain the additional DEA/CDS registration. If the applicant has applied for additional DEA/CDS registration the credentialing process may proceed if ALL the following criteria are met:
(a) It can be verified that this application is pending and,
(b) The applicant has made an arrangement for an alternative practitioner to prescribe controlled substances until the additional DEA/CDS registration is obtained,
(c) The applicant agrees to notify Simply upon receipt of the required DEA/CDS registration,
(d) Simply will verify the appropriate DEA/CDS registration via standard sources; applicant agrees that failure to provide the appropriate DEA/CDS registration within a ninety (90) calendar day timeframe will result in termination from the Network,
AND
(e) Must not be currently federally sanctioned, debarred or excluded from participation in any of the following programs: Medicare, Medicaid or FEHBP.

9. No current hospital membership or privilege restrictions and no history of hospital membership or privileges restrictions;
10. No history of or current use of illegal drugs or history of or current alcoholism;
11. No impairment or other condition which would negatively impact the ability to perform the essential functions in their professional field.
12. No gap in work history greater than six (6) months in the past five (5) years with the exception of those gaps related to parental leave or immigration where twelve (12) month gaps will be acceptable.
13. No history of criminal/felony convictions or a plea of no contest;
14. A minimum of the past ten (10) years of malpractice case history is reviewed.
15. Meets Credentialing Standards for education/training for the specialty(ies) in which practitioner wants to be listed in Simply’s Network directory as designated on the application. This includes board certification requirements or alternative criteria for MDs and DOs and board certification criteria for DPMs, and oral and maxillofacial surgeons;
16. No involuntary terminations from an HMO or PPO;
17. No "yes" answers to attestation/disclosure questions on the application form with the exception of the following:
   a. Voluntary resignation from a hospital or organization related to practice relocation or facility utilization;
   b. Voluntary surrender of state license related to relocation or nonuse of said license;
   c. A NPDB report of a malpractice settlement or any report of a malpractice settlement that does not meet the threshold criteria.
   d. Non-renewal of malpractice coverage or change in malpractice carrier related to changes in the carrier’s business practices (no longer offering coverage in a state or no longer in business);
   e. Previous failure of a certification exam by a practitioner who is currently board certified or who remains in the five (5) year post residency training window;
   f. Actions taken by a hospital against a practitioner’s privileges related solely to the failure to complete medical records in a timely fashion;
   g. History of a licensing board, hospital or other professional entity investigation that was closed without any action or sanction.

Note: the CC will individually review any practitioner that does not meet one or more of the
2. Currently Participating Applicants (Recredentialing)

1. Submission of complete re-credentialing application and required attachments that must not contain intentional misrepresentations or omissions;
2. Re-credentialing application signed date within one hundred eighty (180) calendar days of the date of submission to the CC for a vote;
3. Must not be currently federally sanctioned, debarred or excluded from participation in any of the following programs, Medicare, Medicaid or FEHBP. If, once a Practitioner participates in the Simply’s programs or provider Network(s), federal sanction, debarment or exclusion from the Medicare, Medicaid or FEHBP programs occurs, at the time of identification, the Practitioner will become immediately ineligible for participation in the applicable government programs or provider Network(s) as well as the Simply’s other credentialed provider Network(s).
4. Current, valid, unrestricted, unencumbered, un-probated license to practice in each state in which the practitioner provides care to Covered Individuals;
5. No new history of licensing board reprimand since prior credentialing review;
6. *No current federal sanction and no new (since prior credentialing review) history of federal sanctions (per SAM, OIG and OPM Reports or on NPDB report);
7. Current DEA/CDS registration and/or state controlled substance certification without new (since prior credentialing review) history of or current restrictions;
8. No current hospital membership or privilege restrictions and no new (since prior credentialing review) history of hospital membership or privilege restrictions; OR for practitioners in a specialty defined as requiring hospital privileges who practice solely in the outpatient setting there exists a defined referral relationship with a Network practitioner of similar specialty at a Network HDO who provides inpatient care to Covered Individuals needing hospitalization;
9. No new (since previous credentialing review) history of or current use of illegal drugs or alcoholism;
10. No impairment or other condition which would negatively impact the ability to perform the essential functions in their professional field;
11. No new (since previous credentialing review) history of criminal/felony convictions, including a plea of no contest;
12. Malpractice case history reviewed since the last CC review. If no new cases are identified since last review, malpractice history will be reviewed as meeting criteria. If new malpractice history is present, then a minimum of last five (5) years of malpractice history is evaluated and criteria consistent with initial credentialing is used.
13. No new (since previous credentialing review) involuntary terminations from an HMO or PPO;
14. No new (since previous credentialing review) "yes" answers on attestation/disclosure questions with exceptions of the following:
   a. Voluntary resignation from a hospital or organization related to practice relocation or facility utilization;
   b. Voluntary surrender of state license related to relocation or nonuse of said license;
   c. An NPDB report of a malpractice settlement or any report of a malpractice settlement that does not meet the threshold criteria;
   d. Nonrenewal of malpractice coverage or change in malpractice carrier related to
changes in the carrier’s business practices (no longer offering coverage in a state or
no longer in business);
e. Previous failure of a certification exam by a practitioner who is currently board
certified or who remains in the five (5) year post residency training window;
f. Actions taken by a hospital against a practitioner’s privileges related solely to the
failure to complete medical records in a timely fashion;
g. History of a licensing board, hospital or other professional entity investigation that
was closed without any action or sanction.
15. No QI data or other performance data including complaints above the set threshold.
16. Recredentialed at least every three (3) years to assess the practitioner’s continued
compliance with Simply standards.

*It is expected that these findings will be discovered for currently credentialed Network
practitioners and HDOs through ongoing sanction monitoring. Network practitioners and
HDOs with such findings will be individually reviewed and considered by the CC at the time
the findings are identified.

Note: the CC will individually review any credentialed Network practitioners and HDOs that
do not meet one or more of the criteria for recredentialing.

3. Additional Participation Criteria and Exceptions for Behavioral Health practitioners (Non
Physician) Credentialing.

Licensed Clinical Social Workers (“LCSW”) or other master level social work license type:
   a. Master or doctoral degree in social work with emphasis in clinical social work from
      a program accredited by the Council on Social Work Education (“CSWE”) or the
      Canadian Association on Social Work Education (“CASWE”). Program must have
      been accredited within three (3) years of the time the practitioner graduated; full
      accreditation is required, and candidacy programs will not be considered.
   b. Full accreditation is required, candidacy programs will not be considered.
   c. If master’s level degree does not meet criteria and practitioner obtained PhD
      training as a clinical psychologist, but is not licensed as such, the practitioner can be
      reviewed. To meet the criteria, the doctoral program must be accredited by the
      American Psychological Association (“APA”) or be regionally accredited by the
      Council for Higher Education Accreditation (“CHEA”). In addition, a doctor of social
      work from an institution with at least regional accreditation from the CHEA will be
      viewed as acceptable.

Licensed professional counselor (“LPC”) and marriage and family therapist (“MFT”) or other
master level license type:
   a. Master’s or doctoral degree in counseling, marital and family therapy, psychology,
      counseling psychology, counseling with an emphasis in marriage, family and child
      counseling or an allied mental field. Master or doctoral degrees in education are
      acceptable with one of the fields of study above.
   b. Master or doctoral degrees in Divinity do not meet criteria as a related field of
      study.
   c. Graduate school must be accredited by one of the Regional Institutional Accrediting
      Bodies and may be verified from the Accredited Institutions of Post-Secondary
Education, APA, Council for Accreditation of Counseling and Related Educational
Programs ("CACREP"), or Commission on Accreditation for Marriage and Family
Therapy Education ("COAMFTE") listings. The institution must have been accredited
within three (3) years of the time the practitioner graduated.

d. Practitioners with PhD training as a clinical psychologist can be reviewed. To meet
criteria this doctoral program must either be accredited by the APA or be regionally
accredited by the CHEA. A Practitioner with a doctoral degree in one of the fields of
study noted will be viewed as acceptable if the institution granting the degree has
regional accreditation from the CHEA and;

e. Licensure to practice independently.

Clinical nurse specialist/psychiatric and mental health nurse practitioner:

a. Master’s degree in nursing with specialization in adult or child/adolescent
psychiatric and mental health nursing. Graduate school must be accredited from
an institution accredited by one of the Regional Institutional Accrediting Bodies
within three (3) years of the time of the practitioner’s graduation.

b. Registered Nurse license and any additional licensure as an Advanced Practice
Nurse/Certified Nurse Specialist/Adult Psychiatric Nursing or other license or
certification as dictated by the appropriate State(s) Board of Registered Nursing, if
applicable.

c. Certification by the American Nurses Association ("ANA") in psychiatric nursing.
This may be any of the following types: Clinical Nurse Specialist in Child or Adult
Psychiatric Nursing, Psychiatric and Mental Health Nurse Practitioner, or Family
Psychiatric and Mental Health Nurse Practitioner.

d. Valid, current, unrestricted DEA/CDS registration, where applicable with
appropriate supervision/consultation by a Network practitioner as applicable by
the state licensing board. For those who possess a DEA registration, the
appropriate CDS registration is required. The DEA/CDS registration must be valid in
the state(s) in which the practitioner will be treating Covered Individuals.

Clinical Psychologists:

a. Valid state clinical psychologist license.

b. Doctoral degree in clinical or counseling, psychology or other applicable field of
study from an institution accredited by the APA within three (3) years of the time of
the practitioner’s graduation.

c. Education/Training considered as eligible for an exception is a practitioner whose
doctoral degree is not from an APA accredited institution, but who is listed in the
National Register of Health Service Providers in Psychology or is a Diplomat of the
American Board of Professional Psychology.

d. Master’s level therapists in good standing in the Network, who upgrade their
license to clinical psychologist as a result of further training, will be allowed to
continue in the Network and will not be subject to the above education criteria.

Clinical Neuropsychologist:

a. Must meet all the criteria for a clinical psychologist listed in C.4 above and be Board
certified by either the American Board of Professional Neuropsychology ("ABPN")
or American Board of Clinical Neuropsychology ("ABCN").

b. A practitioner credentialed by the National Register of Health Service Providers in
Psychology with an area of expertise in neuropsychology may be considered.

C. Clinical Neuropsychologists who are not Board certified, nor listed in the National Register, will require CC review. These practitioners must have appropriate training and/or experience in neuropsychology as evidenced by one or more of the following:
   i. Transcript of applicable pre-doctoral training, OR
   ii. Documentation of applicable formal one (1) year post-doctoral training (participation in CEU training alone would not be considered adequate), OR
   iii. Letters from supervisors in clinical neuropsychology (including number of hours per week), OR
   iv. Minimum of five (5) years experience practicing neuropsychology at least ten (10) hours per week.

Licensed Psychoanalysts:
   a. Applies only to Practitioners in states that license psychoanalysts.
   b. Practitioners will be credentialed as a licensed psychoanalyst if they are not otherwise credentialed as a practitioner type detailed in Credentialing Policy (e.g. psychiatrist, clinical psychologist, licensed clinical social worker).
   c. Practitioner must possess a valid psychoanalysis state license.
      i. Practitioner shall possess a master’s or higher degree from a program accredited by one of the Regional Institutional Accrediting Bodies and may be verified from the Accredited Institutions of Post-Secondary Education, APA, CACREP, or the COAMFTE listings. The institution must have been accredited within 3 years of the time the Practitioner graduates.
      ii. Completion of a program in psychoanalysis that is registered by the licensing state as licensure qualifying; or accredited by the American Board for Accreditation in Psychoanalysis (ABAP) or another acceptable accrediting agency; or determined by the licensing state to be the substantial equivalent of such a registered or accredited program.
         1. A program located outside the United States and its territories may be used to satisfy the psychoanalytic study requirement if the licensing state determines the following: it prepares individuals for the professional practice of psychoanalysis; and is recognized by the appropriate civil authorities of that jurisdiction; and can be appropriately verified; and is determined by the licensing state to be the substantial equivalent of an acceptable registered licensure qualifying or accredited program.
         2. Meet minimum supervised experience requirement for licensure as a psychoanalyst as determined by the licensing state.
         3. Meet examination requirements for licensure as determined by the licensing state.

Additional Participation Criteria and Exceptions for Nurse Practitioners, Certified Nurse Midwives, Physicians Assistants (Non Physician) Credentialing.
1. Process, requirements and Verification – Nurse Practitioners:
   1. The nurse practitioner applicant will submit the appropriate application and supporting documents as required of any other Practitioners with the exception of differing information regarding education/training and board certification.
   2. The required education/training will be, at a minimum, the completion of an education program leading to licensure as a Registered Nurse, and subsequent additional education leading to licensure as a NP. Verification of this will occur either via verification of the licensure status from the state licensing agency provided that that agency verifies the education or from the certification board if that board provides documentation that it performs primary verification of the professional education and training. If the licensing agency or certification board does not verify highest level of education, the education will be primary source verified in accordance with policy.

   3. The license status must be that of NP as verified via primary source from the appropriate state licensing agency. Additionally, this license must be active, unencumbered, unrestricted and not subject to probation, terms or conditions. Any applicants whose licensure status does not meet these criteria, or who have in force adverse actions regarding Medicare or Medicaid will be notified of this and the applicant will be administratively denied.

   4. If the NP has prescriptive authority, which allows the prescription of scheduled drugs, their DEA and/or state certificate of prescriptive authority information will be requested and primary source verified via normal company procedures. If there are in force adverse actions against the DEA, the applicant will be notified of this and the applicant will be administratively denied.

   5. All NP applicants will be certified in the area which reflects their scope of practice by any one of the following:
      a. Certification program of the American Nurse Credentialing Center (www.nursecredentialing.org), a subsidiary of the American Nursing Association (http://www.nursingcertification.org/exam_programs.htm); or
      b. American Academy of Nurse Practitioners – Certification Program (www.aanp certification.org); or
      c. National Certification Corporation (http://www.nccwebsite.org); or
      d. Pediatric Nurse Certification Board (PNCB) Certified Pediatric Nurse Practitioner – (note: CPN – certified pediatric nurse is not a nurse practitioner) (http://www.pncb.org/pstore/control/exams/ac/progs); OR
      e. Oncology Nursing Certification Corporation (ONCC) – Advanced Oncology Certified Nurse Practitioner (AOCNP®) – ONLY (http://oncc.org);
f. American Association of Critical Care Nurses
   (https://www.aacn.org/certification/verify-certification)
   ACNPC – Adult Care Nurse Practitioner; ACNPC-AG – Adult Gerontology Acute Care
   This certification must be active and primary source verified.

   This certification must be active and primary source verified. If the state licensing board primary sources verifies this certification as a requirement for licensure, additional verification by the Company is not required. If the applicant is not certified or if his/her certification has expired, the application will be submitted for individual review.

6. If the NP has hospital privileges, they must have hospital privileges at a CIHQ, TJC, NIAHO, or HFAP accredited hospital, or a network hospital previously approved by the committee. Information regarding history of any actions taken against any hospital privileges held by the NP will be obtained. Any adverse action against any hospital privileges will trigger a level II review.

7. The NP applicant will undergo the standard credentialing processes outlined in Company Credentialing Policies. NPs are subject to all the requirements outlined in these Credentialing Policies including (but not limited to): the requirement for Committee review of Level II files for failure to meet predetermined criteria, re-credentialing every three years, and continuous sanction and performance monitoring upon participation in the network.

8. Upon completion of the credentialing process, the NP may be listed in the Company provider directories. As with all providers, this listing will accurately reflect their specific licensure designation and these providers will be subject to the audit process.

9. NPs will be clearly identified as such:
   a. On the credentialing file;
   b. At presentation to the Credentialing Committee; and
   c. On notification to Network Services and to the provider database.

2. Process, Requirements and Verifications – Certified Nurse Midwives:

1. The Certified Nurse Midwife (CNM) applicant will submit the appropriate application and supporting documents as required of any other Practitioner with the exception of differing information regarding education, training and board certification.

2. The required educational/training will be at a minimum that required for licensure as a Registered Nurse with subsequent additional training for licensure as a Certified Nurse Midwife by the appropriate licensing body. Verification of this education and training will occur either via primary source verification of the license, provided that state licensing agency performs verification of the education, or from the certification board if that board provides documentation that it performs primary verification of the professional education and training. If the state licensing
agency or the certification board does not verify education, the education will be primary source verified in accordance with policy.

3. The license status must be that of CNM as verified via primary source from the appropriate state licensing agency. Additionally, this license must be active, unencumbered, unrestricted and not subject to probation, terms or conditions. Any applicant whose licensure status does not meet these criteria, or who have in force adverse actions regarding Medicare or Medicaid will be notified of this and the applicant will be administratively denied.

4. If the CNM has prescriptive authority, which allows the prescription of scheduled drugs, their DEA and/or state certificate of prescriptive authority information will be requested and primary source verified via normal company procedures. If there are in force adverse actions against the DEA, the applicant will be notified and the applicant will be administratively denied.

5. All CNM applicants will be certified by either:
   a. The National Certification Corporation for Ob/Gyn and Neonatal Nursing; or
   b. The American Midwifery Certification Board, previously known as the American College of Nurse Midwives.
   This certification must be active and primary source verified. If the state licensing board primary source verifies one of these certifications as a requirement for licensure, additional verification by the Company is not required. If the applicant is not certified or if their certification has expired, the application will be submitted for individual review by the geographic Credentialing Committee.

6. If the CNM has hospital privileges, they must have unrestricted hospital privileges at a CIHQ, TJC, NIAHO, or HFAP accredited hospital, or a network hospital previously approved by the committee or in the absence of such privileges, must not raise a reasonable suspicion of future substandard professional conduct or competence. Information regarding history of any actions taken against any hospital privileges held by the CNM will be obtained. Any history of any adverse action taken by any hospital will trigger a Level II review. Should the CNM provide only outpatient care, an acceptable admitting arrangement via the collaborative practice agreement must be in place with a participating OB/Gyn.

7. The CNM applicant will undergo the standard credentialing process outlined in Company Credentialing Policies. CNMs are subject to all the requirements of these Credentialing Policies including (but not limited to): the requirement for Committee review for Level II applicants, re-credentialing every three years, and continuous sanction and performance monitoring upon participation in the network.

8. Upon completion of the credentialing process, the CNM may be listed in the Company provider directories. As with all providers, this listing will accurately reflect their specific licensure designation and these providers will be subject to the audit process.
9. CNMs will be clearly identified as such:
   a. On the credentialing file;
   b. At presentation to the Credentialing Committee; and
   c. On notification to Network Services and to the provider database.

3. Process, Requirements and Verifications – Physician’s Assistants (PA):
   1. The PA applicant will submit the appropriate application and supporting documents as required of any other Practitioners with the exception of differing information regarding education/training and board certification.
   2. The required education/training will be, at a minimum, the completion of an education program leading to licensure as a PA. Verification of this will occur via verification of the licensure status from the state licensing agency provided that that agency verifies the education. If the state licensing agency does not verify education, the education will be primary source verified in accordance with policy.
   3. The license status must be that of PA as verified via primary source from the appropriate state licensing agency. Additionally, this license must be active, unencumbered, unrestricted and not subject to probation, terms or conditions. Any applicants whose licensure status does not meet these criteria, or who have in force adverse actions regarding Medicare or Medicaid will be notified of this and the applicant will be administratively denied.
   4. If the PA has prescriptive authority, which allows the prescription of scheduled drugs, their DEA and/or state certificate of prescriptive authority information will be requested and primary source verified via normal company procedures. If there are in force adverse actions against the DEA, the applicant will be notified and the applicant will be administratively denied.
   5. All PA applicants will be certified by the National Commission on Certification of Physician’s Assistants. This certification must be active and primary source verified. If the state licensing board primary sources verifies this certification as a requirement for licensure, additional verification by the Company is not required. If the applicant is not certified or if their certification has expired, the application will be classified as a Level II according to geographic Credentialing Policy #8 and submitted for individual review by the Credentialing Committee.
   6. If the PA has hospital privileges, they must have hospital privileges at a CIHQ, TJC, NIAHO, or HFAP accredited hospital, or a network hospital previously approved by the committee. Information regarding history of any actions taken against any hospital privileges held by the PA will be obtained. Any adverse action against any hospital privileges will trigger a level II review.
   7. The PA applicant will undergo the standard credentialing process outlined in Company Credentialing Policies. PAs are subject to all the requirements described in these Credentialing Policies.
including (but not limited to): Committee review of Level II files failing to meet predetermined criteria, re-credentialing every three years, and continuous sanction and performance monitoring upon participation in the network.

8. Upon completion of the credentialing process, the PA may be listed in the Company provider directories. As with all providers, this listing will accurately reflect their specific licensure designation and these providers will be subject to the audit process.

9. PA’s will be clearly identified such:
   a. On the credentialing file;
   b. At presentation to the Credentialing Committee; and
   c. On notification to Network Services and to the provider database.

III. HDO Eligibility Criteria

All HDOs must be accredited by an appropriate, recognized accrediting body or in the absence of such accreditation, Simply may evaluate the most recent site survey by Medicare, the appropriate state oversight agency, or site survey performed by a designated independent external entity within the past 36 months. If a HDO has satellite facilities that follow the same policy and procedures, Simply may limit site visits to the main facility. Non-accredited HDOs are subject to individual review by the CC and will be considered for Covered Individual access need only when the CC review indicates compliance with Simply standards and there are no deficiencies noted on the Medicare or state oversight review which would adversely affect quality or care or patient safety. HDOs are recredentialed at least every three (3) years to assess the HDO’s continued compliance with Simply standards.

A. General Criteria for HDOs:
   1. Valid, current and unrestricted license to operate in the state(s) in which it will provide services to Covered Individuals. The license must be in good standing with no sanctions.
   2. Valid and current Medicare certification.
   3. Must not be currently federally sanctioned, debarred or excluded from participation in any of the following programs; Medicare, Medicaid or the FEHBP. Note: If, once an HDO participates in the Simply’s programs or provider Network(s), exclusion from Medicare, Medicaid or FEHBP occurs, at the time of identification, the HDO will become immediately ineligible for participation in the applicable government programs or provider Network(s) as well as the Simply’s other credentialed provider Network(s).
   4. Liability insurance acceptable to Simply.
   5. If not appropriately accredited, HDO must submit a copy of its CMS, state site or a designated independent external entity survey for review by the CC to determine if Simply’s quality and certification criteria standards have been met.

