

# WELCOME PROVIDERS

**Provider Quarterly Training**  
**May 11, 2017**



**Preferred**  
**ADMINISTRATORS**

# Preferred Administrators Provider Training

**Veronica Maldonado**  
**TPA Supervisor**



**ACCREDITED**  
Health Plan  
Expires 04/01/2018

# ID Card Samples by Plan

- Sample of UMC ID Card



- Sample of UMC Retiree ID Card



- Sample of EPCH ID Card



# UMC and EPCH Schedule of Benefits

**Preferred ADMINISTRATORS**

Call us at: 915-532-3778 | Outside El Paso: 1-877-532-3778

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## Members

Welcome Members! Thank you for selecting Preferred Administrators as your health plan. We are committed to providing you with exceptional customer service by assisting you with eligibility questions, how to get an ID card, and, any billing questions you may have.

Click on your employer below to learn more about your benefits.

UNIVERSITY MEDICAL CENTER OF EL PASO | El Paso Children's HOSPITAL

You can contact us Monday thru Friday from 7:00 A.M. to 5:00 P.M. Mountain Time at 915-532-3778 or Toll-Free at 1-877-532-3778.

Our TTY Line for the Hearing Impaired is 915-532-3740 or Toll Free TTY 1-855-532-3740.

Interpreter services are available through our Member Services Department by calling 915-532-3778 or Toll Free at 1-877-532-3778.

### MEMBER FORMS

The forms below are available for you to download, fill out, and print. Once you have them ready, please fax or mail to the fax number or mail address indicated on each form. If you have any questions, please contact us at 915-532-3778 or Toll-Free at 1-877-532-3778

- [Member Reimbursement](#)
- [Member Database](#)

**MEMBER PORTAL**  
Sign-In to access your medical account to view explanation of benefits, claims, authorizations, and much more.

**FIND A PROVIDER**  
Click here to view participating providers in our network.

**PHARMACY BENEFITS**  
Learn about your prescription drug benefits and access the formulary.

**FLEXIBLE SPENDING ACCOUNT (FSA)**  
Learn more about your FSA benefits and how to manage your account.

**COBRA**  
Click here to learn more about COBRA continuation coverage.

All Schedule of Benefits are listed in our Plan Documents and they are specific by Plan at [www.preferredadmin.net](http://www.preferredadmin.net)

Always verify eligibility participation by calling our Customer Service at 915-532-3778, press 4 and then extension 1529, available Monday thru Friday from 7 am to 5 pm.

## PLAN DOCUMENT 2016-2017

Get detailed information about your benefits and your covered services [here](#)

### 3.04 Benefit Percentage, Deductibles and Limitations

## BENEFIT PERCENTAGE, DEDUCTIBLES AND LIMITATIONS

# Maximum Benefits

## Benefit Description

**Chiropractic Office Visit - (10 maximum visits per Fiscal Year)**

**Behavioral Office Visits**

**(UMC associate have a maximum of 30 visits per Fiscal Year)**

**EPCH associates have no maximum**

**Hospice Care - (180 maximum visits per Fiscal Year)**

**Home Health - (60 maximum visits per Fiscal Year, which includes Skilled Nursing)**

**Skilled Nursing – (120 maximum visits per Fiscal Year)**

**NOTE: The above services require a prior authorization.**

# Preventive Services

- **Preferred Administrators** will cover the recommended preventive services under the Preventive Care Services benefit as mandated by Patient Protection and Affordable Care Act (PPACA,) with no cost sharing when provided by a Network provider
- Preventive Listing can be found under [www.preferredadmin.net](http://www.preferredadmin.net) Provider Fax Blast and Communications
- [October.2016 Preventive Service Listing Fiscal Year 2017 effective October 1 2016](#)

# Contraceptives covered under Medical Plan

- List of contraceptives covered at 100% if not on the list, co-pay and co-insurance will apply.
- IUDs are a medical ***not*** a pharmacy benefit (insertion and removal do not need a prior authorization)
- For a complete listing of contraceptives, you can view listing at [October.2016 Preventive Service Listing Fiscal Year 2017 effective October 1 2016](#)

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Preferred Administrators Preventive Services FY 2016/2017		
Preventive Service:	CPT Code(s):	ICD10 Diagnosis Code(s) Note: ICD-10 codes are effective 10/1/15
<p>Contraceptive methods to include sterilization and Contraceptive Counseling. All Contraceptive methods, services, and supplies covered must be approved by the Food and Drug Administration (FDA). Coverage includes counseling services on contraceptive methods provided by a Physician, Obstetrician or Gynecologist. Covered Contraceptive to include Female Generic Prescription Drugs are covered.</p> <p>All IUDs are covered by the Medical Plan to include its insertion and removal.</p> <p>Please refer to the list of female generic medications posted online. These medications are reimbursed by our RX Pharmacy Vendor (OptumRx).</p>	<p><u>Visits</u> 99401 - 99404, 99354 - 99355, 99201 - 99205, 99211 - 99215,</p> <p><u>Sterilizations</u> 58565 58600 - 58615, 58670 - 58671, 58300 - 58301, 58340, 74740, Q9967 A4264</p> <p><u>Anesthesia for Sterilization</u> 00851, 00940, 00942, 00950, 00952, 01960, 01961, 01965, 01966,</p> <p><u>Labs</u> 81025</p>	<p>Z30.011, Z30.012, Z30.013, Z30.014, Z30.018, Z30.019, Z30.02, Z30.09, Z30.2, Z30.40, Z30.41, Z30.42, Z30.430, Z30.431, Z30.432, Z30.433, Z30.49, Z30.8, Z30.9, Z98.51</p>

# Preventive Care Medications at \$0 Cost-Share Medications & Products

TPA Members can receive several preventive medications at 100% coverage, to include the following:

- OTC Medications and Supplements
- Birth Controls
- Tobacco Cessation
- Breast Cancer Preventive Medications

Preventive Listing can be found under [www.preferredadmin.net](http://www.preferredadmin.net) Provider Fax Blast and Communications

[June.2016.OptumRx Preventive Care Medications \\$0 Cost Share](#)



# Important Notes to Remember!

- **Preferred Administrators Network physicians, who provide services at UMC or EPCH, will have professional services paid at the contracted rate. Member's responsibilities will be UMC/EPCH/Texas Tech benefit coverage level.**
- **Tenet and its affiliates continues to be an out of network Provider.**

# Questions



# Contact Information

**Veronica Maldonado- TPA Supervisor**

**[vmaldonado@epfirst.com](mailto:vmaldonado@epfirst.com)**

**915-298-7198 ext. 1073**

# Claim Reminders

**Adriana Villagrana**  
**Claims Manager**



# Claims Processing

- Timely filing deadline
  - 365** days from date of service
- Corrected claim deadline
  - 120** days from date of EOB
  - Use the comments section of the corrected claim form and be specific

# Common Denials

- No Enrollment Exists
- Timely Filing
- Invalid Diagnosis Code
- Duplicate Claim



# **Thank You for Attending Providers!**