



# PROVIDER MANUAL

## (Provider Handbook)

Senior Whole Health, LLC  
(Senior Whole Health or SWH)

Medicare Advantage & Senior Care Options  
2024

Capitalized words or phrases used in this Provider Manual shall have the meaning set forth in your Agreement with Senior Whole Health, LLC. “Senior Whole Health” or “SWH” have the same meaning as “Health Plan” in your Agreement. The Provider Manual is customarily updated annually but may be updated more frequently as needed. Providers can access the most current Provider Manual at [MolinaHealthcare.com](https://MolinaHealthcare.com).

Last Updated: 06/2024

**Senior Whole Health, LLC**  
**Provider Manual Addendum – July 1, 2024**

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**Section Title: Claims and Compensation**

**Subsection Title: Required Elements**

**The following language will be updated:**

**Current Language**

**Required Elements**

Electronic submitters should use the Implementation Guide and Senior Whole Health Companion Guide for format and code set information when submitting or receiving files directly with Senior Whole Health. In addition to the Implementation Guide and Companion Guide, electronic submitters should use the appropriate state specific Companion Guides and Provider Manuals. These documents are subject to change as new information is available. Please check the Senior Whole Health website under Claims & Authorizations and then EDI>Companion Guides for regularly updated information regarding Senior Whole Health's companion guide requirements. Be sure to choose the appropriate State from the drop-down list on the top of the page. In addition to the Senior Whole Health Companion Guide, it is also necessary to use the State Health Plan specific companion guides, which are also available on our Senior Whole Health website for your convenience (remember to choose the appropriate state from the drop-down list).

Electronic claim submissions will adhere to specifications for submitting medical claims data in standardized Accredited Standards Committee (ASC) X12N 837 formats. Electronic claims are validated for Compliance SNIP levels 1 to 5.

The following information must be included on every Claim, whether electronic or paper:

- Member name, date of birth and Senior Whole Health Member ID number
- Member's gender
- Member's address
- Date(s) of service
- Valid International Classification of Diseases diagnosis and procedure codes
- Valid revenue, CPT or HCPCS for services or items provided
- Valid Diagnosis Pointers
- Total billed charges
- Place and type of service code
- Days or units as applicable (anesthesia Claims require minutes)
- Provider tax identification number (TIN)
- 10-digit National Provider Identifier (NPI) or Atypical Provider Identifier (API)
- Rendering Provider information when different than billing

- Billing/Pay-to Provider name and billing address
- Place of service and type (for facilities)
- Disclosure of any other health benefit plans
- National Drug Code (NDC), unit of measure and quantity for medical injectibles
- E-signature
- Service Facility Location information
- Any other state-required data

Provider and Member data will be verified for accuracy and active status. Be sure to validate this data in advance of Claims submission. This validation will apply to all Provider data submitted and also applies to atypical and out-of-state Providers.

Inaccurate, incomplete, or untimely submissions and re-submissions may result in denial of the Claim.

**New Language: Underlined below**

## Required Elements

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## TABLE OF CONTENTS

---

1.	PRODUCT OVERVIEW.....	2
2.	CONTACT INFORMATION.....	3
3.	PROVIDER RESPONSIBILITIES .....	7
4.	CULTURAL COMPETENCY AND LINGUISTIC SERVICES .....	17
5.	MEMBER RIGHTS AND RESPONSIBILITIES .....	23
6.	ENROLLMENT IN MEDICARE ADVANTAGE PLANS.....	24
7.	BENEFIT OVERVIEW .....	26
8.	HEALTH CARE SERVICES.....	29
9.	BEHAVIORAL HEALTH .....	50
10.	QUALITY.....	53
11.	RISK ADJUSTMENT MANAGEMENT PROGRAM.....	69
12.	COMPLIANCE .....	71
13.	CLAIMS AND COMPENSATION .....	92
14.	MEDICARE MEMBER GRIEVANCES AND APPEALS.....	109
15.	CREDENTIALING AND RE-CREDENTIALING .....	117
16.	DELEGATION .....	126
17.	MEDICARE PART D.....	127

# 1. PRODUCT OVERVIEW

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## Medicare Advantage Products

### Senior Whole Health Medicare Choice Care (HMO)

Senior Whole Health Medicare Choice Care (HMO) is Senior Whole Health's Medicare Advantage plan that offers all services covered by Original Medicare Parts A and B, prescription drug coverage, and more. The plan is designed to provide quality health care coverage and services.