B. Additional Participation Criteria for HDO by Provider Type:

HDO Type and Simply Approved Accrediting Agent(s)

Medical Facilities
### Facility Type (Medical Care) Acceptable Accrediting Agencies

<table>
<thead>
<tr>
<th>Facility Type</th>
<th>Acceptable Accrediting Agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acute Care Hospital</td>
<td>CIQH, CTEAM, HFAP, DNV/NIAHO, TJC</td>
</tr>
<tr>
<td>Ambulatory Surgical Centers</td>
<td>AAAASF, AAAHC, AAPSF, HFAP, IMQ, TJC</td>
</tr>
<tr>
<td>Birthing Center</td>
<td>AAAHC, CABC, TJC</td>
</tr>
<tr>
<td>Clinical Laboratories</td>
<td>CLIA, COLA</td>
</tr>
<tr>
<td>Dialysis Center</td>
<td>TJC, CMS Certification</td>
</tr>
<tr>
<td>Home Health Care Agencies (HHA)</td>
<td>ACHC, CHAP, CTEAM, DNV/NIAHO, TJC</td>
</tr>
<tr>
<td>Home Infusion Therapy (HIT)</td>
<td>ACHC, CHAP, CTEAM, HQAA, TJC</td>
</tr>
<tr>
<td>Portable x-ray Suppliers</td>
<td>FDA Certification</td>
</tr>
<tr>
<td>Skilled Nursing Facilities/Nursing Homes</td>
<td>BOC INT'L, CARF, TJC</td>
</tr>
</tbody>
</table>

### Behavioral Health

<table>
<thead>
<tr>
<th>Facility Type (Behavioral Health Care)</th>
<th>Acceptable Accrediting Agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acute Care Hospital—Psychiatric Disorders</td>
<td>CTEAM, DNV/NIAHO, TJC, HFAP</td>
</tr>
<tr>
<td>Adult Family Care Homes (AFCH)</td>
<td>ACHC, TJC</td>
</tr>
<tr>
<td>Adult Foster Care</td>
<td>ACHC, TJC</td>
</tr>
<tr>
<td>Community Mental Health Centers (CMHC)</td>
<td>AAAHC, TJC, CHAP, CARF, COA</td>
</tr>
<tr>
<td>Crisis Stabilization Unit</td>
<td>TJC</td>
</tr>
<tr>
<td>Intensive Family Intervention Services</td>
<td>CARF</td>
</tr>
<tr>
<td>Intensive Outpatient – Mental Health and/or Substance Abuse</td>
<td>ACHC, DNV/NIAHO, TJC, COA, CARF</td>
</tr>
<tr>
<td>Outpatient Mental Health Clinic</td>
<td>HFAP, TJC, CARF, COA, CHAP</td>
</tr>
<tr>
<td>Partial Hospitalization/Day Treatment—Psychiatric Disorders and/or Substance Abuse</td>
<td>CARF, DNV/NIAHO, HFAP, TJC</td>
</tr>
<tr>
<td>Residential Treatment Centers (RTC) – Psychiatric Disorders and/or Substance Abuse</td>
<td>DNV/NIAHO, TJC, HFAP, CARF, COA</td>
</tr>
</tbody>
</table>

### Rehabilitation

<table>
<thead>
<tr>
<th>Facility Type (Behavioral Health Care)</th>
<th>Acceptable Accrediting Agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acute Inpatient Hospital – Detoxification Only Facilities</td>
<td>DNV/NIAHO, HFAP, TJC, CTEAM</td>
</tr>
<tr>
<td>Behavioral Health Ambulatory Detox</td>
<td>CARF, TJC</td>
</tr>
<tr>
<td>Methadone Maintenance Clinic</td>
<td>CARF, TJC, COA</td>
</tr>
<tr>
<td>Outpatient Substance Abuse Clinics</td>
<td>CARF, TJC</td>
</tr>
</tbody>
</table>

Additional Medicare Advantage Product Specific Requirements:

The Medicare Advantage (MA) organization must determine that each institutional provider or supplier that has signed a contract or participation agreement with the MA organization has met the following three requirements. Current documentation should be obtained at least every 3 years, and contracts should provide for notice from the provider of any change in its Medicare approval, state licensure, or accreditation status.

1. The following types of providers and suppliers must have met requirements for participation in Medicare:
- Hospitals (either JCAHO accreditation or Medicare certification). Note that Medicare also certifies organ procurement organizations (OPOs) and that organ transplants must generally be performed in certified organ transplants centers;
- Home Health Agencies (HHAs);
- Hospices;
- Clinical laboratories (a CMS-issued CLIA certificate or a hospital-based exemption from CLIA);
- Skilled Nursing Facilities (SNFs);
- Comprehensive Outpatient Rehabilitation Facilities (CORFs);
- Outpatient Physical Therapy and Speech Pathology Providers;
- Ambulatory Surgery Centers (ASCs);
- Providers of end-stage renal disease services;
- Providers of outpatient diabetes self-management training;
- Portable x-ray Suppliers; and
- Rural Health Clinic (RHCs) and Federally Qualified Health Center (FQHCs).

2. Is licensed to operate in the state, and is in compliance with any other applicable state or Federal requirements.

3. Is reviewed and approved by an appropriate accrediting body, or meets the standards established by the MA organization itself.
   - Accrediting bodies include the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), the Accreditation Association for Ambulatory Health Care, the Commission on Accreditation of Rehabilitation Facilities, the Council on Accreditation, the Community Health Accreditation Program (CHAP), and the Continuing Care Accreditation Commission.
   - This standard does not require that an MA organization accept the findings of an accrediting body in determining whether to contract with a provider, or that it reject providers that are not accredited. However, an MA organization that does not rely on independent accreditation must develop its own standards for approval of institutional providers and determine that such providers meet those standards before including them in its network.
   - Primary source verification of accreditation and licensure is not required, unless otherwise provided in the MA organization’s Medicare contract. Accordingly, an MA organization may rely on documentation supplied by the institutional provider.

PERFORMANCE AND TERMINATION

Performance Standards and Compliance

All providers must meet specific performance standards and compliance obligations. When evaluating a provider’s performance and compliance, Simply reviews a number of clinical and administrative practice dimensions, including:
- Quality of care — measured by clinical data related to the appropriateness of care and outcomes
- Efficiency of care — measured by clinical and financial data related to health care costs
• Member satisfaction — measured by the members’ reports regarding accessibility, quality of health care, member/provider relations and the comfort of the office setting
• Administrative requirements — measured by the provider’s methods and systems for keeping records and transmitting information
• Participation in clinical standards — measured by the provider’s involvement with panels used to monitor quality of care standards

Providers must:
• Comply with all applicable laws and licensing requirements
• Furnish covered services in a manner consistent with professionally recognized standards of medical and surgical practice generally accepted in the professional community at the time of treatment
• Comply with Simply standards, including:
  o Guidelines established by the Centers for Disease Control and Prevention (or any successor entity)
  o Federal, state and local laws regarding professional conduct
• Comply with Simply policies and procedures regarding the following:
  o Participating on committees and clinical task forces to improve the quality and cost of care
  o Prenotification and/or precertification requirements and time frames
  o Provider credentialing requirements
  o Referral policies
  o Case Management Program referrals
  o Appropriately releasing inpatient and outpatient utilization and outcomes information
  o Providing accessibility of member medical record information to fulfill Simply business and clinical needs
  o Cooperating with efforts to assure appropriate levels of care
  o Maintaining a collegial and professional relationship with Simply personnel and fellow providers
  o Providing equal access and treatment to all Medicare members

The following types of noncompliance issues are key areas of concern:
• Unnecessary out-of-network referrals and utilization (which require precertification)
• Failure to provide advance notice of admissions or precertification of discharges from inpatient facilities, comprehensive outpatient rehabilitation facilities or home health care services
• Member complaints and grievances filed against the provider
• Underutilization, overutilization or inappropriate referrals
• Inappropriate billing practices, such as balance billing of Medicare members for monies that are not their responsibility
• Nonsupportive actions and/or attitude

Provider noncompliance is tracked on a calendar year basis. Corrective actions are taken as appropriate.

**Physician–Patient Communications**

Providers acting within the lawful scope of practice are encouraged to advise Simply members of the following:
• Health status, medical care or treatment options (including any alternative treatments that may be self-administered), including the provision of sufficient information to provide an opportunity for the patient to decide among all relevant treatment options
• Risks, benefits and consequences of treatment or nontreatment
• Opportunity for the individual to refuse treatment and to express preferences about future treatment decisions

Physician and patient communications are a necessary component of standard medical practice. Although coverage under this program is determined by Simply, the provider remains responsible for all treatment decisions related to the Simply plan member.

Provider Participation Decisions: Appeal Process
Upon a denial, suspension, termination or nonrenewal of a physician’s participation in the provider network, Simply acts as follows:
• The affected physician is given a written notice of the reasons for the action, including if relevant the standards and profiling data used to evaluate the physician and the numbers and mix of physicians needed by Simply
• The physician is allowed to appeal the action to a hearing panel
• The physician is provided written notice of the right to a hearing and the process and timing for requesting a hearing
• Simply ensures the majority of the hearing panel members are peers of the affected physician
• Simply notifies the National Practitioner Data Bank, the appropriate state licensing agency and any other applicable licensing or disciplinary body to the extent required by law, if a suspension or termination is the result of quality of care deficiencies

Subcontracted physician groups must ensure these procedures apply equally to physicians within those subcontracted groups.

Simply decisions subject to an appeal include decisions regarding reduction, suspension or termination of a provider’s participation resulting from quality deficiencies. Simply notifies the National Practitioner Data Bank, the appropriate state licensing agency and any other applicable licensing or disciplinary body to the extent required by law. Written communication to the provider details the deficiencies and informs him or her of the right to appeal.

Notification to Members of Provider Termination
Simply makes a good faith effort to provide at least 30 calendar days written notice of a provider’s termination to all members who are seen on a regular basis by that provider before the termination effective date, regardless of the reason for the termination. Simply may provide member notification in less than 30 days notice as a result of a provider’s death or exclusion from the federal health programs.

When a termination involves a PCP, all members who are patients of that PCP are notified of the termination.
QUALITY MANAGEMENT
Simply maintains a comprehensive Quality Management (QM) program to objectively and systematically monitor and evaluate care and service provided to members. The scope and content of the program reflects the demographic, epidemiologic, medical and behavioral health needs of the population served. The Quality Management Program goals include, but are not limited to:

• Develop and maintain QM resources, structure and processes that support the organization’s commitment to quality health care for our members
• Continuously improve the quality of care and service provided to members
• Improve the ability of the Plan, including all Special Needs Plans (SNP), to deliver healthcare services and benefits to its SNP beneficiaries in a high-quality manner.
• Improve or maintain positive member and provider experiences through data analysis and implementing effective interventions
• Monitor and maintain full compliance with all applicable state, federal and accreditation requirements
• Implement a comprehensive Population Health Strategy that addresses:
  - Keeping Members Healthy
  - Managing Members with Emerging Risk
  - Patient Safety or Outcomes Across Settings
  - Managing Chronic Illness
• Monitor for and maintain patient safety and promote safe clinical practices
• Determine if vulnerable and special needs populations have adequate access and maintain that access to appropriate care management programs, including Complex Case Management, Case Management and Disease Management and if available Long Term Services and Support (LTSS) Programs
• Maintain compliance with the Cultural and Linguistically Appropriate Services (CLAS) standards through a Health Disparities Program and the NCQA Minority Health Distinction
• Establish and maintain effective credentialing and re-credentialing processes for providers that comply with state, federal and accreditation requirements
• Provide appropriate access to care by monitoring practitioner and provider access and availability report.
• Provide oversight for all delegated activities to maintain compliance with all state, federal and accrediting organizations
• Communicate all Quality Improvement (QI) activities and outcomes through the QI process throughout the organization including the providers, Board of Directors, management, staff, members and the community.
• Cultivate a continuous Quality Improvement (CQI) management style that is woven throughout the organization with emphasis on; the member, measurement of key performance indicators, empowerment of employees, and a commitment to the improvement of health care and services.
• Review provider’s practice methods and patterns, morbidity/mortality rates, and all Grievances filed against a provider relating to medical treatment.

Members and providers have opportunities to participate in quality management and make recommendations for areas of improvement through complaints, grievances, appeals, satisfaction or
other surveys, committee participation where applicable, quality initiatives/projects, and calls to the health plans. QM program goals and outcomes are available to providers and members upon request.

Quality activities are planned across the continuum of care and service with ongoing proactive evaluation and refinement of the program.

The Simply QM program tracks and trends quality of care issues and service concerns identified for all care settings. QM staff review member complaints/grievances, reported adverse events and other information to evaluate the quality of service and care provided to our members. Practitioners and providers must allow Simply to use performance data in cooperation with our quality improvement program and activities.

**CMS Star Ratings**

The Centers for Medicare & Medicaid Services (CMS) evaluates all Medicare Advantage (MA) and Prescription Drug (MA-PD) plans using a star rating system. The CMS Five-Star Quality Rating System provides helpful information to consumers, families and caregivers for comparing MA-PD plans based on a one to five rating:

- **5** equals excellent
- **4** equals very good
- **3** equals good
- **2** equals fair
- **1** equals poor

Many of the measures included in the CMS rating system are measures of preventive care and routine disease management. Some of these are listed below and are subject to change:

1. **Staying Healthy** — screening, tests and vaccines:
   - Breast Cancer Screening
   - Colorectal Cancer Screening
   - Annual Flu Vaccine
   - Improving and Maintaining Physical and Mental Health
   - Monitoring physical activity
   - Adult body mass index assessment

2. **Managing Chronic Conditions**:
3. SNP Care Management
4. Care for Older Adults: Medication Review, Functional Status Assessment and Pain Screening
5. Osteoporosis Management in Women who had a Fracture
6. Diabetes Care: Diabetwes Eye Exam, Kidney Disease Monitoring, and, Blood Sugar and Cholesterol Control
7. Controlling Blood Pressure
8. Rheumatoid Arthritis Management
9. Reducing the Risk of Falling
10. Improving bladder control
11. Medication Reconciliation Post-Discharge
12. All-Cause Readmissions
The growing focus on quality health care and plan member satisfaction, CMS assesses MA plan performance. The CMS assessment results in a star rating assigned to each plan. One of the assessment tools used is the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. Medicare beneficiaries who receive health care services through a MA-PD plan receive CAHPS surveys through the mail in late February.

The survey asks the Medicare beneficiary to assess his or her health and the care received from his or her primary care providers and specialists over the past six months. The survey includes questions regarding providers’ communication skills and the member’s perception about his or her access to needed health care services. Several questions directly correlate to a plan’s CMS star rating. The survey questions ask the member to report his or her opinion about access to care and the health plan’s customer service. It also asks the member to rate the communication received from his or her providers.

A second assessment tool used by CMS is the Health Outcomes Survey (HOS) to evaluate all managed care organizations with a MA contract. CMS randomly samples Medicare beneficiaries from each participating MA plan. Two years after the initial HOS survey, the same Medicare beneficiaries are surveyed again. The results are part of the effectiveness of care component of the HEDIS rates for the MA plan.

13. Drug Safety

- Medication Adherence for Diabetes Medication
- Medication Adherence for Hypertension
- Medication Adherence for Cholesterol
- Statin Use for People with Diabetes

The rating system empowers consumers, families and caregivers with information to compare MA-PD plans. The measures of the rating system include preventive care and routine disease management. This information gives consumers, families and caregivers results to make an educated decision about their health care needs. The ratings are posted online and may be accessed at www.medicare.gov. Please note there are separate ratings for Part C (medical) and Part D (prescription drug) services.

Simply encourages participating providers to help improve member satisfaction by:

- Ensuring members receive appointments within acceptable time frames as outlined in the Access and Availability Standards Table in this manual
- Educating members and talking to them during each visit about their preventive health care needs and disease management goals
- Ensuring providers answer any questions members have regarding newly prescribed medications
- Ensuring members know to bring all medications and medical histories to their specialists and knows the purpose of a specialist referral
- Allowing time during the appointment to validate members’ understanding of their health conditions and the services required for maintaining a healthy lifestyle
Committee Structure
Simply maintains a comprehensive quality management committee structure as noted below with program oversight by the board of directors.

Medicare Quality Management Committee (MQMC)
The purpose of the Corporate Medicare Quality Management Committee (CMQMC) is to provide a forum for members of the committee to review, coordinate, and direct the Medicare Quality Improvement Program. This enables interdepartmental leadership and oversight of key quality improvement activities and processes, including Medicare specific policies and procedures. This work supports improved quality of care and services, and improved member health outcomes.

Responsibilities:
- Review and approve Quality Management (QM) Trilogy Documents: Program Description, Work Plan, and Annual QI Evaluation
- Review standardized reports (at least annually) reflecting progress towards goals, actions taken, improvements
- Analyze, review and make recommendations regarding the planning, implementation, measurement, and outcomes of the clinical/service Quality Improvement Projects (QIP) and Chronic Care Improvement Programs (CCIP)
- Review, monitor and evaluate program compliance against Anthem, Inc., State, Federal and CMS standards
- Oversight of the overall effectiveness of the Special Need Plan (SNP) Model of Care (MOC) goals
- Oversight and overall effectiveness of the MMP MOC goals
- Review overall regional and corporate quality program effectiveness including, but not limited to, member and provider satisfaction, quality of care, and accessibility and availability of care and services

Quality Management Committee
The purpose of the health plan Quality Management Committee (QMC) is to maintain quality as a cornerstone of Simply culture and to be an instrument of change through demonstrable improvement in care and service.

The QMC’s responsibilities are to:
- Establish strategic direction and monitor and support implementation of the Quality Management Program
- Establish processes and structure that ensures accreditation compliance
- Review and accept Corporate and Local QM Policies and Procedures, as appropriate
- Analyze, review and make recommendations regarding the planning, implementation, measurement, and outcomes of clinical/service quality improvement studies

Referring members to the Member Services department at the DSU and speaking to a case manager
• Coordinate communication of quality management activities throughout the Plan
• Review HEDIS® and CAHPS® data and action plans for improvement.
• Review, monitor and evaluate program compliance against Anthem GBD, State, Federal and accreditation standards
• Review and approve the annual quality management program description and work plan; determines and describes the program’s overall effectiveness; considers the adequacy of resources, committee structure, practitioner participation and leadership involvement in the QM program and determines whether to restructure or change the QM program for the subsequent year based on its findings.
• Provide oversight and ensure compliance of delegated services
• Assure inter-departmental collaboration, coordination and communication of quality improvement activities
• Measure compliance to medical and behavioral health practice guidelines
• Monitor continuity of care between medical and behavioral health services
• Monitor accessibility and availability with cultural assessment
• Publicly make information available to members and practitioners about network hospitals’ actions to improve patient safety
• Make information available about the QM program to members and practitioners
• Assure the availability of Quality Management program minutes to the appropriate state regulatory agency, as applicable

Assure practitioner involvement through direct input from the Medical Advisory Committee or other mechanisms that allow practitioner involvement

The MAC provides applicable advice and input to the corporate committee with oversight over the development and updating of clinical practice guidelines (CPGs); and identifies opportunities to improve services and clinical performance by establishing, reviewing/updating clinical practice guidelines based on review of demographic and epidemiologic information to target high volume, high cost, high risk, problem prone conditions. In addition the MAC conducts a systematic process for network maintenance through the credentialing/recredentialing process. The MAC gives advice to the health plan administration in any aspect of the health plan policy or operation affecting network providers or members and provides oversight of the peer review process and drug utilization reviews. The MAC also provides guidance and feedback regarding technology assessment.

The MAC’s responsibilities are to:

• Utilize ongoing peer review system to assess levels of care and quality of care provided
• Monitor practice patterns in order to identify appropriateness of care and for improvement/risk prevention activities
• Review and provide input, based upon the characteristics of the local delivery system; approve evidence-based clinical protocols/guidelines to facilitate the delivery of quality care and appropriate resource utilization
• Review clinical study design and results
• Develop and approve action plans/recommendations regarding clinical quality improvement studies;
• Consider/act in regard to physician sanctions
• Review, and provide input, to credentialing/re-credentialing policies and procedures; and clinically oriented Quality Management policies and procedures, Utilization
• Management policies and procedures;
• Disease/Case management policies and procedures
- Review and provide feedback regarding new technologies
- Oversee compliance of delegated services

**Peer Review Committee (PRC)**

The Peer Review is responsible for evaluating the appropriateness of care rendered by the plan’s contracted providers and reviewing provider’s practice methods and patterns. The PRC evaluates provider performance and trends in quality of care and service issues. The PRC develops and analyzes Plan-wide audits. The PRC may also serve as the plan’s provider advisory council providing input and recommendations to the plan concerning, but not limited to, the clinical guidelines adopted, QM Trilogy documents, Credentialing report, PIPS, process improvements, quality indicators, performance measures, HEDIS, and Provider Satisfaction Survey tools and results.

**Credentialing Committee**

The health plan Credentialing Committee (CC) has been delegated authority of the credentialing program by the health plan Quality Management Committee. It is responsible for the oversight of the credentialing program, decisions regarding the credentialing and recredentialing of the practitioners and providers contracted with the health plan, and oversight of organizations for which credentialing has been delegated.

The CC’s responsibilities are to:
- Conduct reviews for all providers who apply for participation in the Plan;
- Review all participating providers for recredentialing purposes, including the review of any quality or utilization data/reports;
- Report Quality Management Committee providers approved or not approved for participation in the Plan and report decisions to the Medical Advisory Committee or the Peer Review Committee if a Medical Advisory Committee has not been established yet;
- Approve or deny for participation providers submitted by delegated credentialing activity;
- Review and update credentialing policies and procedures;
- Report to the Medical Advisory Committee physician corrective actions and sanctions imposed based upon recredentialing activity;
- Oversee delegated credentialing relationships.
HEALTH CARE MANAGEMENT SERVICES
Simply continuously seeks to improve the quality of care provided to its members. We encourage and expect our providers to participate in health promotion and disease prevention programs. Providers are encouraged to collaborate with Simply in efforts to promote healthy lifestyles through member education and information sharing.

Providers must fully comply with:
- Health care management services policies and procedures
- Quality improvement and other performance improvement programs
- All regulatory requirements

The health care delivery system is a gatekeeper model that supports the role and relationship of the Primary Care Provider (PCP). The model includes direct contracts with PCPs, hospitals, specialty physicians and other providers as required to deliver Medicare benefits, additional benefits and Simply programs for members with complex medical needs. All contracted providers are available to Medicare members by PCP or self-referral for the services identified below. There are no sub networks that limit the choice of specialist referrals based on selection of PCP.

The gatekeeper model requires all members to select a PCP upon joining the plan. Members who do not choose a PCP are assigned one. Simply works with the member, the physician and the member’s representative, as appropriate, to ensure the PCP is suitable to meet the member’s special needs. Members must have access to their PCP or a covering physician 24 hours a day, 7 days a week.

Self-Referral Guidelines
Medicare members may self-refer for the following services:
- Screening mammograms
- Behavioral health
- Influenza and pneumococcal vaccinations
- All preventive services (e.g., routine physical examinations, prostate screening and preventive women’s health services, such as Pap smears)

Except for emergent or out-of-area urgent care and dialysis services, in general, Medicare members must obtain services within the Simply Medicare network or obtain a precertification for covered services outside the network. As a contracted provider with the plan you are responsible for either referring within the network or obtaining prior authorization from the plan.

Referral Guidelines
PCPs may only refer members to Simply Medicare contracted network specialists to ensure the specialist receives appropriate clinical background data and is aware of the member’s ongoing primary care relationship. If a member does not have out-of-network benefits, such as an HMO member and has expressed a desire to receive care from a different specialist or you believe the required specialty is not available within the contracted network, contact Provider Services at the DSU at 1-844-405-4297. Provider must obtain precertification from Simply before referring members to nonplan providers. Referring a Medicare Member out-of-network will result in the claim denying with member liability unless unless urgent, emergent, out of area renal dialysis or if prior authorization was obtained from the plan.
Providing Non-Covered Services Advanced Notification

For services that require prior authorization or are non-covered by the plan (i.e. statutory exclusion), it becomes extremely important that Simply authorization procedures are followed. If a member elects to receive such care the member cannot be held financially responsible unless notified in advance of the non-covered services. In such cases when the network physician fails to follow Simply authorization protocols, Simply may decline to pay the claim in which case the physicians will be held financially responsible for services received by the member. Again, CMS prohibits holding the member financially responsible in these cases.

The Centers for Medicare & Medicaid Services (CMS) issued guidance concerning Advance Notices of Non-Coverage. The ABN is a FFS document and cannot be used for Medicare Advantage denials or notifications. Per CMS (page 4) The ABN is given to beneficiaries enrolled in the Medicare Fee-For-Service (FFS) program. It is not used for items or services provided under the Medicare Advantage (MA) Program or for prescription drugs provided under the Medicare Prescription Drug Program (Part D). CMS advised Medicare Advantage plans that contracted providers are required to provide a coverage determination for services that are not covered by the member’s Medicare Advantage plan. This will ensure that the member will receive a denial of payment and accompanying appeal rights. If there is any doubt about whether a service is not covered, please seek a coverage determination from the plan.

Precertification

Certain services/procedures require precertification from Simply for participating and nonparticipating PCPs and specialists. Please refer to the list below or the Precertification Lookup tool online, or call Provider Services at the DSU at 1-844-405-4297 for more information. You can also access information concerning precertification requirements on our website at https://www.simplyhealthcareplans.com/florida-provider

The following are examples of services requiring precertification before providing the following nonemergent or urgent care services:

- Inpatient mental health services
- Behavioral health partial hospitalization
- Skilled Nursing Facility (SNF)
- Home health care
- Diagnostic tests, including but not limited to MRI, MRA, PET scans, etc.
- Hospital or ambulatory care center-based outpatient surgeries for certain procedures
- Elective inpatient admissions
- Transplant evaluation and services
- Referrals and services from noncontracted providers
- Durable Medical Equipment (DME)*
- Outpatient IV infusion or injectable medications
- Prosthetics
- Certain reconstructive procedures
- Occupational, speech and physical therapy services
- Referrals outside of the HealthPlus Simply network
- Requests for non-covered services under the Medicare program
For services that require prior authorization or are non-covered by the plan (i.e. statutory exclusion), it becomes extremely important that all authorization procedures are followed. If a member elects to receive such care the member cannot be held financially responsible unless notified in advance of the non-covered services. In such cases when the network physician fails to follow authorization protocols, Simply may decline to pay the claim in which case the physicians will be held financially responsible for services received by the member. Again, CMS prohibits holding the member financially responsible in these cases.

A written coverage determination will help ensure that a claim for non-covered care from a contracted provider is paid accurately. According to CMS, if the appropriate written notice of denial of payment is not given to the Medicare Advantage member regarding a non-covered service, the claim may be denied and the member cannot be held financially responsible. Therefore, your failure to provide an appropriate coverage determination could result in a denial of payment for the non-covered service.

Please contact us prior to services being rendered to comply with this requirement and ensure appropriate claims payment and allow you to bill the Medicare Member in the event of non-coverage. As a Contracted Provider with us, you are prevented from billing the Medicare Member for any service that is deemed non-covered if you have not ensured this advanced notification has been issued.

**Medically Necessary Services and Medical Criteria**

Multiple clinical and coverage determination guidelines are utilized to review the appropriateness of a service that has been rendered or requested to determine the care is reasonable and necessary for the diagnosis or treatment of illness or injury, provided in the most appropriate level of care, and is not furnished for the convenience of the member or provider. The clinical guidelines used may include any of the following based on the type of request: CMS (Centers for Medicare & Medicaid Services) National and Local Coverage and Benefit Guidelines, current editions of InterQual® Level of Care, MCG™ Guidelines (formerly Milliman Care Guidelines®), Simply Medical Policies and Clinical Utilization Management Guidelines to review the medical necessity and appropriateness of physical health services, unless superseded by state requirements or regulatory guidance. Simply Behavioral Health Medical Necessity Criteria are utilized for all behavioral health services, unless superseded by state or federal requirements or regulatory guidance. The Medical Policies and Clinical Utilization Management Guidelines are developed by the Simply Medical Policy and Technology Assessment Committee (MPTAC). Criteria for review of behavioral health issues are reviewed by the National Behavioral Health Clinical Advisory Committee, a subcommittee of MPTAC. In addition to policies developed and or approved through MPTAC, the Health Plan’s medical reviewers use criteria developed by AIM Specialty Health for review of selected requests in some markets.

Simple Healthcare Plans, Inc. is also collaborating with OrthoNet, LLC to conduct medical necessity reviews for physical therapy, occupational therapy and spine and back pain management for our Medicare Advantage members.
These criteria and guidelines are objective and provide a rules-based system for screening proposed medical and behavioral health care based on patient-specific, best medical care processes and consistently match medical services to patient needs, based upon clinical appropriateness.

The criteria’s comprehensive range of level-of-care alternatives is sensitive to the differing needs of adults, adolescents, and children. When using the criteria to match a level of care to the member’s current condition, all reviewers consider the severity of illness and co-morbidities, as well as episode-specific variables. Their goal is to view members in a holistic manner to ensure they receive necessary support services within a safe environment optimal for recovery.

Criteria and guidelines are reviewed and approved annually by members of the Medical Policy and Technology Assessment Committee, and updated when appropriate. Input from the medical community is solicited and utilized in developing and updating policies. Policies and procedures for application of medical necessity criteria are reviewed and approved annually by the Medical Operations Committee.

Getting the best care in the most appropriate setting is key to achieving the best outcomes for our HealthPlus Simply Medicare Advantage members. These members rely on their health care professionals and their health plan to help coordinate this important aspect of their care. To do this, timely communication is essential.

Ensuring that you provide the correct and complete clinical information at the correct time when requesting a medical necessity review when clinical information is needed.

If the information provided does not support medical necessity, the service cannot be approved under Medicare law. Please provide the necessary information to justify the services you are requesting at the time of the request to allow for an appropriate decision to be made. Any service determined to require a clinical review will be processed in accordance with:

- Section 1861(a)(1)(A) of the Social Security Act, which states that Medicare payment can only be made for services/items that are medically necessary and reasonable.
- Section 1833(e) of the Social Security Act, which states that Medicare payment can be made only when the documentation supports the service/item.

UM criteria are made available to practitioners upon request. If a medical necessity decision results in an adverse determination, practitioners are welcome to discuss the denial decision with a Medical Director. For additional information, to speak to a Medical Director, obtain UM criteria or for any inquiries, contact may be made via the Customer Services Department by calling the number on the members’ identification card.

**HOSPITAL AND ELECTIVE ADMISSION MANAGEMENT**

Simply requires precertification of all inpatient elective admissions. The referring primary care or specialist physician is responsible for precertification.

The referring physician identifies the need to schedule a hospital admission and must submit the request to the Simply Health Care Management Services department.
Requests for precertification with all supporting documentation should be submitted immediately upon identifying the inpatient request or at least 72 hours prior to the scheduled admission. This will allow Simply to verify benefits and process the precertification request. For services that require prior authorization, Simply makes case-by-case determinations that consider an individual’s health care needs and medical history, in conjunction with nationally recognized standards of care.

**Interactive Care Reviewer** (currently for use in CA, CO, FL, GA, IN, KY, LA, MD, NJ, NM, OH, SC, TN, TX, WA, WI, and WV)

Simply’s Interactive Care Reviewer (ICR) is the preferred method for the submission of pre-authorization requests offering a streamlined and efficient experience for providers requesting inpatient and outpatient medical or behavioral health services for members covered by Simply Florida plans. Additionally, providers can use this tool to make inquiries on previously submitted requests regardless of how they were sent (phone, fax, ICR or other online tool).

- **Initiate pre-authorization requests online**, eliminating the need to fax. ICR allows detailed text, photo images and attachments to be submitted along with your request.
- **Make inquiries** on previously submitted requests via phone, fax, ICR or other online tool.
- **Instant accessibility** from almost anywhere including after business hours.
- **Utilize the dashboard** to provide a complete view of all UM Requests with real time status updates including email notifications if requested using a valid email address.
- **Real time results** for some common procedures with immediate decisions.
- **Access ICR** under Authorizations and Referrals via the Availity Web Portal.

To register for an ICR webinar use the attached link: [ICR Webinar](#)

For an optimal experience with Simply’s Interactive Care Reviewer (ICR) use a browser that supports 128-bit encryption. This includes Internet Explorer, Chrome, Firefox or Safari.

**Simply’s Interactive Care Reviewer (ICR)** is not currently available for the following:
- Transplant services
- Services administered by vendors such as AIM Specialty Health® and OrthoNet LLC. *(For these requests, follow the same pre-authorization process that you use today.)*

Our website will be updated as additional functionality and lines of business are added throughout the year.

The hospital can confirm a precertification is on file using the Interactive Care Reviewer (ICR) or by calling Provider Services at the DSU at 1-844-405-4297 (see the Simply website and the Provider Inquiry Line section of this manual for instructions on use of the Provider Inquiry Line). If coverage of
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an admission has not been approved, the facility should call Provider Services at the DSU at 1-844-405-4297. Simply will contact the referring physician directly to resolve the issue.

Simply is available 24 hours a day, 7 days a week to accept precertification requests. When a request is received from the physician via telephone or fax for medical services, the care specialist will verify eligibility and benefits. This information will be forwarded to the precertification nurse.

The precertification nurse will review the coverage request and the supporting medical documentation to determine the medical appropriateness of diagnostic and therapeutic procedures. When appropriate, the precertification nurse will assist the physician in identifying alternatives for health care delivery as supported by the medical director.

When the clinical information received is in accordance with the definition of medical necessity and in conjunction with nationally recognized standards of care, an Simply reference number will be issued to the referring physician. All utilization guidelines must be supported by an individualized determination of medical necessity based on the member’s needs and medical history.

If medical necessity criteria for the admission are not met on the initial review, the medical director will contact the requesting physician to discuss the case.

If the precertification documentation is incomplete or inadequate, the precertification nurse will notify the referring provider to submit the additional necessary documentation.

If the medical director denies coverage of the request, the appropriate denial letter, including the appropriate appeal rights, will be mailed to the member and provider.

Member liability for inpatient admissions will be assigned only:
- When the denial is issued prior to the services being rendered
- When the Important Message from Medicare is delivered in accordance with CMS guidelines
- When inpatient services were rendered by a nonparticipating facility, were not precertified and are not considered services covered under the plan

Participating providers will be held liable for all other inpatient denials issued. Any subsequent appeals should follow the correct process as outlined in the denial letter.

**Emergent Admission Notification Requirements**

Simply prefers immediate notification by network hospitals of emergent admissions. Network hospitals must notify Simply of emergent admissions within one business day. Simply Health Care Management Services staff will verify eligibility and determine benefit coverage.

Simply is available 24 hours a day, 7 days a week to accept emergent admission notification at Provider Services at the DSU at 1-844-405-4297.

Coverage of emergent admissions is authorized based on review by a concurrent review nurse. When the clinical information received meets nationally recognized standards of care, an Simply reference number will be issued to the hospital.
If the notification documentation provided is incomplete or inadequate, Simply will not approve coverage of the request but will notify the hospital to submit the additional necessary documentation.

If the medical director denies coverage of the request, the appropriate denial letter will be mailed to the member and provider, including the appropriate appeal rights.

Nonemergent Outpatient and Ancillary Services — Precertification and Notification Requirements
Simply requires precertification for coverage of selected nonemergent outpatient and ancillary services. Requests for precertification with all supporting documentation should be submitted immediately upon identifying the need for the request (14 days advance notification for standard requests and 3 days advance for expedited)
To ensure timeliness of the decision, the following must be provided:
• Member name and ID number
• Name, telephone number and fax number of physician performing the elective service
• Name of the facility and telephone number where the service is to be performed
• Date of service
• Member diagnosis
• Name of elective procedure to be performed with CPT-4 code
• Medical information to support requested services (medical information includes current signs/symptoms, past and current treatment plans, response to treatment plans and medications)

Inpatient Admission Reviews
All inpatient hospital admissions, including urgent and emergent admissions, will be reviewed within one business day. Urgent and emergent admissions require notification within one business day by the Provider. The Simply utilization review clinician determines the member’s medical status through communication with the hospital’s Utilization Review department. Appropriateness of the stay is documented, and concurrent review is initiated. Cases may be referred to the medical director who renders a decision regarding the coverage of hospitalization. Diagnoses meeting specific criteria are referred to the medical director for possible coordination by the care management program.

Affirmative Statement About Incentives
Simply, as a corporation and as individuals involved in Utilization Management (UM) decisions, is governed by the following statements: UM decision-making is based only on the appropriateness of care and service and existence of coverage.
• Simply does not specifically reward practitioners or other individuals for issuing denials of coverage or care. Decisions about hiring, promoting or terminating practitioners or other staff are not based on the likelihood or perceived likelihood that they support or tend to support denials of benefits.
• Financial incentives for Simply UM decision-makers do not encourage decisions that result in underutilization or create barriers to care or service
**Discharge Planning**

Discharge planning is designed to assist the provider in the coordination of a member’s discharge when acute care (hospitalization) is no longer necessary. The Simply concurrent review nurse or case manager (working with the Simply medical director) will assist providers and hospitals with the discharge planning process in accordance with requirements of the Medicare Advantage program. At the time of admission and during the hospitalization, the Simply case manager will discuss discharge planning with the provider, member and/or member advocate.

When the provider identifies medically necessary and appropriate services for the member, Simply will assist the provider and the discharge planner in providing a timely and effective transfer to the next appropriate level of care.

**Hospital-Acquired Conditions**

A Hospital-Acquired Condition (HAC) is a medical condition or complication that a patient develops during a hospital stay, which was not present at admission. Examples of HAC include but are not limited to:

- A pattern of substandard care that is likely to result in future dangers to members
- Failure to comply with accepted ethical and professional standards of behavior
- An action that represents a clear and serious breach of accepted professional standards of care, such that the continued care of members by the provider could endanger their safety or health
- Potential quality of care issues related to underutilization or overutilization

Our Quality Management staff will review the identified or potential quality of care issue, request medical records, supporting documentation and other information as appropriate relevant to the case. The medical director will make a determination.

We review and analyze the quality of care issues quarterly for the health plan and identify opportunities for improving care and making recommendations for quality improvement actions. On an annual basis, we report quality of care issues to our corporate Quality Improvement Committee. The Credentialing department uses quality of care reports to evaluate practitioners during the recredentialing process. As appropriate and required, we will report incidents to federal, state and contractual entities as required. Please contact your local Quality Management department when you identify potential incidents.
Confidentiality Statement
Members have the right to privacy and confidentiality regarding their health care records and information in accordance with the Medicare Advantage program and provisions of HIPAA concerning members’ rights with respect to their protected health information and obligations of covered entities.

Utilization management, case management, disease management, discharge planning, quality management and claims payment activities are designed to ensure patient-specific information, particularly protected health information obtained during review, is kept confidential in accordance with applicable laws, including HIPAA. Information is used for the purposes defined above and shared only with entities who have the authority to receive such information and only with those individuals who need access to such information in order to conduct utilization management and related processes.

Providers must comply with all state and federal laws concerning privacy, confidentiality, accuracy and timely maintenance of health and other member information. Providers must have policies and procedures regarding use and disclosure of health information and comply with applicable laws.

Misrouted Protected Health Information (PHI)
Providers and facilities are required to review all member information received from Simply to ensure no misrouted PHI is included. Misrouted PHI includes information about members whom a provider or facility is not currently treating. PHI can be misrouted to providers and facilities by mail, fax, or email. Providers and facilities are required to immediately destroy any misrouted PHI or safeguard the PHI for as long as it is retained. In no event are providers or facilities permitted to misuse or re-disclose misrouted PHI. If providers or facilities cannot destroy or safeguard misrouted PHI, providers and facilities must contact Provider Services to report receipt of misrouted PHI.

Emergency Services
Simply provides a 24-hour-a-day, 7-day-a-week Nurse HelpLine service with clinical staff to provide triage advice and referral and, if necessary, to make arrangements for treatment of the member. The staff has access to qualified behavioral health professionals to assess behavioral health emergencies.

Simply does not discourage members from using the 911 emergency system nor deny access to emergency services. Emergency services are provided to members without requiring precertification. Any hospital or provider calling for precertification for emergency services will be granted one immediately upon request. Emergency services coverage includes services needed to evaluate or stabilize an emergency medical condition. Criteria used to define an emergency medical condition are consistent with the prudent layperson standard and comply with federal and state requirements.

An emergency medical condition is defined as a physical or behavioral condition manifesting itself by acute symptoms of sufficient severity (including severe pain) that a prudent layperson who possesses an average knowledge of health and medicine could reasonably expect the absence of immediate medical attention to result in the following: (1) placing the health of the individual (or with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy; (2) serious impairment to bodily functions; and/or (3) serious dysfunction of any bodily organ or part.
Emergency response is coordinated with community services, including the police, fire and Emergency Medical Services (EMS) departments, juvenile probation, the judicial system, child protective services, chemical dependency, emergency services and local mental health authorities, if applicable.

When a member seeks emergency services at a hospital, the determination as to whether the need for those services exists will be made for purposes of treatment by a physician licensed to practice medicine or, to the extent permitted by applicable law, by other appropriately licensed personnel under the supervision of or in collaboration with a physician licensed to practice medicine. The physician or other appropriate personnel will indicate in the member’s chart the results of the emergency medical screening examination. Simply will compensate the provider for the screening, evaluations and examinations that are reasonable and calculated to assist the health care provider to determine whether or not the patient’s condition is an emergency medical condition.

If there is concern surrounding the transfer of a patient (i.e., whether the patient is stable enough for discharge or transfer or whether the medical benefits of an unstable transfer outweigh the risks), the judgment of the attending physician(s) actually caring for the member at the treating facility prevails and is binding on Simply. If the emergency department is unable to stabilize and release the member, Simply will assist in coordination of the inpatient admission regardless of whether the hospital is network or non-network. All transfers from non-network to network facilities are to be conducted only after the member is medically stable and the facility is capable of rendering the required level of care.

If the member is admitted, the Simply concurrent review nurse will implement the concurrent review process to ensure coordination of care.

Poststabilization Care Services
Poststabilization care services are covered services related to an emergency condition provided after a patient is stabilized to maintain the stabilized condition or improve or resolve the patient’s condition. Precertification is not required for emergency services in or out of the network. All emergency services are reimbursed at least at the Medicaid network rate. Simply will adjudicate emergency and poststabilization care services that are medically necessary until the emergency condition is stabilized and maintained.

Nonemergency Services
For routine, symptomatic, beneficiary-initiated outpatient appointments for primary preventive medical care, the request-to-appointment time must be no greater than 30 days, unless the member requests a later time. For routine, symptomatic, beneficiary-initiated outpatient appointments for nonurgent primary medical care, the request-to-appointment time must be no greater than four to six weeks, unless the member requests a later time. Primary medical, including dental care outpatient appointments for urgent conditions, must be available within 48 hours. For specialty outpatient referral and/or consultation appointments, the request-to-appointment time must be consistent with the clinical urgency but no greater than 21 days, unless the member requests a later time. For outpatient scheduled appointments, the time the member is seen must not be more than 45 minutes after the scheduled time, unless the member is late. For routine outpatient diagnostic laboratory, diagnostic imaging and other testing appointments, the request-to-appointment time must be consistent with the clinical urgency but no greater than 14 days, unless the member requests a later
time. For urgent outpatient diagnostic laboratory, diagnostic imaging and other testing, appointment availability will be consistent with the clinical urgency but no greater than 48 hours. The timing of scheduled follow-up outpatient visits with practitioners must be consistent with the clinical need.

**Urgent Care**
Simply requests its members to contact their PCP in situations when urgent, unscheduled care is necessary. Precertification with Simply is not required for a member to access an urgent care center.
MEMBER MANAGEMENT SUPPORT
Medicare covers a diverse group of people. Most are over 65, but 15 percent (nearly 7 million) are people under 65 who have a disability. Almost half (47 percent) have modest or low incomes, and over one-third (36 percent) of the Medicare population has three or more chronic conditions. Medicare also covers many people who have a cognitive or mental impairment (29 percent of the Medicare population).

A significant portion (17 percent) of the Medicare population is also enrolled in Medicaid. These beneficiaries are known as dual-eligibles.

Welcome Call
As part of our member management strategy, Simply offers a welcome call to new members. During the welcome call, new members who have been identified through their health risk assessment as possibly needing additional services are educated regarding the health plan and available services. Additionally, Member Services representatives offer to assist members with any current needs, such as scheduling an initial checkup.

Appointment Scheduling
Simply, through its participating providers, ensures members have access to primary care services for routine, urgent and emergency services and to specialty care services for chronic and complex care. Providers will respond to a member’s needs and requests in a timely manner. The Primary Care Provider (PCP) should make every effort to schedule members for appointments using the PCP Access and Availability guidelines.

Nurse HelpLine
The Simply Nurse HelpLine is a service designed to support the provider by offering information and education about medical conditions, health care and prevention to members after normal physician practice hours. The Nurse HelpLine provides triage services and helps direct members to appropriate levels of care. The Simply Nurse HelpLine telephone number is 1-844-405-4297 and is listed on the member’s ID card. This ensures members have an additional avenue of access to health care information when needed. Features of the Nurse HelpLine include:

• Availability 24 hours a day, 7 days a week for crisis and triage services
• Information based upon nationally recognized and accepted guidelines
• Free translation services for 150 different languages and for members with difficulty hearing
• Education for members about appropriate alternatives for handling nonemergent medical conditions
• Member assessment reports faxed to providers’ offices within 24 hours of the call

Interpreter Services
Simply provides our members with free interpreter services. Services are available 24 hours a day, 7 days a week and include over 150 languages, as well as services for members who are deaf or hard of hearing. To arrange interpreter services for a member in your care, call Provider Services at the DSU at 1-844-405-4297.
**Health Promotion**
Simply strives to improve healthy behaviors, reduce illness and improve the quality of life for our members through comprehensive programs. Educational materials are developed or purchased and disseminated to our members, and health education classes are coordinated with community organizations and network providers contracted with Simply.