### Senior Whole Health Medicare Choice Care Select (HMO)

Senior Whole Health Medicare Choice Care Select (HMO) is Senior Whole Health's Medicare Advantage and Prescription Drug plan designed for beneficiaries who are eligible for Medicare Part A and B. This plan offers all services covered by Original Medicare Parts A and B, prescription drug coverage, assistance with Part B premium and more.

## Medicare/Medicaid Dual Products Overview

### Senior Whole Health (HMO D-SNP) and Senior Whole Health NHC (HMO D-SNP)

These are Senior Whole Health's Medicare Advantage Dual Eligible Special Needs Plans (DSNP) that offer all services covered by Original Medicare Parts A and B, prescription drug coverage, home and community-based services and more. The plan is designed to provide quality health care coverage and services specifically for people who have Medicare and who also meet the qualifications for MassHealth Standard. All Members enrolled in our Dual Eligible Special Needs plan are also enrolled in our Senior Care Options (SCO) Medicaid plan. Senior Whole Health coordinates the Member's Medicare, Medicaid and Medicare Part D Prescription Drug benefits as a single integrated benefit for all Members.

## Medicaid Products Overview

### Senior Care Options Plan (SCO)

Senior Whole Health enrolls individuals who do not qualify for Medicare into the SCO plan. Members in this plan receive the same comprehensive benefits as the Members in our DSNP's. The plan is designed to provide quality health care coverage and services and coordinates all Member benefits.

## 2. CONTACT INFORMATION

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**Senior Whole Health, LLC**  
**1075 Main Street, Suite 400**  
**Waltham, MA 02451**

### Provider Services Department

Self Service Provider Portal: [provider.molinahealthcare.com](https://provider.molinahealthcare.com)

Providers can check eligibility, benefits, claims, authorizations, and submit appeals.

The Provider Contact Center can handle telephone inquiries from Providers regarding claims, appeals, authorizations, eligibility, and general concerns.

Phone: (855) 838-7999 Monday-Friday 8 AM- 5 PM EST

Senior Whole Health has a dedicated Provider Relations representative assigned to assist providers locally. Contact information can be found at <https://www.molinahealthcare.com/providers/ma/swh/contacts/contact.aspx>. Provider Relations reps can assist with complex claims issues, training, projects, rosters, contracting, etc.

Senior Whole Health's Provider website is located at <https://www.molinahealthcare.com/providers/ma/swh/home.aspx> which features our Provider Online Directory, Preventative & Clinical Care Guidelines, Provider Manual, Web Portal, Prior Authorization Look-up Tool, Advanced Directives, Behavioral Health Toolkit, Claims Information, Pharmacy Information, HIPPA, Fraud Waste & Abuse Information, Frequently Used Forms, Communications, Newsletters, and Contact Information.

### Member Services Department

The Member Services department handles all telephone and written inquiries regarding benefits, eligibility/identification, Pharmacy inquiries, selecting or changing Primary Care Providers (PCP), and Member complaints, offer to assist Members with obtaining Medicaid covered services and resolving grievances, including requesting authorization of Medicaid services, and navigating Medicaid appeals and grievances regardless of whether such coverage is in Medicaid fee-for-service or a Medicaid managed care plan. Member Services representatives are available 8 a.m. to 8 p.m., local time, Monday through Friday, excluding State holidays.