Simply manages projects that offer our members education and information regarding their health. Ongoing projects include:
- Creation and distribution of Ameritips, the Simply health education tool used to inform members of health promotion issues and topics
- Health Tips on Hold (educational telephone messages while the member is on hold)
- Health education programs offered to members
- Development of health education curricula and procurement of other health education tools (e.g., breast self-exam cards)
- Relationship development with community-based organizations to enhance opportunities for members

**Member Rewards for Health Program**
Simply encourages our members to participate in their health care for living healthier lives. Our program rewards members for receiving preventive health care services and gives them the option of receiving up to a total of $50 in gift cards per calendar year. When the member visits your office for one or more of the preventive services listed below, he or she will ask you to sign the Rewards for Health reply card. The member will mail the reply card and receive a gift card. The goal of the program is to increase early detection, decrease the cost of treatment and improve members’ quality of life.

The preventive health services eligible for the Member Rewards for Health Program include:
- Adult immunizations (e.g., flu, hepatitis B and pneumonia vaccinations)
- Annual wellness visit
- Cardiovascular disease screening
- Colorectal cancer screening
- Diabetes screening
- Glaucoma screening (every two years)
- Bone mass measurement
- Smoking cessation
- Mammography
- Prostate cancer screening

*Does not apply to Simply’s ESRD CSNP plans
Case Management
The Simply Case Management Solutions Program is a member-centric, integrated continuum of care model that strives to address the totality of each member’s physical, behavioral, cognitive, functional and social needs.

The scope of the Case Management Solutions Program includes but is not limited to:
- Member identification using a prospective approach that is designed to focus case management resources for members expected to be at the highest risk for poor health outcomes
- Initial and ongoing assessment
- Problem-based, comprehensive care planning to include measurable goals and interventions tailored to the complexity level of the member as determined by initial and ongoing assessments
- Coordination of care with PCPs and specialty providers
- Member education
- Member empowerment using motivational interviewing techniques
- Facilitation of effective member and provider communications
- Program monitoring and evaluation using quantitative and qualitative analysis of data
- Satisfaction and quality of life measurement

Using a prospective systematic approach, members with a risk of poor health outcomes are identified and targeted for case management services. This continuous case finding system evaluates members of a given population based on disease factors and claims history with the goal of improving quality of life through proper utilization of necessary services and a reduction in the use of unnecessary services.

Case management member candidate lists are updated monthly and prioritized to identify members with the highest expected needs for service. Case management resources are focused on meeting listed members’ needs by using a mix of standardized and individualized approaches.

A core feature of the Simply Case Management Solutions Program is the emphasis on an integrated approach to meeting the needs of members. The program considers the whole person, including the full range of each member’s physical, behavioral, cognitive, functional and social needs. The role of the case manager is to engage members of identified risk populations and to follow them across health care settings, to collaborate with other health care team members to determine goals and to provide access to resources and monitor utilization of resources. The case manager works with the member to identify specific needs and interfaces with the member's providers with the goal of facilitating access to quality, necessary, cost-effective care.

Using information gathered through the assessment process, including a review of the relevant evidence-based clinical guidelines, the case manager develops a goal-based care plan that includes identified interventions for each diagnosis, short- and long-term goals, interventions designed to assist the member in achieving these goals and identification of barriers to meeting goals or complying with the care plan.

Assessment information, including feedback from members, family/caregivers and in some cases providers, provides the basis for identification of problems. Areas identified during the assessment that may warrant intervention include but are not limited to:
- Conditions that compromise member safety
• History of high service utilization
• Use of inappropriate services
• Current treatment plan has been ineffective
• Permanent or temporary loss of function
• High-cost illnesses or injuries
• Comorbid conditions
• Medical/psychological/functional complications
• Health education deficits
• Poor or inconsistent treatment/medication adherence
• Inadequate social support
• Lack of financial resources to meet health or other basic needs
• Identification of barriers or potential barriers to meeting goals or complying with the care plan

Preparation of the care plan includes an evaluation of the member’s optimal care path, as well as the member’s wishes, values and degree of motivation to take responsibility for meeting each of the care plan goals. Wherever possible, the case manager encourages the member to suggest his or her own goals and interventions, as this may increase their investment in their successful completion.

Our case managers work closely with the member and providers to develop and implement the plan of care. As a provider, you may receive a call from the case manager, or a copy of the member’s care plan may be sent to you.

If you have identified a patient as a possible candidate for case management and wish to have them evaluated to see if they qualify, you can call in the referral for evaluation to 1-844-405-4297 or the number on the members identification card and ask for someone in the Case Management department. The case management department is available Monday-Friday from 8am to 5pm EST.

**Model of Care (Special Needs Plan)**

We have a model of care program in place for members of our Special Needs Plans (SNPs). Our model of care program is comprised of the following elements:

1. Perform an evaluation of our population and create measurable goals designed to address the needs identified The SNP model of care is designed to improve the care of our members in all of the following areas:
   • Improving access and affordability of the healthcare needs of the population
   • Improvements made in coordination of care and appropriate delivery of services through the direct alignment of the HRA, Individualized Care Plan and Interdisciplinary Care Team.
   • Enhanced care transitions across all health care settings and providers
   • Ensuring appropriate utilization of services for preventive health and chronic conditions.

2. Our staff structure and care management roles are designed to manage the special needs population. Each SNP member will have an assigned care coordinator, as well as an individualized interdisciplinary care team which may include any of the following members: nurses, physicians, social workers, pharmacists, our member, behavioral health specialists, or other participants as determined by the member.
3. We will work to complete a telephonic health risk assessment (HRA) on each member. For new members the goal is to complete within 90 days and annually before the anniversary of the last HRA. As some individuals may be difficult to reach by phone, our team may contact your office for updated contact information. Our assessment covers physical, behavioral, cognitive, psychosocial, functional and environmental topics and serves as the basis for the member’s individualized care plan. Providers have access to the HRA results and the ICP through the provider portal.

4. Based on the results of the health risk assessment, an individualized care plan will be developed by the case manager working directly with the member, and the interdisciplinary care team to address identified needs. The care plan includes interventions designed to educate, inform and serve as an advocate for our members. Use of community resources is facilitated for the member, and benefits are coordinated between Medicare and Medicaid. 5. An interdisciplinary care team is assigned to each member and is responsible for reviewing the care plans, collaborating with you and other network providers and providing recommendations for management of care. You and/or your patient may be asked to participate in the care planning and management of the plan of care.

6. We have a contracted provider network having special expertise to manage the special needs population and monitor the use of clinical practice guidelines by the contracted providers. Roles of providers include advocating, informing and educating members, performing assessments, diagnosing and treating. If you believe our local network does not meet all of your members’ specialized needs, and would like to recommend possible additions to our network, please contact provider relations at the number on the members’ identification card or discuss with the case manager.

4. We are committed to effective, efficient communication with you. We have developed a communication system to support effective information between you, your members and our care team. Information from our internal systems are available to you through the provider portal and may assist you in managing our member’s care. You can access claim information, the care plan, the health risk assessment and see other providers involved in providing care. Our case managers may reach out to you to discuss needs identified during our case management process. We may also reach out by phone or fax to provide important information or to assist in coordinating care. You may also receive a copy of the care plan or a phone call from the case manager asking you to review, make comments or recommendations about the care plan or the needs that have been identified during the care planning process. You may reach your members’ care team by calling the number provided to you on any correspondence from us or the number on the members’ identification card. General information is available online through the provider portal on our website.

5. We support transitions in care for your patients. Special needs plan members typically have many providers and may transition into and out of health care institutions. Our care management team may contact you and your patient related to certain types of transitions. If you are aware of an upcoming care transition for your patient and would like our team to assist in the coordination, please notify us at the number provided on the members’ identification card. Care transition protocols and your role in this process are communicated in this manual.
6. Performance and health outcome measurements are collected, analyzed and reported to measure health outcomes and quality measures and also to evaluate the effectiveness of the model of care. These measurements are used by our Quality Management Program and include the following measures:
- Healthcare Effectiveness Data and Information Set (HEDIS) — used to measure performance on dimensions of care and service
- Consumer Assessment of Healthcare Providers and Systems (CAHPS) member satisfaction survey
- Health Outcomes Survey (HOS) member survey is multi-purpose and used to compute physician and mental component scores to measure the health status, while not limited to SNP members responses we use these results to assist us in the population assessment.
- CMS Part C Reporting Elements, including benefit utilization, adverse events, organizational determinations and procedure frequency
- Medication therapy measurement measures
- Clinical and administrative/service quality improvement projects

7. SNP model of care training is required annually and provided to providers, employees and contractors. The training may be provided to you in your provider manual, through newsletters, provider orientation, or on our provider portal.

Annual Program Evaluation: Each year an evaluation of the model of care occurs to identify any modifications that are needed and assess progress toward meeting the program goals. Throughout the year, we periodically review our program to assist in early identification of any potential issues that may require actions.

One of our desired outcomes as part of the model of care is to assist you in managing and coordinating care in order to improve the health status and outcomes of your patients. If you have any input regarding our model of care, we welcome your feedback.

**Member Satisfaction**

The Plan, periodically surveys members to measure overall customer satisfaction, including satisfaction with the care received from providers. Simply reviews survey information and shares the results with network providers.

Members are also surveyed by CMS twice a year through the CAHPS and HOS surveys. The results of both CMS surveys are part of the Medicare Advantage plans’ HEDIS and star ratings. The Plan encourages its participating providers to encourage members to actively participate in their health care, to receive preventive services timely and to improve their quality of life by following the provider’s treatment plan. See the Centers for Medicare & Medicaid Services Star Ratings section of this manual.
CLAIM SUBMISSION AND ADJUDICATION PROCEDURES

Claims — Billing and Reimbursement

Clean claims for Medicare members are generally adjudicated within 30 calendar days from the date Simply receives the claim. For nonclean claims, the provider receives written notification identifying the claim number, the reason the claim could not be processed, the date the claim was received by Simply and the information required from the provider in order to adjudicate the claim. Simply produces and mails an Explanation of Payment (EOP) on a daily basis. The EOP delineates for the provider the status of each claim that has been paid or denied during the previous week.

Medicare members must not be balance billed for services rendered as outlined in the participating provider agreement and the Attachment A rate sheet. Medicare members are also not held liable for non-covered services where the provider failed to provide advanced notice of non-coverage via the organization determination process. Reimbursement by Simply constitutes payment in full except for applicable copays, deductibles and coinsurance. These amounts will be indicated on the EOP and direction provided based on whether Simply is responsible for processing both the primary and secondary claims or not. In instances where Simply is only responsible for processing primary claims, the provider should bill the state Medicaid agency, as would be the standard practice in the Medicare fee-for-service program for Specialty + Rx plan members. See the Billing Members section of this manual for additional details about cost sharing.

Provider must use HIPAA-compliant billing codes when billing. This applies to both electronic and paper claims. When billing codes are updated, the provider is required to use appropriate replacement codes for submitting claims for covered services. An amendment to the participating provider agreement will not be required to replace such billing codes. Simply follows Strategic National Implementation Process (SNIP) level 1 through 6 editing for all claims received in accordance with HIPAA. Simply will not reimburse any claims submitted using noncompliant billing or SNIP codes.

Providers resubmitting claims for corrections must clearly mark the claim “Corrected Claim.” Failure to mark the claim appropriately may result in denial of the claim as a duplicate. Corrected claims must be received within the applicable timely filing requirements of the originally submitted claim, due to the original claim not being considered a clean claim.

Claim Status

Providers should access the Simply online claim status inquiry tool at providers.simply.com or call Provider Services at the DSU at 1-844-405-4297 to check claim status.

Provider Claims

Providers should submit claims to Simply as soon as possible after service is rendered. Claims should be filed using the CMS-1500 (08-05) or UB-04 CMS-1450 claim form or filed electronically.
Billing Differences for Medicare Advantage

**CMS-1500 (08-05)**
- Box 9, 9A-D Other Insurance, including Medicaid
- Box 25 Federal Tax ID number
- Box 33 State Medicaid number

**Hospitals**
Hospitals should submit claims to the Simply claims address as soon as possible after service is rendered, using the standard UB-04 form or by filing electronically.

**UB-04/CMS 1450**
- Box 5 Federal Tax ID Number
- Box 51a Simply Unique Provider ID Number
- Box 51b State Medicaid Number
- Box 51c Medicare ID Number

**Coordination of Benefits**
Simply and its providers agree Medicare coverage is secondary and the Medicaid program is the payer of last resort when third-party resources are available to cover the costs of medical services provided to Medicare members. When Simply is aware of third-party resources prior to paying for a medical service, it will follow appropriate coordination of benefits standards by either rejecting a provider’s claim and redirecting the provider to bill the appropriate insurance carrier or, if Simply does not become aware of the resource until sometime after payment for the service was rendered, by pursuing post payment recovery of the expenditure. Providers must not seek recovery in excess of the applicable Medicare and/or Medicaid payable amounts.

Simply will follow appropriate coordination of benefits standards for trauma-related claims where third-party resources are identified prior to payment. Otherwise, Simply will follow a pay and pursue policy on prospective and potential subrogation cases. Paid claims are reviewed and researched post-payment to determine likely cases based on information obtained through communications with members and providers. Simply handles the filing of liens and settlement negotiations both internally and externally via its vendors.

**Electronic Submission**
Simply encourages the submission of claims electronically through Electronic Data Interchange (EDI). Providers must submit claims within the timely filing limits noted below from the date of discharge for inpatient services or from the date of service for outpatient services.

Electronic claims submission is available through:
- Availity (formerly THIN) — Claim Payer ID SMPLY

Providers have the option of submitting claims electronically through EDI.
The advantages of electronic claims submission are as follows:

- Facilitates timely claims adjudication
- Acknowledges receipt and rejection notification of claims electronically
- Improves claims tracking
- Improves claims status reporting
- Reduces adjudication turnaround
- Eliminates paper
- Improves cost-effectiveness
- Allows for automatic adjudication of claims

The guide for EDI claims submission is located at providers. Simply.com. Simply log in to the secure site by entering your user name and password. From the RealTools menu select Claims, then Electronic Data Interchange. The EDI Claim Submission Guide includes additional information related to the EDI claim process.

To initiate the electronic claims submission process or obtain additional information, please contact the Simply EDI Hotline at 1-800-590-5745.

**EDI Submission for Corrected Claims**

For corrected professional (837P) claims submitted via EDI claim professional, providers should use one the following frequency codes to indicate a correction was made to a previously submitted and adjudicated claim:

- 7 – Replacement of Prior Claim
- 8 – Void/Cancel Prior Claim

Note: A full definition of each code and confirmation of the use of these codes on a professional claim can be found on the NUBC website at www.nubc.org/FL4forWeb2_RO.pdf.

Indicator Placement:
Loop: 2300 (Claim Information)
Segment: CLM 05-03 (Claim Frequency Type Code)
Value: 7, 8

For corrected institutional (837I) claims submitted via EDI, providers should use one the following Bill Type Frequency Codes to indicate a correction was made to a previously submitted and adjudicated claim:

- 0XX5 – Late Charges Only Claim
- 0XX7 – Replacement of Prior Claim
- 0XX8 – Void/Cancel Prior Claim

Note: A full definition of each code can be referenced on Pages II-111 through II-114 of the Ingenix UB04 Billing Manual.

Indicator Placement:
Loop: 2300 (Claim Information)
Paper Claims Submission

Providers also have the option of submitting paper claims. Simply uses Optical Character Recognition (OCR) technology as part of its front-end claims processing procedures. The benefits include the following:

- Faster turnaround times and adjudication
- Claims status availability within five days of receipt
- Immediate image retrieval by Simply staff for claims information, allowing more timely and accurate response to provider inquiries

To use OCR technology, claims must be submitted on original red claim forms (not black and white or photocopied forms) and laser printed or typed (not handwritten) in a large, dark font. Providers must submit a properly completed UB-04 or CMS-1500 (08-05) within 90 days from the date of discharge for inpatient services or from the date of service for outpatient services, except in cases of coordination of benefits/subrogation or in cases where a member has retroactive eligibility. For cases of coordination of benefits/subrogation, the time frames for filing a claim will begin on the date the third party documents resolution of the claim.

In accordance with the implementation timelines set by CMS and NUCC, Simply now requires the use of the new CMS-1500 (08-05) for the purposes of accommodating the National Provider Identifier (NPI).

In accordance with the implementation timelines set by CMS and NUBC, Simply now requires the use of the new UB-04 CMS-1450 for the purposes of accommodating the NPI.

CMS-1500 (08-05) and UB-04 CMS-1450 must include the following information (HIPAA-compliant where applicable):

- Patient’s ID number
- Patient’s name
- Patient’s date of birth
- ICD-9 diagnosis codes/revenue codes
- Date of service
- Place of service
- Description of services rendered CPT-4 codes/HCPC codes/DRGs
- Itemized charges
- Days or units
- Provider tax ID number
- Provider name according to contract
- Simply provider number
- NPI of billing provider when applicable
- Name of ordering physician
- NPI of ordering physician when applicable
- Name of performing physician
- NPI of performing provider when applicable
- State Medicaid ID number
- Coordination of Benefits/other insurance information
- Authorization/precertification number or copy of authorization/precertification
- Name of referring physician
- NPI of referring physician when applicable
- Any other state-required data

Simply cannot accept claims with alterations to billing information. Claims that have been altered will be returned to the provider with an explanation of the reason for the return. Simply will not accept claims from those providers who submit entirely handwritten claims.

Paper claims must be submitted within the timely filing limits noted below from the date of service:

Submit paper claims to the following address:

<table>
<thead>
<tr>
<th>MARKET</th>
<th>SUBMIT PAPER CLAIMS TO:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Florida</td>
<td>Simply Healthcare Plans, Inc.</td>
</tr>
<tr>
<td></td>
<td>P.O. Box 61010</td>
</tr>
<tr>
<td></td>
<td>Virginia Beach, VA 23466-1010</td>
</tr>
</tbody>
</table>

**Encounter Data**

Simply has established and maintains a system to collect member encounter data. Due to reporting needs and requirements, network providers who are reimbursed by capitation must send encounter data to Simply for each member encounter. Encounter data can be submitted through EDI submission methods or on a CMS-1500 (08-05) or a UB-04 claim form, unless other arrangements are approved by Simply. Data will be submitted in a timely manner but no later than 90 days from the date of service.

The encounter data will include the following:
- Medicare member ID number
- Medicare member name (first and last name)
- Medicare member date of birth
- Provider name according to contract
- Simply provider number
- Coordination of benefit information
- Date of encounter
- Diagnosis code
- Types of services provided (utilizing current procedure codes and modifiers if applicable)
- Provider tax ID number and state Medicaid ID number

Encounter data should be submitted to the address provided on the previous page.

Through claims and encounter data submissions, Healthcare Effectiveness Data and Information Set (HEDIS) information is collected. This includes but is not limited to the following:
• Preventive services (e.g., childhood immunization, mammography, Pap smears)
• Prenatal care (e.g., low birth weight, general first trimester care)
• Acute and chronic illness (e.g., ambulatory follow-up and hospitalization for major disorders)

Compliance is monitored by the Simply utilization and quality improvement staff, coordinated with the medical director and reported to the Quality Management Committee on a quarterly basis. The PCP is monitored for compliance with reporting of utilization. Lack of compliance will result in training and follow-up audits and could result in termination.

**Claims Adjudication**

Simply is dedicated to providing timely adjudication of provider claims for services rendered to members. All network and non-network provider claims submitted for adjudication are processed according to generally accepted claims coding and payment guidelines. These guidelines comply with industry standards as defined by the CPT-4 and ICD-9 manuals. Institutional claims should be submitted using EDI submission methods or an UB-04 or CMS-1450 and provider claims using the CMS-1500.

Providers must use HIPAA-compliant billing codes when billing Simply. This applies to both electronic and paper claims. When billing codes are updated, the provider is required to use appropriate replacement codes for submitted claims. Simply will not pay any claims submitted using noncompliant billing codes.

Simply reserves the right to use code-editing software to determine which services are considered part of, incidental to or inclusive of the primary procedure. The automated claims auditing system verifies the coding accuracy of claims for CPT and Healthcare Common Procedure Coding System (HCPCS) procedures. This system ensures the same auditing criteria is applied across all claims. Editing decisions are supported by online medical coding policy statements published by CMS as a part of the National Correct Coding Initiative (NCCI, also known as CCI).

For claims payment to be considered, providers must adhere to the following time limits:
• Submit claims within the number of days specified for each market from the date the service is rendered, or for inpatient claims filed by a hospital, within the number of days specified for each market from the date of discharge.
• In the case of other insurance, submit the claim within the number of days specified for each market after receiving a response from the third-party payer.
• Claims for members whose eligibility has not been added to the state’s eligibility system must be received within 90 days from the date the eligibility is added and Simply is notified of the eligibility/enrollment.
• Claims submitted after the market specific timely filing deadline will be denied.

After filing a claim with Simply, review the daily EOP. If the claim does not appear on an EOP within 30 business days as adjudicated or you have no other written indication the claim has been received, check the status of your claim by using the Simply website at providers.Simply.com or by calling Provider Services at the DSU at 1-844-405-4297. If the claim is not on file with Simply, resubmit your claim within 90 days from the date of service, or by the timely filing requirement for your market. If filing electronically, check the confirmation reports for acceptance of the claim you receive from your EDI or practice management vendor.
Clean Claims Payment

A clean claim is a request for payment for a service rendered by a provider that:

- Is submitted in a timely manner
- Is accurate
- Is submitted on a HIPAA-compliant standard claim form, including a CMS-1500 or CMS-1450 or successor forms thereto or the electronic equivalent of such claim form
- Requires no further information, adjustment or alteration by the provider or by a third party in order to be processed and paid by Simply

Clean claims are typically adjudicated within 30 calendar days of receipt. If Simply does not adjudicate the clean claim within the time frames specified above, Simply will pay all applicable interest as required by law.

Simply produces and mails an EOP on a daily basis, which delineates for the provider the status of each claim that has been adjudicated during the previous payment cycle. Upon receipt of the requested information from the provider, Simply should complete processing of the clean claim within 30 calendar days.

Paper claims determined to be unclean will be returned to the billing provider along with a letter stating the reason for the rejection. Electronic claims determined to be unclean will be returned to the Simply contracted clearinghouse that submitted the claim.

In accordance with CMS requirements, Simply will pay at least 95 percent of all clean claims from practitioners either in individual or group practice or who practice in shared health facilities within 30 calendar days of the date of receipt. Simply will pay or deny all other claims within 60 calendar days of the receipt of the request. The date of receipt is the date Simply receives the claim, as indicated by its date stamp on the claim. The date of payment is the date of the check or other form of payment.

Provider Reimbursement

Electronic Funds Transfer and Electronic Remittance Advice

Simply offers Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) with online viewing capability. Providers can elect to receive Simply payments electronically through direct-deposit to their bank account. In addition, providers can select from a variety of remittance information options, including:

- HIPAA-compliant data file for download directly to your practice management or patient accounting system
- Paper remittance printed and mailed by Simply

Some of the benefits providers may experience include:

- Faster receipt of payments from Simply
- The ability to generate custom reports on both payment and claim information based on the criteria specified
- Online capability to search claims and remittance details across multiple remittances
- Elimination of the need for manual entry of remittance information and user errors
• Ability to perform faster secondary billing

To register for ERA/EFT, please visit our website at providers.Simply.com.

**Primary Care Provider Reimbursement**
Simply reimburses PCPs according to their contractual arrangement.

**Specialist Reimbursement**
Reimbursement to network specialty care providers and network providers not serving as PCPs is based on their contractual arrangement with Simply.

Specialty care providers must obtain Simply approval prior to rendering or arranging any treatment that is beyond the specific treatment authorized or beyond the scope permitted under this program.

Specialty care provider services will be covered only when there is documentation of appropriate notification or prior authorization, as appropriate, and receipt of the required claims and encounter information to Simply.

**Reimbursement Policies**
Reimbursement policies serve as a guide to assist you in accurate claim submissions and to outline the basis for reimbursement if the service is covered by a member’s Simply benefit plan. These policies can be accessed at;

The determination that a service, procedure, item, etc. is covered under a member's benefit plan is not a determination that you will be reimbursed. Services must meet authorization and medical necessity guidelines appropriate to the procedure and diagnosis as well as to the member’s state of residence. You must follow proper billing and submission guidelines. You are required to use industry standard, compliant codes on all claim submissions. Services should be billed with Current Procedure Terminology (CPT) codes, Healthcare Common Procedure Coding System (HCPCS) codes and/or revenue codes. The codes denote the services and/or procedures performed. The billed code(s) are required to be fully supported in the medical record and/or office notes. Unless otherwise noted within the policy, our policies apply to both participating and nonparticipating providers and facilities.

If appropriate coding/billing guidelines or current reimbursement policies are not followed, Simply may:

- Reject or deny the claim
- Recover and/or recoup claim payment

Simply reimbursement policies are developed based on nationally accepted industry standards and coding principles. These policies may be superseded by mandates in provider state, federal or CMS contracts and/or requirements. System logic or setup may prevent the loading of policies into the claims platforms in the same manner as described; however Simply strives to minimize these variations.
Simply reserves the right to review and revise its policies periodically when necessary. When there is an update we will publish the most current policy at; www.simplyhealthcareplans.com/florida-provider

**Reimbursement Hierarchy**

Claims submitted for payments must meet all aspects of criteria for reimbursements. The reimbursement hierarchy is the order of payment conditions that must be met for a claim to be reimbursed. Conditions of payment could include benefits coverage, medical necessity, authorization requirements or stipulations within a reimbursement policy. Neither payment rates nor methodology are considered to be conditions of payments.

![Reimbursement Hierarchy Diagram]

**Review Schedules and Updates**

Reimbursement Policies go through a review every two years for updates to state, federal or CMS contracts and/or requirements. Additionally, updates may be made at any time if we are notified of a mandated change or due to a Simply business decision. When there is an update we will publish the most current policy at; www.simplyhealthcareplans.com/florida-provider

**Medical Coding**

The Medical Coding department ensures that correct coding guidelines have been applied consistently throughout Simply. Those guidelines include, but are not limited to:

- Correct modifier use
- Effective date of transaction code sets (CPT, HCPCS, ICD diagnosis/procedures, revenue codes, etc.)
- Code editing rules are appropriately applied and within regulatory requirements
- Analysis of codes, code definition and appropriate use

**Reimbursement by Code Definition**

Simply allows reimbursement for covered services based on their procedure code definitions or descriptors, as opposed to their appearance under particular CPT categories or sections, unless otherwise noted by state or provider contracts, or state, federal or CMS requirements. There are seven CPT sections:

1. Evaluations and management
2. Anesthesia
3. Surgery
4. Radiology (nuclear medicine and diagnostic imaging)
5. Pathology and laboratory
6. Medicine
7. Temporary codes for emerging technology, services or procedures

Various procedure codes are located in particular CPT categories, although the procedure may not be classified within that particular category (e.g., venipuncture is located in the CPT Surgical Section, although it is not a surgical procedure).

**Overpayment Process**

Refund notifications may be identified by two entities, Simply Cost Containment Unit (CCU) or the provider. The CCU researches and notifies the provider of an overpayment by requesting a refund check. The provider may also identify an overpayment and proactively submit a refund check to reconcile the overpayment amount.

Once an overpayment has been identified by Simply, the CCU will notify the provider of the overpayment. The provider will submit a Refund Notification Form along with the refund check. If a provider identified the overpayment and returns the Simply check, please include a completed Refund Notification Form specifying the reason for the return. This form can be found on the provider website at providers.Simply.com. Submission of the Refund Notification Form will allow the CCU to process and reconcile the overpayment in a timely manner. Once the CCU has reviewed the overpayment, you will receive a confirmation letter explaining the details of the reconciliation. For questions regarding the refund notification procedure, please call Provider Services at the DSU at 1-844-405-4297.

Simply uses an automated claims auditing system to ensure claims are adjudicated in accordance with industry billing and reimbursement standards. Claims auditing software ensures compliance with an ever-widening array of edits and rules as well as consistency of payment for providers by ensuring correct coding and billing practices are being followed. Using a sophisticated auditing logic, our code editing system determines the appropriate relationship between thousands of medical, surgical, radiology, laboratory, pathology and anesthesia codes and processes those services according to the NCCI. NCCI was implemented to promote national correct coding methodologies and to control improper coding leading to inappropriate payment. NCCI code pair edits are automated prepayment edits that prevent improper payment when certain codes are submitted together for Part B-covered services.

In addition to code pair edits, the NCCI includes a set of edits known as Medically Unlikely Edits (MUEs). An MUE is a maximum number of Units of Service (UOS) allowable under most circumstances for a single HCPCS/CPT code billed by a provider on a date of service for a single beneficiary.

**Administrative Appeals**

Please reference the notification letter received for the proper dispute/appeal process to submit your request. Note the process for appeals is different depending on whether or not the member can be held liable for any payments (member liability).
**Member Liability Appeals**

If a provider appeals a decision rendered with member liability, then the appeal follows the CMS Member Liability Appeals process and is processed by the Medicare Complaints, Appeals and Grievance (MCAG) department. See Medicare Member Liability Appeals process.

**Provider Liability Appeals**

A provider liability appeal is a request for Simply to review a decision by Simply Health Care Management Services to deny payment (without member liability) for services already rendered. To submit a request for appeal, send in a copy of the explanation of payment received along with all medical records. The provider is responsible for sending in all necessary information, after which time the appeal will be reviewed and a determination rendered based on the information provided.

**New Provider Payment Disputes Process -**

**The following information applies to New Mexico, Tennessee, Washington and New Jersey markets only at this time. All other markets will follow the existing Provider Claims Disputes Process documentation that has already been outlined within this manual.**

**Claim Payment Disputes**

**Provider Claim Payment Dispute process**

If you disagree with the outcome of a claim, you may begin the Anthem Provider Payment Dispute Process. There are two types of submissions that are handled within the dispute process:

- **Provider Payment Dispute**: The claim has been finalized but you disagree with the amount that you were paid;
- **Provider Administrative Plea/Appeal**: The claim has been finalized, but you disagree with the administrative denial that has been applied. An administrative denial is applied within the claims process when it is determined that the Provider failed to follow the terms and conditions of their contract. Examples of administrative denials are as follows: denials such as no prior authorization or late notification.

Please be aware, there are two common claim-related issues that are **not** considered Claim Payment Disputes. To avoid confusion with Claim Payment Disputes, these are briefly defined below. They are:

- **Claim Inquiry**: A question about a claim, but not a request to change a claim payment.
- **Claims Correspondence**: When Anthem requests further information to finalize a claim. Typically, these requests include medical records, itemized bills, or
information about other insurance a member may have. A full list of Correspondence related materials are in the Correspondence section of this Provider Manual.

Claims that were denied for lack of medical necessity should follow the existing Provider post-service Appeal process. An example of a post service medical necessity appeal scenario would be as follows: Upon clinical review, the services related to the prior authorization request were deemed not medically necessary but services were rendered and claim payment was denied. For more information on each of these, please refer to the appropriate section in this Provider Manual.

The Anthem Provider Payment Dispute Process consists of two internal steps. You will not be penalized for filing a Claim Payment Dispute and no action is required by the member.

1. **Claim Payment Reconsideration**: This is first step in the Anthem Provider Payment Dispute Process. The Reconsideration represents your initial request for an investigation into the outcome of the claim. Most issues are resolved at the Claim Payment Reconsideration step.

2. **Claim Payment Appeal**: The second step in the Anthem Provider Payment Dispute Process. If you disagree with the outcome of the Reconsideration, you may request an additional review as a Claim Payment Appeal.

A Claim Payment Dispute may be submitted for multiple reason(s) including:

- Contractual payment issues
- Disagreements over reduced claims or zero-paid claims not related to medical necessity
- Post-service authorization issues
- Other health insurance denial issues
- Claim code editing issues
- Duplicate claim issues
- Retro-eligibility issues
- Experimental/investigational procedure issues
- Claim data issues
- Timely filing issues*

*Timely filing issues. Simply will consider reimbursement of a claim which has been denied due to failure to meet timely filing if you can: 1) provide documentation the claim was submitted within the timely filing requirements or 2) demonstrate good cause exists.

**Claim Payment Reconsideration**

The first step in the Anthem Claim Payment Dispute process is called the Reconsideration. It is your initial request to investigate the outcome of a finalized claim. Please note, we cannot process a Reconsideration without a finalized claim on file.
We accept Reconsideration requests in writing, verbally and through our provider web portal within 120 calendar days from the date on the explanation of payment (EOP) (see below for further details on how to submit). Reconsiderations filed more than 120 days from the EOP will be considered untimely and denied unless good cause can be established.

When submitting Reconsiderations, please include as much information as you can to help us understand why you think the claim was not paid as you would expect.

The Plan encourages providers to use our claims payment reconsideration process if you feel a claim was not processed correctly, however, this optional step is not required prior to filing a claim payment appeal.

If a Reconsideration requires clinical expertise, it will be reviewed by appropriate clinical Simply professionals.

The Plan will make every effort to resolve the claims payment reconsideration within 30 calendar days of receipt. If additional information is required to make a determination, the determination date may be extended by 30 additional calendar days. We will mail you a written extension letter before the expiration of the initial 30 calendar days.

We will send you our decision in a determination letter, which will include:

1. A statement of the provider's Reconsideration request.
2. A statement of what action the Plan intends to take or has taken.
3. The reason for the action.
4. Support for the action including applicable statutes, regulations, policies, claims, codes or provider manual references.
5. An explanation of the provider’s right to request a Claim Payment Appeal within 63 calendar days of the date of the Reconsideration determination letter.
6. An address to submit the Claim Payment Appeal.
7. A statement that the completion of the Claim Payment Appeal process is a necessary requirement before requesting a state fair hearing.

If the decision results in a claim adjustment, the payment and explanation of payment (EOP) will be sent separately.

**Claim Payment Appeal**

If you are dissatisfied with the outcome of a Reconsideration determination you may submit a Claim Payment Appeal.

We accept Claim Payment Appeals through our provider website or in writing within 63 calendar days of the date on the Reconsideration determination letter. Claim Payment Appeals received more than 63 calendar days after the explanation of payment or the claims Reconsideration determination letter will be considered untimely and will be upheld unless good cause can be established.

When submitting a Claim Payment Appeal, please include as much information as you can to help us understand why you think the Reconsideration determination was in error. Please note, we cannot process a Claim Payment Appeal without a Reconsideration on file.
If a Claim Payment Appeal requires clinical expertise, it will be reviewed by appropriate clinical professionals.

The Plan will make every effort to resolve the Claim Payment Appeal within 30 calendar days of receipt. If additional information is required to make a determination, the determination date may be extended by 30 additional calendar days. We will mail you a written extension letter before the expiration of the initial 30 calendar days.

The Claim Payment Appeal determination letter will include:

1. A statement of the provider's Claim Payment Appeal request.
2. A statement of what action the Plan intends to take or has taken.
3. The reason for the action.
4. Support for the action including applicable statutes, regulations, policies, claims, codes or provider manual references.
5. A statement about how to submit a state fair hearing.

If the decision results in a claim adjustment, the payment and EOP will be sent separately.

**How to submit a Claim Payment Dispute**

We have several options when filing a Claim Payment Dispute. They are described below.

- **Verbal (Reconsideration only):** Verbal submissions may be submitted by calling Provider Services at 1-800-454-3730.

- **Web Portal (Reconsideration and Claim Payment Appeal):** The Plan can receive Reconsiderations and Claim Payment Appeals via the secure Provider Availity Payment Appeal Tool at [https://www.Availity.com](https://www.Availity.com).
  
  Supporting documentation can be uploaded on the Web Portal.
  
  You will receive immediate acknowledgement of your Web submission.

- **Written (Reconsideration and Claim Payment Appeal):** Written Reconsiderations and Claim Payment Appeals should be mailed, along with the Claim Payment Appeal Form or the Reconsideration Form to:

  **Provider Payment Disputes**
  
  **P.O. Box 61599**
  
  **Virginia Beach, VA 23466-1599**

**Required Documentation for Claims Payment Disputes**

Simply requires the following information when submitting a Claim Payment Dispute (Reconsideration or Claim Payment Appeal):

- Your name, address, phone number, email, and either your NPI or TIN.
- The member’s name and their Simply or Medicaid ID number.
• A listing of disputed claims, which should include the Simply claim number and the date(s) of service(s).
• All Supporting statements and documentation.

Claim Inquiry
A question about a claim or claim payment is called an Inquiry. Inquiries do not result in changes to claim payments, but outcome of the claim inquiry may result in the initiation of the Claim Payment Dispute. In other words, once you get the answer to your claim inquiry, you may opt to being the Claim Payment Dispute process.

Our Provider Experience program helps you with claim inquiries. Just call 1-800-454-3730 and select the Claims prompt within our voice portal. We connect you with a dedicated resource team, called the Provider Service Unit (PSU), to ensure:

• Availability of helpful, knowledgeable representatives to assist you.
• Increased first-contact, issue resolution rates.
• Significantly improved turnaround time of inquiry resolution.
• Increased outreach communication to keep you informed of your inquiry status.

The PSU is available to assist you in determining the appropriate process to follow for resolving your claim issue.

Claim Correspondence
Claim Correspondence is different from a Payment Dispute. Correspondence is when the Plan requires more information in order to finalize a claim. Typically, Anthem makes the request for this information through the EOP. The claim or part of the claim may, in fact, be denied, but it is only because more information is required to process the claim. Once the information is received, Anthem will use it to finalize the claim.

The following table provides examples the most common Correspondence issues along with guidance on the most efficient ways to resolve them.

<table>
<thead>
<tr>
<th>Type of Issue</th>
<th>What Do I Need to Do?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rejected Claim(s)</td>
<td>Use the <strong>EDI Hotline</strong> at 1-800-590-5745 when your claim was submitted electronically but was never paid or was rejected. We’re available to assist you with setup questions</td>
</tr>
<tr>
<td>Request Type</td>
<td>Correspondence Details</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| EOP Requests for Supporting Documentation (Sterilization/Hysterectomy/Abortion Consent Forms, itemized bills and invoices) | Submit a claim correspondence form, a copy of your EOP and the supporting documentation to:  
**Claims Correspondence**  
P.O. Box 61599  
Virginia Beach, VA 23466-1599                                                                                       |
| EOP Requests for Medical Records                                           | Submit a Claim Correspondence form, a copy of your EOP and the medical records to:  
**Claims Correspondence**  
P.O. Box 61599  
Virginia Beach, VA 23466-1599                                                                                       |
| Need to submit a Corrected Claim due to errors or changes on original submission | Submit a Claim Correspondence form and your corrected claim to:  
**Claims Correspondence**  
P.O. Box 61599  
Virginia Beach, VA 23466-1599  
Clearly identify the claim as corrected. We cannot accept claims with handwritten alterations to billing information. We will return claims that have been altered with an explanation of the reason for the return. Provided the claim was originally received timely, a corrected claim must be received within 365 days of the date of service. In cases where there was an adjustment to a primary insurance payment and it is necessary to submit a corrected claim to Simply to adjust the other health insurance (OHI) payment information, the timely filing period starts with the date of the most recent OHI EOB.                                                                                       |
| Submission of coordination of benefits (COB)/third-party liability (TPL) information | Submit a Claim Correspondence form, a copy of your EOP and the COB/TPL information to:  
**Claims Correspondence**  
P.O. Box 61599  
Virginia Beach, VA 23466-1599                                                                                       |
| Emergency Room Payment Review                                               | Submit a Claim Correspondence form, a copy of your EOP and the medical records to:  
**Claims Correspondence**  
P.O. Box 61599  
Virginia Beach, VA 23466-1599                                                                                       |
Provider Payment Disputes Process

If you believe Simply has not paid for your services according to the terms of your provider agreement, submit a request using the Appeals Form located online under Forms at providers.Simply.com.

Providers will not be penalized for filing an appeal or payment dispute.

Submit provider liability appeals/payment disputes to:

Medicare Payment Dispute Unit
P.O. Box 110
145 S Pioneer Road
Fond du Lac, WI 54935

The Provider Disputes Unit will receive, distribute and coordinate all payment disputes and appeals.

1. Submit a written request with supporting documentation, such as an EOP and a copy of the claims or denial letter received along with other written documentation; a full explanation of the dispute/appeal is required and must be submitted within 120 days of when Simply notice of initial determination was generated or we will not accept the request; the provider is responsible to submit all necessary documentation at the time of the request.

2. The Simply Claims department conducts the review, and/or the health plan medical director reviews the second level dispute if medical information is involved; if additional information is submitted that would support payment, the denial is overturned.

3. An internal review is conducted and results communicated in a written decision to the provider within 60 calendar days; the written decision includes:
   - A statement of the provider's dispute
   - The reviewer’s decision along with a detailed explanation of the contractual and/or medical basis for such decision
   - A description of the evidence or document that supports the decision

PROVIDER COMPLAINT AND GRIEVANCE PROCEDURE

Simply has a formal process for the handling of disputes pertaining to administrative issues and nonpayment-related matters. For payment disputes, see “Provider Payment Disputes”. For Medicare member liability appeals, see “Medicare Member Appeals”. Providers may access this process by filing a written grievance. Provider grievances will be resolved fairly and consistent with Simply policies and covered benefits.

Providers are not penalized for filing complaints. Supporting documentation should accompany the complaint and be forwarded to Simply Office.
COORDINATION OF BENEFITS
Simply and its providers agree Medicare coverage is secondary and the Medicaid program is the payer of last resort when third-party resources are available to cover the costs of medical services provided to Medicare members. When Simply is aware of third-party resources prior to paying for a medical service, it will follow appropriate coordination of benefits standards by either rejecting a provider’s claim and redirecting the provider to bill the appropriate insurance carrier or, if Simply does not become aware of the resource until sometime after payment for the service was rendered, by pursuing post payment recovery of the expenditure. Providers must not seek recovery in excess of the applicable Medicare and/or Medicaid payable amounts.

Simply will follow appropriate coordination of benefits standards for trauma-related claims where third-party resources are identified prior to payment. Otherwise, Simply will follow a pay and pursue policy on prospective and potential subrogation cases. Paid claims are reviewed and researched post-payment to determine likely cases based on information obtained through communications with members and providers. Simply handles the filing of liens and settlement negotiations both internally and externally via its subrogation vendor, Optum. Simply requires members to cooperate in the identification of any and all other potential sources of payment for services.

Any questions or inquiries regarding paid, denied or pended claims should be directed to Provider Services at the DSU at 1-844-405-4297.

Provider Obligations — denial notification and Member complaints, appeals AND grievances
Providers are required to adhere to Centers for Medicare & Medicaid Services (CMS) and Simply requirements concerning issuing letters and notices. This includes advanced notice of denials that will result in member liability or cost in accordance with Medicare guidelines for Medicare Advantage Plans.

Skilled Nursing Facilities and Home Health Agencies
The Notice of Medicare Non-Coverage (NOMNC) is a statutorily required notice that is issued to Medicare Advantage members to alert them of a discontinuation of skilled nursing facility, comprehensive outpatient rehabilitation facility or home health services. This notice explains the determination that continued coverage after a specific effective date will no longer be covered by the plan. A NOMNC should be issued to a Medicare member at least two days prior to discharge, or in advance of the last two covered visits This notice informs the member his or her stay or visits no longer meet coverage criteria and will end in two days or after two visits. In most cases, the notice is required to be issued by the provider, and Simply is required to ensure proper delivery and that the member’s signature is obtained. The member’s signature is not an agreement with the denial; however, it is documentation he or she has received the notification. If a member refuses to sign the notice, the provider may contact the member’s representative to have that person sign. If no
representative is available, the provider may annotate the notice to indicate the refusal and document that notification was provided to the member, but the member refused to sign. If in-person notification cannot be provided to a representative, he or she can be contacted telephonically to advise him or her of the notice and their appeal rights. If agreed by both parties, the notice can then be emailed or faxed (in accordance with HIPAA privacy and security requirements). The notice should be annotated by the person providing the notification to the representative indicating the date, time, person name, relation to the member, telephone number called, and that the notice was read to the representative, including all appeal rights. If a member (or representative) elects to exercise his or her right to an immediate review, the member (or representative) must submit a request to the appropriate Quality Improvement Organization (QIO) for the state by the deadline indicated in the notice. The provider is responsible for submitting any documents or medical records as requested by the QIO or Simply Medicare Complaints, Appeals and Grievance department within the time frame indicated on the request.

**Hospitals**

The Important Message from Medicare (IMM) is a statutorily required notice issued to Medicare Advantage members to alert them of a discontinuation of acute inpatient hospital services. Within two days after an admission or at the preadmission visit (but not more than seven calendar days in advance of the admission), the hospital providing the inpatient services is required to issue the IMM. This statutorily required notice explains the Medicare beneficiary’s rights as a hospital inpatient, including discharge appeal rights. The hospital is required to deliver the notice in person and obtain the signature of the member or representative and provide them with a copy at that time. The hospital is also responsible for ensuring the member can comprehend the contents of the notice before obtaining the signature. It is the responsibility of the hospital to explain the notice, if necessary, and be able to answer any questions about the notice the member or representative may have. Notices should not be delivered while the member is receiving emergency treatment but should be delivered once the patient is stable. If a member refuses to sign the notice, the hospital may annotate the notice to indicate the refusal and document notification was attempted. If in-person notification cannot be provided to a representative, the hospital is responsible for telephonically contacting the representative to advise him or her of their appeal rights. If agreed by both parties, the notice can be emailed or faxed (in accordance with HIPAA privacy and security requirements). In addition, prior to discharge (but not more than two days in advance of discharge), the hospital must deliver another copy of the signed notice to the member or representative in person. If the notice is being given on the day of discharge, the member must be provided at least four hours to consider his or her rights and to request the QIO review. Hospitals should not routinely provide the notice on the day of discharge. If the member requests additional information on the discharge, the detailed notice can be issued prior to an immediate review request being initiated. If discharge occurs within two calendar days of the original notice, no additional copy needs to be delivered. If a member elects to exercise his or her right to an immediate review, he or she must submit a request to the appropriate QIO, as outlined in the notice, by midnight of the day of discharge, either verbally or in writing, before that person leaves the hospital.