Phone: (888) 794-7268  
Hearing Impaired (TTY/TDD): 711

### Claims Department

Senior Whole Health strongly encourages Participating Providers to submit Claims electronically (via a clearinghouse or the [Availity](#) portal) whenever possible.

- EDI Payer ID Number: SWHMA

To verify the status of your Claims please use the [Avality](#) portal. Claims questions can be submitted through the chat feature on the [Avality](#) portal, or by contacting the Provider Service Center.

## Claims Recovery Department

<b>Provider Disputes</b>	Senior Whole Health, LLC PO Box 2470 Spokane, WA 99210-2470
<b>Refund Checks Lockbox</b>	Senior Whole Health, LLC PO Box 23240 New York, NY 10087-3240
<b>Fax</b>	(781) 451-3259

PROVIDER DISPUTES-disputes and written correspondence go to **Spokane**-(examples-provider received a recovery letter and is disputing it, or provider wants to offset payment with a written letter).

REFUND CHECKS LOCKBOX-straight checks, (example-provider just wants to send a straight check to be refunded).

## Compliance/Anti-Fraud Hotline

If you suspect cases of fraud, waste, or abuse, you must report it to Senior Whole Health. You may do so by contacting the Molina AlertLine or submit an electronic complaint using the website listed below. For additional information on fraud, waste and abuse, please refer to the Compliance section of this Provider Manual.

Confidential Compliance Official  
Molina Healthcare, Inc.  
200 Ocean Gate, Suite 100  
Long Beach, CA 90802

Phone: (866) 606-3889

Online: [MolinaHealthcare.AlertLine.com](http://MolinaHealthcare.AlertLine.com)

## Credentialing Department

The Credentialing department verifies all information on the Provider Application prior to contracting and re-verifies this information every three (3) years or sooner, depending on Senior Whole Health's Credentialing criteria. The information is then presented to the



Professional Review Committee to evaluate a Provider's qualifications to participate in the Senior Whole Health network. For additional information about Molina's Credentialing program, including Policies and Procedures, please refer to the Credentialing and Recredentialing section of this Provider Manual.

## Nurse Advice Line

This telephone-based Nurse Advice Line is available to all Senior Whole Health Members. Members may call anytime they are experiencing symptoms or need health care information.

Registered nurses are available 24 hours a day, 7 days a week to assess symptoms and help make good health care decisions.

Phone: (888) 275-8750  
(866) 646-3537 (Spanish)  
TTY/TDD: 711

## Healthcare Services Department

The Healthcare Services (formerly Utilization Management) department conducts concurrent review on inpatient cases and processes Prior Authorizations/Service Requests. The Healthcare Services (HCS) department also performs Care Management for Members who will benefit from Care Management services.

Participating Providers are required to interact with Senior Whole Health's HCS department electronically whenever possible. Prior Authorizations/Service Requests and status checks can be easily managed electronically.

Managing Prior Authorizations/Service Requests electronically provides many benefits to Providers, such as:

- Easy to access 24/7 online submission and status checks.
- Ensures HIPAA compliance.
- Ability to receive real-time authorization status.
- Ability to upload medical records.
- Increased efficiencies through reduced telephonic interactions.
- Reduces costs associated with fax and telephonic interactions.

Senior Whole Health offers the following electronic Prior Authorizations/Service Requests submission options:

- Submit requests directly to Senior Whole Health via the [Avality](#) portal.
- Submit requests via 278 transactions. See the EDI transaction section of Senior Whole Health's website for guidance.