**Provider Obligations — In-office Denials**

In the event a member disagrees with the provider’s decision about a request for service or a course of treatment or is requesting or in need of services that are not covered by the Plan or Medicare. At each patient encounter with a Medicare member, the provider must notify the member of his or her right to receive, upon request, a detailed written notice from Simply regarding the member’s
services. The provider must request us to provide a detailed notice of a provider’s decision to deny a service in whole or part; in turn, we must give the member advanced written notice of the determination, by following the Precertification process (outlined below).

For services that require prior authorization or are non-covered by the plan (i.e. statutory exclusion), it becomes extremely important that Simply authorization procedures are followed. If a member elects to receive such care the member cannot be held financially responsible unless notified in advance of the non-covered services. In such cases when the network physician fails to follow Simply authorization protocols, Simply may decline to pay the claim in which case the physicians will be held financially responsible for services received by the member. Again, CMS prohibits holding the member financially responsible in these cases.

The Centers for Medicare & Medicaid Services (CMS) have established guidelines concerning Advance Notices of Non-Coverage (ABN). The ABN is a FFS document and cannot be used for Medicare Advantage denials or notifications. Per CMS (page 4) The ABN is given to beneficiaries enrolled in the Medicare Fee-For-Service (FFS) program. It is not used for items or services provided under the Medicare Advantage (MA) Program or for prescription drugs provided under the Medicare Prescription Drug Program (Part D). CMS advised Medicare Advantage plans that contracted providers are required to provide a coverage determination for services that are not covered by the member’s Medicare Advantage plan. This will ensure that the member will receive a denial of payment and accompanying appeal rights. If there is any doubt about whether a service is not covered, please seek a coverage determination from the plan.

A written coverage determination will help ensure that a claim for non-covered care from a contracted provider is paid accurately. According to CMS, if the appropriate written notice of denial of payment is not given to the Medicare Advantage member regarding a non-covered service, the claim may be denied and the member cannot be held financially responsible. Therefore, your failure to provide an appropriate coverage determination could result in a denial of payment for the non-covered service.

Please contact Simply prior to services being rendered to comply with this requirement and ensure appropriate claims payment and allow you to bill the Medicare Member in the event of non-coverage. As a Contracted Provider with Simply, you are prevented from billing the Medicare Member for any service that is deemed non-covered if you have not ensured this advanced notification has been issued.

Provider Obligations — Precertification

Providers are responsible for obtaining precertification from Simply before performing certain procedures, when rendering non-covered services or when referring members to noncontracted providers. Please refer to the Summary of Benefits document for those procedures that require precertification or call Provider Services at the DSU at 1-844-405-4297. Simply will render a determination on the request within the appropriate timeframe and provide notification of the decision. Requests that are denied will generate a notice that includes the denial rationale and applicable appeal rights. Medicare members will receive a denial letter as well that includes appeal rights. Denials that are the result of contractual issues between Simply and the provider will not generate a member denial letter.
• An initial organization determination is any determination (e.g., an approval or denial) made by Simply for coverage of medical services (Part B-covered services).
• An initial coverage determination is any determination (e.g., an approval or denial) made by Simply for coverage of prescription drugs (Part D-covered services).

Simply Medicare Advantage Complaints, Appeals, Grievances and Disputes

Distinguishing between Provider and Medicare Advantage Member Complaints, Appeals & Grievances

Simply has separate and distinct processes for requests to reconsider an Simply decision on an authorization or request for payment upon claims submission. Upon processing of each request, assignment of liability for the service is determined. All Medicare Member liability denials are subject to the Medicare Complaint, Appeal & Grievance (MCAG) process as outlined in the Member Appeals and Grievances section. Disputes between the Health Plan and the Provider that do not involve an adverse determination or liability for the Medicare Member would follow the Simply Medicare Advantage Participating Provider Appeals and Dispute or Non-Participating Provider Payment Dispute processes.

Providers must cooperate with Simply and with members in providing necessary information to resolve the appeals within the required time frames. Providers must provide the pertinent medical records and any other relevant information upon request and when initiating an appeal. In some instances, providers must provide the records and information very quickly in order to allow Simply to make an expedited decision. Your participation in, along with the member’s election of the Medicare Advantage plan, are an indication of consent to release those records as part of the health care operations.

Medicare Member Liability – Simply has determined that a Medicare Member is responsible for payment as the service(s) are determined to be not covered under the plan to which they are enrolled or is considered Medicare Member cost-share. Any time a member liability denial letter is issued, the Member Appeals process should be followed and NOT the Provider Appeals process. Medicare Member liability is assigned when:

• the Integrated Denial Notice (IDN) is issued as per the Medicare Managed Care Manual Chapter 13 Appeal rights with subsequent review by the Independent Review Entity (IRE).
• Notice of Medicare Non-Coverage (NOMNC) is issued as per the Medicare Managed Care Manual Chapter 13 Appeal rights with rights to pursue an appeal via the Quality Improvement Organization (QIO) or the plan directly.
• an Explanation of Benefits (EOB) indicates there is member responsibility assigned to a claim processed.
• an Explanation of Payment (EOP) indicates there is member responsibility assigned to a claim processed.

NOTE: Members that are dually eligible, either as full benefit dual eligible or as part of a Medicare Savings Program, are protected from liability of Medicare premiums, deductible, coinsurance and...
copayment amounts. This includes cost share being applied to this/these claims. Providers may not bill a dual eligible that has this coverage for any balance left unpaid (after submission to Medicare, a Medicare carrier and subsequently Medicaid) as specified in the Balanced Budget Act of 1997. Providers that service dual eligible beneficiaries must accept the amounts paid by Medicare as payments in full, as well as any payment under the State Medicaid processing guidelines. Providers who balance bill the dual eligible beneficiary are in violation of these regulations and are subject to sanctions. Providers also may not accept dual eligible beneficiaries as ‘private pay’ in order to bill the patient directly and Providers identified as continuing to bill dual eligible beneficiaries inappropriately will be reported to the Centers for Medicare & Medicaid Services (CMS) for further action/investigation.

**Participating Provider Liability** – Simply has determined that the Participating Provider has failed to follow the terms and conditions of their contract either administratively or by not providing the clinical information needed to substantiate the services being requested for approval of payment. Participating Providers are prohibited from billing a Medicare Member for services unless the plan has determined Member liability and issued the appropriate notices as above.

**Non-Participating Provider Liability** – Simply has determined that the Non-Participating Provider with the plan has failed to follow Medicare processing guidelines Non-Participating Providers are prohibited from billing a Medicare Member for services unless the plan has determined Member liability and issued the appropriate notices as above and has procedures for Non-Participating Provider to follow.

**Simply Medicare Advantage Participating Provider Appeals and Disputes**

**Participating Provider Appeals follow the standard Simply process for provider appeals** Simply participating providers may initiate provider appeals under the Provider Complaint and Appeal Procedures. The processing of a particular provider appeal may vary depending on whether or not it involves a review of medical necessity. The Provider Complaint and Appeals Procedures contain alternative steps, based on product and state, as necessary to comply with regulatory and accreditation requirements.

The Provider Complaint and Appeal Procedures are designed to permit Simply to examine issues fully and fairly before completion of Simply’s internal review process. Special processes apply to appeals that involve utilization review decisions on clinical benefits. Simply typically determines provider appeals within 60 days (for utilization review cases) or 60 days (for other cases) when sufficient information is received to make a decision.

**Medicare Participating Provider Standard Appeal**
A formal request for review of a previous Simply decision where medical necessity was not established where Provider liability was assigned (see original decision letter) for services already rendered.

**Provider Medical Necessity Appeals Responsibility**
All requests must be:
- Submitted in writing
• Submitted within *180 days from the Simply decision letter date
• Include a cover letter with:
  o Member Identifiable information
  o Date(s) of service in question
  o Specific rationale as to why the services did in fact meet medical criteria and reference specifics within the medical record to refute Simplys original decision
• Include necessary attachments:
  o Copy of the original Simply decision
  o All applicable medical records

NOTE: Simply will not request additional records to support the provider’s argument and expects the provider to submit the necessary information to substantiate their request for payment.

Appeals should be mailed to:

Simply
Attention: Medical Necessity Provider Appeals
Mailstop: OH0205-A537
4361 Irwin Simpson Road Mason, Ohio 45040

Providing the above information will enable Simplys Participating Provider Appeals team to properly and timely review requests within 60 business days. Requests that do not follow the above may be delayed.

*Days from original denial date may differ, depending upon the contract and/or state requirement (MMP/DSNP)

Medicare Participating Provider Administrative Plea/Appeal
A formal request for review of a previous Simply decision where a determination was made that the Participating Provider failed to follow administrative rules and Provider liability was assigned (see original decision letter) where services have already been rendered.

Appeals for failure to provide timely notification will not be reviewed clinically until the late notification denial is resolved.

Provider Administrative Plea / Appeals Responsibility
All requests must be:
• Submitted in writing
• Submitted within *180 days from the Simply decision letter date
• Include a cover letter with:
  o Member Identifiable information
  o Date(s) of service in question
  o Specific rationale as to why the administrative rules were not followed and requires an exception to be made or extenuating circumstance that warrants a re-review of the request for provision of payment.
• Include necessary attachments:
  o Copy of the original Simply decision
  o All applicable medical records

NOTE: In the event Simply waives the administrative requirement, should your request require a medical review, Simply will not request additional records to support the providers argument and
Simply Healthcare Plans, Inc.

Last updated December 2018

Simply
Attention: Medical Necessity Provider Appeals
Mailstop: OH0205-A537
4361 Irwin Simpson Road Mason, Ohio 45040

Providing the above information will enable Simply’s Participating Provider Appeals team to properly and timely review requests within 60 business days. In the event Simply waives the administrative requirement, the request will be transferred to the appropriate area for review under that process and applicable timeframes.

Requests that do not follow all of the above may be delayed.

*Days from original denial date may differ, depending upon the contract and/or state requirement (MMP/DSNP)

Medicare Provider Payment disputes (Claims Re-review)

A formal request from a Provider contesting the paid amount on a claim which does not include a medical necessity or administrative denial and claims payment determinations have already been rendered.

All Payment Disputes must be:

- Submitted in writing
- Submitted within 60 days from the Simply original payment
- Include a cover letter with:
  - Claim identifiable information
  - Specific rationale as to why the payment made is not appropriate or needs adjustment
- Include necessary attachments:
  - Copy of the original Simply payment (EOP)
  - All applicable medical records or other attachments supporting additional payment

NOTE: Simply will not request additional information and expects the provider to submit the necessary information to substantiate their request for additional payment

Disputes should be mailed to:

Medicare Payment Dispute Unit
P.O. Box 110
145 S Pioneer Road
Fond du Lac, WI 54935

Providing the above information will enable Simply’s Payment Dispute Unit to properly and timely review requests. Requests that do not follow all of the above may be delayed.

*NOTE: Days from original denial date may differ, depending upon the contract and/or state requirement (MMP/DSNP)
Simply Medicare Advantage Non-Participating Provider Payment Disputes

Non-Participating Provider Payment Disputes
If, after a claim has been adjudicated, a non-participating provider contends that our decision to pay for a different service from the one originally billed or believe they would have received a different payment under Original Medicare, the Non-Participating Provider Payment Dispute Resolution Process can be utilized. Notification will be provided to the Non-Participating Provider at each step of the process.

Simply Medicare Advantage Non-Participating Provider Appeals Rights
If a claim is partially or fully denied for payment, the non-participating provider must request a reconsideration of the denial within 60 calendar days from the remittance notification. When submitting the reconsideration of the denial of payment on a claim, a signed Waiver of Liability form must be included. To obtain this form, please go to:
http://www.Simply.com/shared/noapplication/f0/s0/t0/pw_b130474.pdf?refer=ahpmedprovider
The purpose of the Waiver of Liability form is to hold the enrollee harmless regardless of the outcome of the appeal.

With the appeal, the non-participating provider should include documentation such as a copy of the original claim, remittance notification showing the denial, and any clinical records and other documentation that supports the provider’s argument for reimbursement. The appeal must be in writing and mailed.

Please mail the appeal to this address:
Simply
Attention: Medical Necessity Provider Appeals
Mailstop: OH0205-A537
4361 Irwin Simpson Road Mason, Ohio 45040

Simply Medicare Member Complaints, Appeals and Grievances

Distinguishing Between Member Appeals and Member Grievances
Complaints are considered any expression of dissatisfaction to a Medicare health plan, provider, facility or Quality Improvement Organization (QIO) by an enrollee made orally or in writing. There are two procedures for resolving MA member complaints: the Medicare Member appeals process and Medicare Member grievance process. All member concerns are resolved through one of these mechanisms. The member’s specific concern dictates which process is used. Thus, it is important for the physician to be aware of the difference between appeals and grievances.

Medicare Member Liability Appeals
A member appeal is the type of complaint a member (or authorized representative) makes when the member wants Simply to reconsider and change an initial coverage/organization determination (by
Simply or a provider) about what services, benefits or prescription drugs are necessary or covered, or whether Simply will reimburse for a service, benefit, or a prescription drug.

An appeal refers to any of the procedures that deal with a request to review a denial of payment or services. If a member believes he or she is entitled to receive a certain service and Simply denies it, the member has the right to appeal the decision. It is important to follow the directions in the denial letter issued to ensure the proper appeals process is followed.

A member may appeal:

- An adverse initial organization determination by Simply or a provider concerning authorization for or termination of coverage of a health care service
- An adverse initial organization determination by Simply concerning reimbursement for a health care service
- An adverse initial organization determination by Simply concerning a refusal to reimburse for a health service already received if the refusal would result in the member being financially liable for the service
- An adverse coverage determination by Simply or a provider concerning authorization for prescription drugs

Appeals should be sent to:
Simply
Attention: Medical Necessity Provider Appeals
Mailstop: OH0205-A537
4361 Irwin Simpson Road Mason, Ohio 45040

All Medicare Member concerns that do not involve an initial determination are considered grievances and are addressed through the grievance process.

**Participating Provider Responsibilities in the Medicare Member Appeals Process**

- Physicians can request standard service or expedited appeals on behalf of their members; however if not requested specifically by the attending, an Appointment of Representative Form to submit an appeal on behalf of a Medicare member, may be required. The Appointment of Representative Form can be found online and downloaded at www.cms.hhs.gov/cmsforms/downloads/cms1696.pdf.
- When submitting an appeal, provide all medical records and/or documentation to support the appeal at that time. Please note that if additional information is requested, it will delay processing of the appeal
- Expedited appeals should only be requested if the normal time period for an appeal could jeopardize the member’s life, health or ability to regain maximum function.
- The CMS guidelines should be utilized when requesting services and initiating the appeals process

**Appeal timeframes**

- Members or their Authorized Representatives have 60 days from the date of the denial of service to file an appeal. The 60-day filing deadline may be extended if good cause can be shown.
• For standard service appeals, service and payment issues must be resolved within 30 calendar days from the date the request was received.
  - If the normal time period for an appeal could jeopardize the member’s life, health or ability to regain maximum function, a request for an expedited appeal are may be submitted orally or in writing. Such appeals generally resolved within 72 hours, unless it is in the member’s interest to extend this time period.
• For payment appeals, service and payment issues must be resolved within 60 calendar days from the date the request was received. All payment appeals must be submitted in writing.

Further Appeal Rights
If Simply is unable to reverse the original denial decision in whole or part, the following additional steps will be taken:
• Simply will forward the appeal to an Independent Review Organization (IRO) contracted with the federal government. The IRO will review the appeal and make a decision:
  - Within 72 hours if expedited
  - Within 30 days* if the appeal is related to authorization for health care
  - Within 60 days* if the appeal involves reimbursement for care
  - Prescription drug appeals are not forwarded to the IRO by Simply but may be requested by the member or representative; information will be provided on this process during the Simply Medicare member appeals process
• If the IRO issues an adverse decision (not in the member’s favor) and the amount at issue meets a specified dollar threshold, the member may appeal to an Administrative Law Judge (ALJ)
• If the member is not satisfied with the ALJ’s decision, the member may request review by the Medicare Appeals Council. If the Medicare Appeals Council refuses to hear the case or issues an adverse decision, the member may be able to appeal to a federal court

*Some plans may have different turnaround times due to state requirements.

Hospital discharge appeals and QIO review process
Hospital discharges are subject to the expedited member appeal process. The Centers for Medicare Medicaid Services (CMS) has determined that Medicare Advantage members wishing to appeal an inpatient hospital discharge must request an immediate review from the appropriate Quality Improvement Organization (QIO) authorized by Medicare to review the hospital care provided to Medicare patients.

When an MA member does not agree with the physician’s decision of discharge from the inpatient hospital setting, then the member must request an immediate review by the QIO. The member or their authorized representative, attorney, or court-appointed guardian must contact the QIO by telephone or in writing. This request must be made no later than noon of the first working day after the member receives the Notice of Discharge and Medicare Appeal Rights. The QIO will make a decision within one full working day after it receives the member’s request, the appropriate medical records, and any other information it needs to make a decision. While the member remains in the hospital, Simply continues to be responsible for paying the costs of the stay until noon of the calendar day following the day the QIO notifies the member of its official Medicare coverage decision.
If the QIO agrees with the physician’s discharge decision, the member will be responsible for paying the cost of the hospital stay beginning at noon of the calendar day following the day the QIO provides notification of its decision. If the QIO disagrees with the physician’s discharge decision, the member is not responsible for paying the cost of additional hospital days.

If an MA member misses the deadline to file for an immediate QIO review, then he/she may request an expedited appeal. In this case, the member does not have automatic financial protection during the course of the expedited appeal and may be financially liable for paying for the cost of the additional hospital days if the original decision to discharge is upheld upon appeal.

**Medicare Member Grievance**

A Medicare member grievance is the type of complaint a member makes regarding any other type of problem with Simply or a provider. For example, complaints concerning quality of care, waiting times for appointments or in the waiting room and the cleanliness of the provider’s facilities are grievances.

Simply must accept grievances from members orally or in writing within 60 days of the event. Simply must make a decision and respond to the grievance within 30 days*. A member can request an expedited grievance, in which case Simply has 24 hours to respond. An expedited grievance can only be initiated if Simply refuses to grant the member an expedited organization/coverage determination or an expedited reconsideration/redetermination. Simply can request up to 14 additional days to respond to a grievance with good reason.

*Some plans may have different turnaround times due to state requirements.

**Resolving Medicare Member Grievances**

If a Medicare member has a grievance about Simply, a provider or any other issue, providers should instruct the member to call Member Services at the number located on the back of their ID card or send a written grievance to:

Simply
Attention: Medical Necessity Provider Appeals
Mailstop: OH0205-A537
4361 Irwin Simpson Road Mason, Ohio 45040

**Billing Members & Balance Billing**

**Cost Sharing**

An important protection for beneficiaries when they obtain plan-covered services in an HMO, PPO, or RPPO is that they do not pay more than plan-allowed cost-sharing. Providers who are permitted to balance bill must obtain this balance billing from the MAO. Providers may not collect any additional payment for cost-sharing obligations from Medicare members other than those specified in a member’s plan Summary of Benefits.

Note: Under Original Medicare rules, an Original Medicare participating provider (hereinafter referred to as a participating provider) is a provider that signs an agreement with Medicare to always accept assignment. Participating providers may never balance bill because they have agreed to always accept the Medicare allowed amount as payment in
full. An Original Medicare non-participating provider (hereinafter referred to as a non-participating, or non-par, provider) may accept assignment on a case-by-case basis and indicates this by checking affirmatively field 27 on the CMS 5010 claims form; in such a case, no balance billing is permitted.

In the case of dual-eligible members covered by both Medicare and Medicaid, federal law requires providers to bill only the member’s Medicaid health plan or the state Medicaid agency for copayments or other cost-sharing amounts. Providers may not bill such members for cost sharing. The chart below indicates how cost sharing is paid, either by Simply or the state Medicaid agency. Simply processes the claim for reimbursement when Simply has an arrangement with state Medicaid to pay Medicare cost sharing for dual-eligible members in its Special Needs Plans (SNP). The state retains responsibility for cost sharing when Simply does not have an arrangement with the state Medicaid agency. In states where Simply pays cost sharing, claims will be processed under the member’s account for both Medicare and Medicaid benefits. In the states where Simply does not have an arrangement with the state Medicaid agency, providers should bill cost sharing to the appropriate Medicaid carrier or state Medicaid agency for payment once the claim has been processed by Simply. Please check your EOP upon claims adjudication.

Cost-Sharing Responsibility for Special Needs Plan Members

The rules governing balance billing as well as the rules governing the MA payment of MA-plan, non-contracting and Original-Medicare, non-participating providers are listed below by type of provider.

**Contracted provider.**
There is no balance billing paid by either the plan or the enrollee.

**Non-contracting, Original Medicare, participating provider.** There is no balance billing paid by either the plan or the enrollee.

**Non-contracting, non-(Medicare)-participating provider.** The MAO owes the non-contracting, non-participating (non-par) provider the difference between the member’s cost-sharing and the Original Medicare limiting charge, which is the maximum amount that Original Medicare requires an MAO to reimburse a provider. The enrollee only pays plan-allowed cost-sharing, which equals:

- The copay amount, if the MAO uses a copay for its cost-sharing; or
- The coinsurance percentage multiplied by the limiting charge, if the MAO uses a coinsurance method for its cost-sharing.
- MA-plan, non-contracting, non-participating DME supplier. The MAO owes the non-contracting non-participating (non-par) DME supplier the difference between the member’s cost-sharing and the DME supplier’s bill; the enrollee only pays plan-allowed cost-sharing, which equals:
- The copay amount, if the MAO uses a copay for its cost-sharing; or
• The coinsurance percentage multiplied by the total provider bill, if the MAO uses a coinsurance method for its cost-sharing. Note that the total provider bill may include permitted balance billing.

Additional useful information on payment requirements by MAOs to non-network providers may be found in “MA Payment Guide for Out-of-network Payments,” at http://www.cms.hhs.gov/MedicareAdvtgSpecRateStats/downloads/oon-payments.pdf

MA plans must clearly communicate to enrollees through the Evidence of Coverage (EOC) and Summary of Benefits (SB) their cost-sharing obligations as well as their lack of obligation to pay more than the allowed plan cost-sharing as described above.

If you are a non-contracting non-participating (Medicare) provider, who does not accept Medicare assignment, please contact us if there are any questions regarding your claim(s) payments.

Loss of Medicaid Coverage for Special Needs Plan Members
Simply Dual Coordination (HMO SNP) members are either full dual-eligible beneficiaries (FBDE) with both Medicare and full Medicaid benefits, or they have Medicare and are considered Qualified Medicare Beneficiaries (QMB or QMB Plus). Medicare members who temporarily lose their Medicaid coverage may be required to pay cost sharing and copayments for services until their Medicaid coverage is re-established. Members are encouraged to be cognizant of their eligibility to ensure there is no loss or gap in coverage that would result in liability of cost share.

Note: If the Part A deductible and Part B deductible are not already met at the time of the beneficiary’s loss of coverage, the member will be responsible for the extended Length Of Services (LOS) per diem cost share for inpatient facilities and/or any coinsurance on professional and outpatient services.

Simply Self-Service Website and the Provider Inquiry Line
The Simply self-service website at providers.Simply.com provides a host of online resources, such as our Online Provider Inquiry Tool for real-time claim status, eligibility verification and precertification status. You can also submit a claim or precertification request, print referral forms or directories or obtain a member roster. Detailed instructions for use of the Online Provider Inquiry Tool can be found on our website.

Toll-Free Automated Provider Services at the DSU
To support our providers and members, we have established the Dedicated Service Unit (DSU) to assist with questions and concerns about the Simply plans. The DSU is comprised of Medicare subject matter experts and specializes in first-call resolution for provider and member inquires. Our DSU representatives can help:
• Resolve payment disputes, appeals and other claims issues
• Verify claims status, member eligibility, preauthorization requirements and the status of health care services
• Identify participating Simply providers for referring members to specialty services
• Refer members to our Disease Management Centralized Care Unit for interpreter services, transitions, care coordination, transfers and terminations
• Support noncompliant members (e.g., members who repeatedly miss appointments, members who are noncompliant with their treatment plans, etc.)

The DSU is available Monday through Friday from 8:00 a.m. until 10:00 p.m. Eastern time toll free at 1-844-405-4297. Information is available through the automated system, or you can be transferred to the appropriate department for other needs, such as seeking advice in case/care management.
**MEMBER RIGHTS AND RESPONSIBILITIES**
Providers are required to adhere to Centers for Medicare & Medicaid Services (CMS) and Simply requirements concerning issuing letters and notices.

Simply members have the right to timely quality care and treatment with dignity and respect. Each member receives a copy of the Explanation of Coverage which outlines the member’s rights and responsibilities. Providers must respect the rights of all Simply members.

**Members have the right to:**
- Be treated with dignity, respect and fairness at all times
- Receive information about the health plan, services, practitioners, providers and member rights and responsibilities
- Receive information in a way that works for them (in languages other than English spoken in the plan service area, in Braille, large print or other alternate formats)
- Ensure the privacy of their medical records and personal health information
- Choose a plan provider
- Receive care from a women’s health care provider
- Have timely access to their providers and to receive services from specialists when appropriate
- Obtain information from providers and be advised about all medically appropriate or necessary treatment options available for their condition, regardless of cost or benefit coverage
- Participate fully in decisions about their health care and be informed about any risks involved in their care
- Refuse treatment, leave a hospital or medical facility or stop taking medications; the member must accept responsibility and the consequences of his or her decision
- Complete an advance directive (living will or power of attorney) to help them with decisions related to their health care if they are unable
- Voice complaints or appeals about the health plan or the care provided
- Make recommendations regarding the health plan’s member rights and responsibilities policy
- Receive information about the appeals and grievances members have filed against Simply in the past
- Receive information about the Medicare Advantage plan, plan providers, drugs, health care coverage and costs, including an explanation about any bills received for services or drugs not covered
- Request information regarding provider compensation by Simply
- Receive a written or binding advance-coverage determination for health care services, even if the care is requested from a nonparticipating provider

**Members have the responsibility to:**
- Be familiar with their coverage and the rules they must follow to obtain health care
- Notify Simply if they have additional health insurance coverage
- Notify providers when seeking care that they are Medicare members and present their Simply Medicare member ID cards
- Provide the health plan, doctors and practitioners with accurate information to render care and follow the treatment plans and instructions they agreed to with the provider
- Understand their health problems and participate in identifying mutually agreed-upon treatment goals to the extent possible
- Treat their doctor, their doctor’s staff and Simply employees with respect and dignity
- Not be disruptive in the doctor’s office
- Pay their copayment for covered services
- Notify Simply if they have questions, concerns, problems or suggestions (Members may call Member Services at the DSU at 1-844-405-4297 and TTY users should call 1-800-855-2880.)
BENEFITS

Summary of Benefits Tables
Simply Medicare member benefits are summarized in the Summary of Benefits. To view the Summary of Benefits tables, click the link below for the appropriate market.

<table>
<thead>
<tr>
<th>MARKET</th>
<th>CLICK THE LINK TO ACCESS THE BENEFITS TABLES</th>
</tr>
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Notations regarding some benefit categories are listed below. Please note availability and limitations of Medicare Advantage supplemental benefits may vary by product and market. Please refer to the appropriate Summary of Benefits documents listed above for detailed information.

Precertification requirements are described in later sections and in detail on the Medicare Advantage provider website. All services from noncontracted providers with the exceptions of urgent and emergent care and out-of-area dialysis require precertification.

The medical benefits are further explained in the following sections.

Emergency Care
An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson with an average knowledge of health and medicine could reasonably expect the absence of immediate medical attention to result in:

- Serious jeopardy to the health of the individual or, in the case of a pregnant woman, the health of the woman or her unborn child
- Serious impairment to bodily functions
- Serious dysfunction of any bodily organ or part

Simply covers emergency services if they are:

- Furnished by a provider qualified to provide emergency services
- Needed to evaluate or stabilize an emergent medical condition in accordance with the prudent layperson standard

Members with an emergency medical condition should be instructed to call 911 and/or go to the nearest emergency hospital. Precertification for an emergency medical condition is not required.

Urgently Needed Care
Members needing urgent care (but not emergent care) are advised to call their PCP, if possible, prior to obtaining services. However, precertification is not required.

Urgently needed services are defined as those that are covered but are not emergent services and are provided:

- When the member is temporarily absent from the Simply service area and such services are medically necessary and immediately required
- As a result of an unforeseen illness, injury or condition
• If it is not reasonable given the circumstances to obtain the services through an Simply network provider
Under unusual and extraordinary circumstances, services may be considered urgently needed services when the member is in the service area but the appropriate provider within the Simply provider network is temporarily unavailable or inaccessible.

**Out-Of-Area Dialysis Services**
Members may obtain medically necessary dialysis services from any qualified provider when they are temporarily absent from the Simply service area and cannot reasonably access contracted Simply dialysis providers. Members can obtain dialysis services without precertification or notification when outside of the Simply service area.

We suggest members advise Simply if they will temporarily be out of the service area, so a qualified dialysis provider may be recommended.

**Hospital Services**
There are two types of admissions:
• Elective inpatient admissions — precertification is required for all elective inpatient admissions
• Emergency admissions — admitting physicians must notify us within 24 hours or by the next business day of the admission

The Simply Health Care Management Services, in coordination with admitting physicians and hospital-based physicians, is in charge of:
• Coordinating and conducting continued-stay coverage reviews
• Providing appropriate referrals for extended-care facilities
• Coordinating coverage of all services required for adequate discharge

Simply case managers assist in coordinating all needed services in the discharge planning process, as well as coordinating the required follow-up by the appropriate providers.

**Preventive Services**
The following preventive services are offered to members with no member copayment or cost sharing:
• Preventive visit
  o Annual physical examination (in addition to the Medicare preventive visits)
    ▪ You may bill for one routine annual visit per year (e.g., 99385–99387, 99395–99397) with diagnosis code V70.0
  o Welcome to Medicare exam
  o Annual wellness exam
• Bone mass measurements
• Colorectal screening
• Diabetic monitoring training
• Cardiovascular disease testing
• Mammography screening
• Pap smear, pelvic exams and clinical breast exams
• Prostate cancer screening exams
- Abdominal aortic aneurysm screening
- Diabetes screening
- EKG screening
- Flu shots
- Glaucoma tests
- Hepatitis B shots
- HIV screenings
- Medical nutrition therapy services
- Pneumococcal shots
- Smoking cessation (counseling to stop smoking)
- Depression screening

**Domestic Violence Services**

It is especially important that network providers be vigilant in identifying members who may have been subjected to domestic violence. Domestic violence screening tools are included. are included on the next page of this manual. Member Services can help members identify resources to protect themselves from further domestic violence. Providers should report all suspected domestic violence.

State law requires reporting of child abuse. Such reporting can be done anonymously. Report any injuries from firearms and other weapons to the police. Report suspected child abuse or neglect immediately.

State law encourages individuals to report suspected cases of elder or partner abuse, neglect, or exploitation that occurs in the community. Report suspected elder or partner abuse immediately to the state’s Division of Aging and Community Services or to the particular county Adult Protective Services office. An individual can access the National Domestic Violence Hotline number by calling 1-800-799-7233. For text telephone assistance, call 1-800-787-3224.

State law provides immunity from any criminal or civil liability as a result of good faith reports of child abuse or neglect. Any person who knowingly fails to report suspected abuse or neglect may be subject to a fine up to $1,000 or imprisonment up to six months.

**DOMESTIC VIOLENCE SCREENING TOOLS**

**Domestic Violence — Framing Statements**

1. Because violence is so common in many people’s lives, I have begun to ask all my members about it.
2. I’m concerned that someone hurting you may have caused your symptoms.
3. I don’t know if this is a problem for you, but many of the people I see as members are dealing with abusive relationships.

**Domestic Violence — Direct Verbal Questions**

1. Are you in a relationship with a person who physically hurts or threatens you?
2. Did someone cause these injuries? Was it your partner or spouse?
3. Has your partner or ex-partner ever hit you or physically hurt you? Has he or she ever threatened to hurt you or someone close to you?
4. Do you feel controlled or isolated by your partner?
5. Do you ever feel afraid of your partner? Do you feel you are in danger? Is it safe for you to go home?
6. Has your partner ever forced you to have sex when you did not want to? Has your partner ever refused to practice safe sex?

**Domestic Violence – New Member**

Option 1:
1. Have you ever been hurt or threatened by your friend, spouse or partner?
2. Have you ever been hit, kicked, slapped, pushed or shoved by your friend, spouse or partner?
3. Have you ever been hit, kicked, slapped, pushed or shoved by your friend, spouse or partner during this pregnancy?
4. Have you ever been raped or forced to engage in sexual activity against your will?

Option 2:
1. Are you currently or have you ever been in a relationship where you were physically hurt, threatened or made to feel afraid?

Option 3:
1. Have you ever been forced or pressured to have sex when you did not want to?
2. Have you ever been hit, kicked, slapped, pushed or shoved by your friend, spouse or partner?

**Sexual Abuse**

It is required that each provider contact your local state agency at 1-800-792-8610 when sex abuse is suspected. Referrals should be made to the DYFS-designated sex abuse specialty centers. If a suspected abuse case arises and a referral is required, the provider or member may call a specialty center directly or may call Simply Member Services at 1-844-405-4297 for a list of the specialty centers near them.

**SUPPLEMENTAL BENEFITS**

Supplemental benefits are those benefits in addition to the basic Medicare services offered through Medicare Part A and B, they are not benefits offered under the Federal Medicare program. Simply offers limited supplemental benefits to covered members as outlined in the Summary of Benefits documents. Please refer to the applicable Summary of Benefits for specific supplemental benefits being offered for each plan, as well as any limitations and requirements to utilize specific vendors for services. Providers will not be reimbursed for supplemental benefits that they are either not contracted for or that are required to be rendered by a specific vendor under HealthPlus Amerigroup. Members cannot be billed for non-covered services unless notified in advance. See Provider Obligations — In-office Denials.

Supplemental benefits vary by plan, product and state. Below is a list of supplemental benefits we may chose to offer each calendar year in certain states and plans. Please refer to the Summary of Benefits documents for details on which plans cover certain supplemental benefits.

- Routine foot and nail care
- Routine eye examinations and eyeglasses
• Routine hearing examinations and hearing aids
• Dental examinations and cleanings
• Coverage of Over-The-Counter (OTC) items
• Generic drugs covered in the Part D coverage gap with the applicable generic prescription
• Nonemergency transportation
• Personal Emergency Response Systems (PERS) coverage for the service and monitoring equipment but not the actual telephone line
• Acupuncture services
• Fitness program through Silver Sneakers within their network of centers
• All plans have a Maximum Out-of-Pocket (MOOP) limit for medical services. The MOOP does include out-of-pocket costs for Part B drugs but does not include Part D (pharmacy prescriptions) cost-sharing amounts. Once a member reaches his or her MOOP limit, all covered medical services will be covered at 100 percent for the remainder of the year.
• Weight management is available to help members with changing eating habits, understanding caloric intake and providing support for healthy eating. No food or meal preparation is included, but members are able to enroll in the program through a designated access toll-free number and obtain services online or at a local meeting.
• Telemonitoring is available in all plans. See telemonitoring section for more details.
• Out-of-country emergency care
• Live Health Online*

Providers **contracted with the vendor network** associated with that supplemental benefit must bill that vendor directly.

Providers **not contracted with the vendor network** to render such a benefit, please note you will only reimbursed or able to bill a member for non-covered services if you have provided the member with advanced notice of non-coverage. Please note that contracted providers are required to provide a coverage determination for services that are not covered by the member’s MA plan. This will ensure that the member will receive a denial of payment and accompanying appeal rights. As per the Medicare Advantage HMO & PPO Provider Guidebook CMS has stated that the use of an Advanced Beneficiary Notice or a similar document is not sufficient in many instances with Medicare Advantage members. Therefore you are required to seek a coverage determination prior to rendering such services.

Providers are encouraged to call the toll free customer service number on the back of the member ID card with any questions around services that may or may not be covered.

**Note:** Not all supplemental benefits are available in all plans, and some limitations and restrictions apply. Some supplemental benefits must be rendered by the delegated Vendor to be covered.
Dental Services
Some of our plans include preventive dental services that are covered by Simply through a contracted dental vendor, except for dental services covered as emergency services. The Simply managed care programs and dental health benefits complement one another because both emphasize prevention, quality and cost-effectiveness. Simply works with contracted dental providers to ensure access to the full range of preventive, primary and specialty oral health services. Please see the Summary of Benefits documents for more information on dental benefits.

Optometry And Audiology Services
Some of our plans include coverage of routine vision and hearing services, including:

- Routine yearly visual exams
- Screening for glaucoma
- Hearing screening

Contracted network providers, assisted by the Simply Case Management Program, coordinate benefits for lenses and hearing aid devices when covered by the plan. Please see the Summary of Benefits documents for more information on vision and hearing benefits.

Over-The-Counter Items
Some of our plans include coverage of OTC items and health-related supplies. For those plans that include this benefit, members are provided with a monthly or quarterly allowance to obtain the items and supplies. For plans with a quarterly allowance, the benefit replenishes at the beginning of each quarter and carries across quarters, but any unused portion of the benefit does not carry over to the next year. For plans with a monthly allowance, the benefit replenishes at the beginning of each month, but any unused portion does not carry over to the next month. OTC products are described in a printed catalogue available to members.

Nonemergent Transportation
In many markets and benefit plans, Simply provides nonemergent transportation through a contracted vendor. In other markets, these services must be arranged through the Simply Case Management Program. See the Summary of Benefits documents for more information. Some plans have coverage of trips to obtain the following preventive services:

- Preventive visits
  - Annual physical examination (in addition to the Medicare preventive visits)
    - You may bill for one routine annual visit per year (e.g., 99385–99387, 99395–99397) with diagnosis code V70.0
  - Welcome to Medicare exam
  - Annual wellness exam
- Bone mass measurements
- Colorectal screening
- Diabetic monitoring training
- Cardiovascular disease testing
- Mammography screening
- Pap smear, pelvic exams and clinical breast exams
- Prostate cancer screening exams
- Abdominal aortic aneurysm screening
- Diabetes screening
- EKG screening
- Flu shots
- Glaucoma tests
- Hepatitis B shots
- HIV screening
- Medical nutrition therapy services
- Pneumococcal shot
- Smoking cessation (counseling to stop smoking)
- Depression screening

**Telemonitoring**

Telemonitoring is the coverage of in-home equipment (e.g., BP cuff, scale, glucometer and pulse OC) and telecommunication technology from contracted vendors to monitor enrollees with specific health conditions as determined by their physician. Conditions must be appropriate for this service, such as monitoring of weight for CHF and other chronic conditions that require regular monitoring of vital signs and/or other data as required by a physician. This service requires an initial physician visit and a physician’s order for data transmission; however, the data will be transmitted at least on a weekly basis. Physicians are trained on monitoring protocols, and follow-up actions are required. The member is instructed on the use of the equipment, proper transmission and related processes. Telemonitoring services supplement but do not replace a face-to-face physician visits.
PRESCRIPTION DRUG COVERAGE
All Simply plans (Dual Coordination (HMO SNP), Classic HMO and ESRD (HMO-POS SNP) plans) include coverage of Medicare Part D prescription drugs, as well as those covered under Medicare Part B.

Part D Prescription Drugs
Medicare Part D prescription drugs are only available by prescription, are used or sold in the United States and must be used for medically accepted indications. Part D prescription drugs covered by Simply are listed in the Simply Medicare five-tier formulary. The formulary includes all generic drugs covered under the Part D program, as well as many brand-name drugs, nonpreferred brands and specialty drugs. One can view a copy of the formulary on the Simply website at providers.Simply.com. From the Provider Resources & Documents library, select Pharmacy Tools, then Medicare Formulary or request a copy from the Provider Relations department. Some of these drugs have precertification or step-therapy requirements or quantity limits. Providers may request authorization for a drug or coverage of a drug not on the formulary by contacting the Provider Services at the DSU at 1-844-405-4297. Members should obtain Part D covered drugs from a network pharmacy pursuant to a physician’s prescription.

Please refer to the formulary when prescribing for Simply Medicare members. Though most medications on the formulary are covered without Prior Authorization (PA), a few agents will require you to obtain an authorization. For Simply Part B, contact Provider Services department 1-844-405-4297 Option 5, from 8 a.m. to 8 p.m. local time, Monday through Friday. For Simply Part D, contact Express Scripts Provider Services at 1-800-338-6180 24 hours a day, 7 days a week.

Prescription Drugs by Mail Order
Members can use the mail-order service to fill prescriptions for maintenance drugs (i.e., drugs taken on a regular basis for a chronic or long-term medical condition). For mail-order prescriptions, the physician must write on the maintenance drug prescription whether it is for a 31-, 62- or 93-day supply. When mailing in a prescription to the mail-order service for the first time, the member should allow up to two weeks for the prescription to be filled. For refills of the same prescription, members should allow up to two weeks for mailing and processing.

If a member runs out of a medication before receiving a new supply from the mail-order pharmacy, please call the DSU at 1-844-405-4297. They will assist with obtaining an emergency supply of the member’s medication until he or she receives the new mail-order supply.

Members are not required to use mail-order prescription drug services to obtain an extended supply of maintenance medications. Members also have the option of using a retail pharmacy in the Simply network to obtain their maintenance medications. Some retail pharmacies may agree to accept the mail-order reimbursement rate for an extended supply of medication, which may result in no out-of-pocket payment difference to the member. The member pays one copayment for each 31-day supply or a reduced copayment for a 62- or 93-day supply when obtaining maintenance drugs via mail order, unless the member has a Low-Income Subsidy (LIS) level that helps them pay for their Part D prescription drugs. In such cases, one LIS copayment applies for the transaction.
**Part B Prescription Drugs**

Prescription drugs covered under the Medicare Part B benefits are very limited. These include the following:

- Injectable medications provided incidental to a physician’s service
- Drugs administered through covered durable medical equipment, such as a nebulizer or infusion pump in the home
- Certain oral cancer medications
- Antiemetic drugs administered within 48 hours of chemotherapy
- Immunosuppressive drugs prescribed following a Medicare-covered organ transplant
- Erythropoietin for individuals undergoing chronic renal dialysis
- Parenteral nutrition for members with a permanent dysfunction of the digestive tract

Other drugs may be covered under Part B in certain limited situations. Many Part B drugs and injectable medications provided incidental to a physician’s service require precertification from Simply. Please call the DSU for additional information.

**Covered Vaccines**

CMS and Simply, through the Simply plans, cover vaccines and vaccine administration for Medicare recipients. Listed below are the vaccine benefits covered under Medicare Part B, Medicare Part D and those covered under either Medicare Part B or Part D coverage.

**Vaccines and Vaccine Administration Coverage Under Medicare Part B (Medical) Benefits**

Medicare Part B benefits include the following routine immunizations:

- Pneumococcal pneumonia vaccine
- Influenza virus vaccine
- Hepatitis B vaccine

Claims for Medicare Part B benefits should be submitted to Simply for processing and reimbursement at:

Attn: Claims Department
Simply Healthcare Plans, Inc.
P.O. Box 61010
Virginia Beach, VA 23466-1010

**Vaccines and Vaccine Administration Coverage Under Medicare Part D (Pharmacy) Benefits**

Medicare Part D generally covers vaccines not available under Medicare Part B. Medicare Part D vaccines are included in the Simply Medicare Formulary located online at providers.Simply.com. From the Quick Tools link, select Pharmacy Tools, then Medicare Formularies. Providers who do not have access to a vaccine on the formulary can call the prescription into a participating pharmacy. If the vaccine is administered in a network pharmacy, the pharmacy will transmit the claim to the Pharmacy Benefit Manager for processing and reimbursement.
Providers who have a supply and administer the vaccine in their office should collect the member’s copay at the time of service and submit the claim for the vaccine and administration on a CMS 1500 (08-05) form to:

Attn: Claims Department
Simply Healthcare Plans, Inc.
P.O. Box 61010
Virginia Beach, VA 23466-1010

To streamline your claim processing and payment (as applicable) for these and other preventive vaccines covered under Part D, providers may use TransactRX, a clearinghouse for claims submission.

To use TransactRX please contact the clearinghouse at the web site (http://www.transactrx.com) or call Customer Service at 866-522-3386. Physicians, facilities, health clinics and pharmacies may use this clearinghouse to process Part D claims. There is no charge to providers who use electronic funds deposit to receive payment. There is a service fee of $2.50 for check payments on claims.

For member copayment information, please contact the DSU at 1-844-405-4297.

**Vaccines Covered Under Either Part B (Medical) or Part D (Pharmacy) Benefit Coverage**

Vaccines administered directly related to the treatment of an injury or direct exposure to a disease or condition would be covered under Part B. Vaccines administered for prevention of an illness and not covered under Medicare Part B (influenza or pneumococcal) would be covered under Part D. Vaccines that may be Part B or Part D are:

- Hepatitis A vaccine
- Anthrax vaccine
- Rabies vaccine
- Tetanus toxoid, tetanus-diphtheria toxoids

For reimbursement of a vaccine and vaccine administration that could be either Part B or Part D, indicate the reason for immunization (injury and/or direct disease exposure or prevention of an illness) on a CMS 1500 (08-05) claims form and submit to:

Simply Healthcare Plans, Inc.
P.O. Box 61010
Virginia Beach, VA 23466-1010

Additional information can be found on the CMS website under the Medicare Learning Network General Information page at www.cms.hhs.gov/MLNGenInfo.

**Coverage Determinations for Part D Prescription Drug Benefits**

Coverage determinations: The first decision made by a plan regarding the prescription drug benefits an enrollee is entitled to receive under the plan, including a decision not to provide or pay...
for a Part D drug, a decision concerning an exception request and a decision on the amount of cost sharing for a drug.

A coverage determination is any decision Simply makes regarding:

- A decision about whether to provide or pay for a Part D drug, including a decision not to pay because the drug is not on the plan’s formulary, the drug is determined not to be medically necessary, the drug is furnished by an out-of-network pharmacy or we determine the drug is otherwise excluded, but the member believes it may be covered by the plan
- Failure to provide a coverage determination in a timely manner, when a delay would adversely affect the member’s health
- A decision concerning a tiering exception request
- A decision concerning a formulary exception request
- A decision on the amount of cost sharing for a drug
- A decision on whether a member has satisfied a precertification or other utilization management requirement

Two decisions govern the need for prescription drugs the member has not yet received:

- A standard decision made within the standard 72-hour time frame
- An expedited decision made within 24 hours

An expedited decision can only be requested if the member or any physician believes waiting for a standard decision could jeopardize the member’s life, health or ability to regain maximum function. This is called the expedited criteria.

The member or a physician can request an expedited decision. If a physician requests an expedited decision or supports a member in asking for one and if the physician indicates the situation meets the expedited criteria, Simply will automatically provide an expedited decision within 24 hours from the initial request.

**Formulary Exceptions**

If a prescription drug is not listed in the Simply formulary, please check the updated formulary on the Simply website. The website formulary is updated frequently with any changes. In addition, providers may contact the Simply Pharmacy department to be sure a drug is covered. If the Pharmacy department confirms the drug is not on the formulary, there are two options:

- The prescribing physician can prescribe another drug that is covered on the formulary.
- The patient or prescribing physician may ask Simply to make an exception (a type of coverage determination) to cover the non-formulary drug. If the member pays out-of-pocket for a non-formulary drug and requests an exception Simply approves, Simply will reimburse the member. If the exception is not approved, the member may appeal the plan’s denial. See the Medicare Member Liability Appeals section for more information on requesting exceptions and appeals.

In some cases, Simply will contact a member who is taking a drug that is not on the formulary. Simply will give the member the names of covered drugs used to treat his or her condition and encourage the member to ask his or her physician if any of those drugs would be appropriate options for treatment. Also, members who recently joined an Simply plan may be able to get a temporary supply of a drug they are taking if the drug is not on the Simply formulary.
Transition Policy

New members in Simply Medicare plans may be taking drugs that are not on the formulary or that are subject to certain restrictions, such as precertification or step-therapy. Current members may also be affected by changes in the formulary from one year to the next. Members are encouraged to talk to their providers to decide if they should switch to a different drug Simply covers or request a formulary exception in order to get coverage for the drug (as described above).

During the period of time members are talking to their providers to determine the right course of action, Simply may provide a temporary supply of the nonformulary drug if those members need a refill for the drug during the first 90 days of new membership in an Simply plan. For current members affected by a formulary change from one year to the next, Simply will provide a temporary supply of the nonformulary drug for members needing a refill for the drug during the first 90 days of the new plan year.

When a member goes to a network pharmacy and Simply provides a temporary supply of a drug that is not on the formulary or that has coverage restrictions or limits (but is otherwise considered a Part D drug), Simply will cover at least a one time, 30-day supply (unless the prescription is written for fewer days). After we cover the temporary 30-day supply, Simply generally will not pay for these drugs again as part of the transition policy. Simply will provide the member and the provider with a written notice after it covers a temporary supply. The notice will explain the steps the member can take to request an exception and the way to work with the prescribing physician to decide if switching to an appropriate formulary drug is feasible.

If a new member is a resident of a long-term care facility (like a nursing home), Simply will cover a temporary 31-day transition supply (unless the prescription is written for fewer days). If necessary, Simply will cover more than one refill of these drugs during the first 90 days a member is enrolled in our plan. If the member has been enrolled in the plan for more than 90 days and needs a drug that is not on the formulary or is subject to other restrictions such as step therapy or dosage limits, Simply will cover a temporary 31-day emergency supply of that drug (unless the prescription is for fewer days) while the new member requests a formulary exception.

This policy also applies to current Medicare members who experience a change in the level of their care. For example, if a member leaves the hospital and enters a long-term care facility or leaves hospice status and reverts back to standard care, the member may receive a temporary transition supply of the nonformulary drug for up to 31 days, unless the prescription is written for fewer days.

Please note the Simply transition policy applies only to those prescription drugs that are Part D drugs.

Medication Therapy Management

The Medicare Modernization Act of 2003 requires Medicare Part D prescription drug plans to include medication therapy management services delivered by a qualified health care professional, including pharmacists. MTM services target beneficiaries who have multiple chronic conditions (such as diabetes, asthma, hypertension, hyperlipidemia and congestive heart failure), take multiple medications or are likely to incur annual costs above a predetermined level. Simply supports Medicare MTM in a variety of ways:
• Medication Management Services (Simply Simply Members)
• In-House Consults by Simply Pharmacists

Reimbursement Policies

Reimbursement policies serve as a guide to assist you in accurate claim submissions and to outline the basis for reimbursement if the service is covered by a member’s Simply benefit plan. These policies can be accessed at [Brand website]. The determination that a service, procedure, item, etc. is covered under a member's benefit plan is not a determination that you will be reimbursed. Services must meet authorization and medical necessity guidelines appropriate to the procedure and diagnosis as well as to the member’s state of residence. You must follow proper billing and submission guidelines. You are required to use industry standard, compliant codes on all claim submissions. Services should be billed with Current Procedure Terminology (CPT) codes, Healthcare Common Procedure Coding System (HCPCS) codes and/or revenue codes. The codes denote the services and/or procedures performed. The billed code(s) are required to be fully supported in the medical record and/or office notes. Unless otherwise noted within the policy, our policies apply to both participating and nonparticipating providers and facilities.

If appropriate coding/billing guidelines or current reimbursement policies are not followed, Simply may:

• Reject or deny the claim
• Recover and/or recoup claim payment

Simply reimbursement policies are developed based on nationally accepted industry standards and coding principles. These policies may be superseded by mandates in provider or State contracts, or State, Federal, or Centers for Medicare and Medicaid Services (CMS) requirements. System logic or setup may prevent the loading of policies into the claims platforms in the same manner as described; however Simply strives to minimize these variations.

Simply reserves the right to review and revise its policies periodically when necessary. When there is an update we will publish the most current policy at [Brand website].

Reimbursement Hierarchy

Claims submitted for payments must meet all aspects of criteria for reimbursements. The reimbursement hierarchy is the order of payment conditions that must be met for a claim to be reimbursed. Conditions of payment could include benefits coverage, medical necessity, authorization requirements or stipulations within a reimbursement policy. Neither payment rates nor methodology are considered to be conditions of payments.
Review Schedules and Updates
Reimbursement Policies go through a review every two years for updates to state contracts, or state, federal or CMS requirements. Additionally, updates may be made at any time if we are notified of a mandated change or due to an Simply business decision. When there is an update we will publish the most current policy at [Brand website].

Medical Coding
The Medical Coding department ensures that correct coding guidelines have been applied consistently throughout Empire. Those guidelines include, but are not limited to:

- Correct modifier use
- Effective date of transaction code sets (CPT, HCPCS, ICD diagnosis/procedures, revenue codes, etc.)
- Code editing rules are appropriately applied and within regulatory requirements
- Analysis of codes, code definition and appropriate use

Reimbursement by Code Definition
Simply allows reimbursement for covered services based on their procedure code definitions or descriptors, as opposed to their appearance under particular CPT categories or sections, unless otherwise noted by state or provider contracts, or state, federal or CMS requirements. There are seven CPT sections:

1. Evaluations and management
2. Anesthesia
3. Surgery
4. Radiology (nuclear medicine and diagnostic imaging)
5. Pathology and laboratory
6. Medicine
7. Temporary codes for emerging technology, services or procedures

Various procedure codes are located in particular CPT categories, although the procedure may not be classified within that particular category (e.g., venipuncture is located in the CPT Surgical Section, although it is not a surgical procedure.)
Provider authorization to adjust claims and create claim offsets

Please submit this completed authorization form with all supporting documentation to ensure proper processing of your request to adjust claims as detailed below. The adjustments will result in overpayments being withheld from future claims payments.

| Provider name: |  |
| Provider NPI: |  |
| Provider tax identification number: |  |
| Provider contact information: |  |

| Cost Containment project number (if applicable): |  |
| Document identification number (if applicable): |  |
| Total recoupment dollar amount: |  |

Please list claim information below if the Cost Containment letter or other supporting claim/member detail is not provided with this request.

| Claim number: | Member number: | Service dates: | Recoupment amount: |
|  |  |  |  |
| Recoupment reason: |  |

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If your request for recoupment exceeds the space provided, please attach an excel file that includes all the data noted above. For questions related to the completion of this form, please call Provider Services at 1-800-454-3730.

I authorize Simply to proceed with adjusting the claims as listed on this form or per separate document that supports this request.

__________________________________________
Print name

__________________________________________
Signature

Mail this form to:
Attn: Cost Containment – Disputes
Simply
P. O. Box 62427
Virginia Beach, VA 23466-2437

Note: Do not use this form if you are submitting a refund check. If you would like to submit a refund, please use the refund notification form on the provider website. Mail a check along with the supporting documentation to:
Attn: Cost Containment – Payments
Simply
P.O. Box 933657
Atlanta, GA 31193-3657
OVERPAYMENT REFUND NOTIFICATION FORM

In order for an overpayment refund to be processed in a timely manner, please submit a completed form with all refund checks and supporting documentation. If the refund check you are submitting is an Simply check, please include a completed form specifying the reason for the check return.

Provider Name/Contact __________________________________________________________________________________
Contact Number _________________________________________________
Provider ID ______________________________________________________
Provider Tax ID __________________________________________________
Subscriber ID __________________________________________________________________________________________
DCN Number (Displayed on CCU Letter) _____________________________________________________________________
Member Name _____________________________________________________
Member Account Number __________________________________________
Date of Service: [to] ______________________________________________
Total Billed Charges: $____________________________________________________________________________________

Total Check Amount: $____________________________________________________________________________________

Claim Number(s):

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Reason for Refund or Check Return:
□ Health Plan Letter
□ Contract Rate Change
□ Duplicate Payment
□ Incorrect Member
□ Incorrect Provider
□ Negative Balance
□ Other Health Insurance/Third-Party Liability
□ Payment Error
□ Billed in Error/Adjusted Charge
□ Other: _____________________________________________________________

All refund checks should be mailed with a copy of this form to:
Simply
P.O. Box 933657
Atlanta, GA 31193-3657

Once the Simply Cost Containment Unit has reviewed the overpayment, you will receive a letter explaining the details of the reconciliation. Thank you for completing this Overpayment Refund Notification Form.
GLOSSARY OF TERMS

Appeal: Appeals are any of the procedures that deal with the review of adverse organization or coverage determinations on the health care services or prescription drug benefits a member is entitled to receive or any amounts the member must pay for a covered service. These procedures include reconsiderations by Simply, the Part D Quality Improvement Council, hearings before an administrative law judge, reviews by the Medical Appeals Council and federal judicial reviews. This process is separate from the provider administrative appeals/dispute process.

Balance + Rx Plan: The Balance + Rx Plan provides coverage of major medical services after satisfaction of an annual deductible. Outpatient services, such as primary care and specialist visits, are covered with reasonable copayments for professional services outside of the deductible. This includes Medicare Part D prescription coverage. This plan has no out-of-network benefits.

Basic benefits: services covered for all Medicare beneficiaries under Medicare Part A and Part B. All Medicare Advantage members receive all basic benefits, including all health care services covered under Medicare Part A and B programs, except for hospice services. Simply Medicare also provides supplemental benefits not covered by fee-for-service Medicare.

CMS: Centers for Medicare & Medicaid Services; the federal agency responsible for administering the Medicare program.

Classic + Rx Plan: The Classic + Rx Plan has copays for most services, and includes Medicare Part D prescription coverage.

Contracting hospital: a hospital that has a contract to provide services and/or supplies to Medicare members.

Contracting medical group: a group of physicians organized as a legal entity for the purpose of providing medical care with a contract to provide medical services to Medicare members.

Contracting pharmacy: a pharmacy that has a contract to provide Medicare members with medications prescribed by their providers in accordance with the Simply contract.

Coverage determination — the first decision made by a plan regarding the prescription drug benefits an enrollee is entitled to receive under the plan, including a decision not to provide or pay for a Part D drug, a decision concerning an exception request and a decision on the amount of cost sharing for a drug.

Covered services: those benefits, services or supplies that are:
- Provided or furnished by providers or authorized by Simply or its providers
- Emergency services and urgently needed services that may be provided by nonproviders
- Renal dialysis services provided while members are temporarily outside the service area
- Basic and supplemental benefits

Dual-eligible: a Medicare enrollee who is eligible for Medical Assistance from the state and for whom the state has a responsibility for payment of Medicare cost-sharing obligations under the state plan. Dual-eligibles are limited to the following categories of recipients: Qualified Medicare Beneficiary (QMB) Only,
QMB Plus, Specified Low-income Medicare Beneficiary (SLMB) Plus and other Full Benefit Dual-Eligible (FBDE) recipients.

Emergency medical condition: a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson with an average knowledge of health and medicine could reasonably expect the absence of immediate medical attention to result in:

- Serious jeopardy to the health of the individual or, in the case of a pregnant woman, the health of the woman or her unborn child
- Serious impairment to bodily functions
- Serious dysfunction of any bodily organ or part

Emergency services: covered inpatient or outpatient services furnished by a provider qualified to furnish emergency services and needed to evaluate or stabilize an emergency medical condition in accordance with the prudent layperson standard.

Experimental procedures and items: procedures and items determined by Simply and Medicare not to be generally accepted by the medical community. When making a determination as to whether a service or item is experimental, Simply will follow CMS guidance (via the Medicare Carriers Manual and Coverage Issues Manual) if applicable or CMS guidance already made by Medicare. Section 1862(a)(1)(E) of the Social Security Act, prohibits payment for procedures that are deemed experimental and/or investigational in nature.

Exceptions: An exception request is a type of coverage determination request. Through the exception process, the member can request an off-formulary drug, an exception to the Simply tiered cost-sharing structure or an exception to the application of a cost utilization management tool (e.g., step therapy requirement, dose restriction or precertification requirement).

Fee-for-service Medicare: a payment system by which doctors, hospitals and other providers are paid for each service performed (also known as traditional and/or original Medicare).

Full Benefit Dual-Eligible (FBDE): an individual who is eligible for both Medicare Part A and/or Part B and for state benefits (services), including those who are categorically eligible and those who qualify as medically needy under the state plan.

Grievance: a complaint or dispute other than one involving an organization determination. Examples of issues involving a complaint that is resolved through the grievance rather than the appeal process are: waiting times in physician offices and rudeness or unresponsiveness of customer service staff.

Home health agency: a Medicare-certified home health agency is one that provides intermittent skilled nursing care and other therapeutic services in a member’s home when medically necessary, when members are confined to their home and when authorized by their primary care physician.

Hospice: a Medicare-certified organization or agency primarily engaged in providing pain relief, symptom management and support services to terminally ill people and their families.
Hospital: a Medicare-certified institution licensed by the state that provides inpatient, outpatient, emergency, diagnostic and therapeutic services. The term hospital does not include a convalescent nursing home, rest facility or facility for the aged that furnishes primarily custodial care, including training in routines of daily living.

Hospitalist: a member of a growing medical specialty who has chosen a field of medicine that specifically focuses on the care of the hospitalized patient. Before selecting this new medical specialty, hospitalists complete education and training in internal medicine. As a key member of the health care team and an experienced medical professional, the hospitalist takes primary responsibility for inpatient care by working closely with the patient’s primary care physician during the member’s inpatient stay.

Independent practice association: a group of physicians that function as a contracting medical provider/group but in which the individual member physicians operate their respective independent medical offices.

Medicaid: the federal health insurance program established by Title XIX of the Social Security Act and administered by states for low-income individuals.

Medically necessary: medical services or hospital services determined by Simply to be:
- Rendered for the diagnosis or treatment of an injury or illness
- Appropriate for the symptoms, consistent with diagnosis and otherwise in accordance with sufficient scientific evidence and professionally recognized standards
- Not furnished primarily for the convenience of the member, the attending provider or other provider of service

We make determinations of medical necessity based on peer-reviewed medical literature, publications, reports and evaluations; regulations and other types of policies issued by federal government agencies, Medicare local carriers and intermediaries; and such other authoritative medical sources as deemed necessary by Simply. Section 1862(a)(1)(A) of the Social Security Act, states that Medicare payment can only be made for services/items that are medically necessary and reasonable.

Medicare — the federal health insurance program established by Title XVIII of the Social Security Act and administered by the federal government for elderly and disabled individuals.

Medicare Part A: Medicare Part A covers hospital insurance benefits, including inpatient hospital care, skilled nursing facility care, home health agency care and hospice care offered through Medicare.

Medicare Part A premium: Medicare Part A is financed by part of the Social Security payroll withholding tax paid by workers and their employers and by part of the self-employment tax paid by self-employed persons. If members are entitled to benefits under either the Social Security or Railroad Retirement systems or worked long enough in federal, island or local government employment to be insured, they do not have to pay a monthly premium. If members do not qualify for premium-free Part A benefits, members may buy the coverage from Social Security if they are at least 65 years old and meet certain other requirements.
Medicare Part B: optional, supplemental medical insurance requiring a monthly premium. Medicare Part B covers physician (in both hospital and nonhospital settings) and certain nonphysician services. Other Part B services include lab testing, durable medical equipment, diagnostic tests, ambulance services, prescription drugs that cannot be self-administered, certain self-administered anti-cancer drugs, some other therapy services, certain other health services and blood products not covered under Part A.

Medicare Part B premium: a monthly premium paid to Medicare (usually deducted from a member’s Social Security check) to cover Part B services. Members must continue to pay this premium to Medicare to receive covered services, whether members are covered by a Medicare Advantage plan or by original Medicare.

Medicare Part C: optional coverage that can be elected by the Medicare beneficiary. Coverage under Part C is provided by health maintenance organizations. The health maintenance organization must provide all Part A and B services in its plan and may offer additional benefits to the beneficiary.

Medicare Part D: the prescription drug coverage provided by a Medicare Advantage (MA) plan or by a stand-alone Prescription Drug Plan (PDP) contracted with CMS. The MA plan or PDP may charge the beneficiary premiums and cost sharing for this coverage. Simply offers MA-PD plans in specific markets.

Medicare Advantage (MA) agreement: the agreement between Simply and the Centers for Medicare & Medicaid Services (CMS) to provide Medicare Part C and other health plan services to Simply members.

Medicare Advantage (MA) plan: a policy or benefit package offered by a Medicare Advantage Organization (MAO) in which a specific set of health benefits are offered at a uniform premium level of cost sharing to all Medicare beneficiaries residing in the corresponding service area. An MAO may offer more than one benefit plan in the same service area. The Simply plan is a kind of MA plan.

Member: a Medicare beneficiary entitled to receive covered services who has voluntarily elected to enroll in the Simply plan and whose enrollment has been confirmed by CMS.

Noncontracting medical provider or facility: any professional person, organization, health facility, hospital or other person or institution that is licensed and/or certified by the state and/or Medicare to deliver or furnish health care services; and that is neither employed, owned, operated by nor under contract with Simply to deliver covered services to Medicare members.

Provider: any professional person, organization, health facility, hospital or other person or institution licensed and/or certified by the state and/or Medicare to deliver or furnish health care services. This individual or organization has a contract directly or indirectly with Simply to provide services directly or indirectly to Medicare members pursuant to the terms of the participating provider agreement.

Provider liability appeal: a request for Simply to review a decision by the Simply Health Care Management department for services already rendered and denied without Medicare member liability.

Provider payment dispute: a request for Simply to review the claim adjudication as the provider feels payment was not rendered as per the contractual agreement between Simply and the provider.

Primary Care Provider (PCP): a provider physician selected by a member to coordinate the member’s health care. The PCP is responsible for providing covered services for Medicare members and coordinating
referrals to specialists. PCPs usually practice internal medicine, family practice or general practice medicine.

**Specified Low-income Medicare Beneficiary (SLMB) without other Medicaid (SLMB only):** an individual who is entitled to Medicare Part A, has an income of greater than 100 percent of the Federal Poverty Level (FPL) but less than 120 percent of the FPL, and his or her resources do not exceed twice the limit for Supplement Security Income (SSI) eligibility and who is not otherwise eligible for Medicaid. Medicaid pays their Medicare Part B premiums only.

**Specified Low-income Medicare Beneficiary with full Medicaid (SLMB Plus):** an individual who is entitled to Medicare Part A, has an income of greater than 100 percent of the FPL but less than 120 percent of the FPL, and his or her resources do not exceed twice the limit for SSI eligibility and who is eligible for full Medicaid benefits. Medicaid pays their Medicare Part B premiums and provides full Medicaid benefits.

**Qualified Medicare Beneficiary (QMB):** an individual who is entitled to Medicare Part A, has income that does not exceed 100 percent of the FPL and whose resources do not exceed twice the SSI limit. A QMB is eligible for Medicaid payment of Medicare premiums, deductibles, coinsurance and copayments (except for Medicare Part D). Collectively these benefits (services) are called QMB Medicaid benefits (services). Categories of QMBs covered by this contract are as follows:

- QMB Only — QMB who is not otherwise eligible for full Medicaid
- QMB Plus — QMB who also meets the criteria for full Medicaid coverage and is entitled to all benefits (services) under the state plan for fully eligible Medicaid recipients

**Service area:** a geographic area approved by CMS within which an eligible individual may enroll in a Medicare Advantage plan. The geographic area for each Medicare Advantage plan is located in the Summary of Benefits document.

**Special Needs Plan (SNP):** a type of Medicare Advantage plan that also incorporates services designed for a certain class of members. In the case of the Simply SNP, the special class of members is comprised of persons who are both Medicare and Medicaid eligible. Plans offering SNPs receive special approval from CMS. A SNP also provides Medicare Part D drug coverage.

**Specialty + Rx Plan:** the Simply dual-eligible special needs plan available to full benefit dual-eligibles, Qualified Medicare Beneficiaries (QMB/QMB Plus), and Specified Low-Income Medicare Beneficiaries (SLMB Plus), depending on the state. Although this plan has cost sharing for certain services, cost sharing is paid by the state Medicaid agency or by Simply through an arrangement with Medicaid. There are low copayments for Medicare Part D prescription coverage. This plan has no out-of-network benefits.

**Urgently needed services:** those covered services provided when the member is temporarily absent from the Medicare Advantage service area, or under unusual and extraordinary circumstances, services provided when the member is in the service area but the member’s PCP is temporarily unavailable or inaccessible, when such services are medically necessary and immediately required as a result of an unforeseen illness, injury or condition; and it is not reasonable given the circumstances to obtain the services through the PCP.