Care Management email: [Medicare\\_CM\\_Team@MolinaHealthcare.com](mailto:Medicare_CM_Team@MolinaHealthcare.com)

Prior Authorization Fax:

- For D-SNP/MAPD Product Outpatient Requests: (844) 251-1450
- For All Other Products Outpatient Requests: (844) 251-1451
- For Inpatient Requests: (844) 834-2152
- For Post Acute Admission (SNF, LTAC, and AIR): (833) 912-4454

## Health Management Department

Senior Whole Health provides Health Management Programs designed to assist members and their families in better understanding their chronic health condition(s) and adopting healthy lifestyle behaviors. The programs include:

- Senior Whole Health My Health – Tobacco Cessation Program
- Senior Whole Health My Health – Weight Management Program
- Senior Whole Health My Health – Nutrition Consult Program

Phone: (833) 269-7830

Fax: (800) 642-3691

## Behavioral Health

Senior Whole Health manages all components of our covered services for behavioral health. For Member behavioral health needs, please contact us directly at (855) 838-7999. Senior Whole Health has a Behavioral Health Crisis Line at (855) 597-1427 that Members may access 24 hours per day, 365 days per year by calling the Member Services telephone number on the back of their Senior Whole Health ID card.

## Pharmacy Department

Pharmacy services are covered through CVS. A list of in-network pharmacies is available on the SWH website at <https://www.molinahealthcare.com/providers/ma/swh/resources/provider-materials.aspx>, or by contacting Senior Whole Health.

Phone: (800) 665-3086

Part D Fax: (866) 290-1309

J Code Fax: (800) 391-6437

## Quality

Senior Whole Health maintains a Quality department to work with Members and Providers in administering the Senior Whole Health Quality Program.

Phone: (855) 838-7999

### 3. PROVIDER RESPONSIBILITIES

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#### Nondiscrimination in Health Care Service Delivery

Providers must comply with the nondiscrimination in health care service delivery requirements as outlined in the Cultural Competency and Linguistic Services section of this Provider Manual.

Additionally, Senior Whole Health requires Providers to deliver services to Senior Whole Health Members without regard to source of payment. Specifically, Providers may not refuse to serve Senior Whole Health Members because they receive assistance with cost sharing from a government-funded program.

#### Section 1557 Investigations

All Senior Whole Health Providers shall disclose all investigations conducted pursuant to Section 1557 of the Patient Protection and Affordable Care Act to Senior Whole Health's Civil Rights Coordinator.

Molina Healthcare, Inc.  
Civil Rights Coordinator  
200 Oceangate, Suite 100  
Long Beach, CA 90802

Toll Free: (866) 606-3889  
Hearing Impaired TTY/TDD: 711  
Online: [MolinaHealthcare.AlertLine.com](https://MolinaHealthcare.AlertLine.com)  
Email: [civil.rights@MolinaHealthcare.com](mailto:civil.rights@MolinaHealthcare.com)

Should you or a Senior Whole Health Member need more information, you can refer to the Health and Human Services website: [federalregister.gov/documents/2020/06/19/2020-11758/nondiscrimination-in-health-and-health-education-programs-or-activities-delegation-of-authority](https://www.federalregister.gov/documents/2020/06/19/2020-11758/nondiscrimination-in-health-and-health-education-programs-or-activities-delegation-of-authority).

#### Facilities, Equipment and Personnel

The Provider's facilities, equipment, personnel and administrative services must be at a level and quality necessary to perform duties and responsibilities to meet all applicable legal requirements including the accessibility requirements of the Americans with Disabilities Act (ADA).

#### Provider Data Accuracy and Validation

It is important for Providers to ensure Senior Whole Health has accurate practice and business information. Accurate information allows us to better support and serve our Members and Provider Network.

Maintaining an accurate and current Provider Directory is a State and Federal regulatory requirement, as well as an NCQA required element. Invalid information can negatively impact Member access to care, Member/PCP assignments and referrals. Additionally, current information is critical for timely and accurate Claims processing.

Providers must validate their Provider information on file with Senior Whole Health at least once every ninety (90) days for correctness and completeness. Additionally, in accordance with the terms specified in your Provider Agreement, Providers must notify Senior Whole Health of any changes as soon as possible, but at a minimum thirty (30) calendar days in advance, of changes in any Provider information on file with Senior Whole Health. Changes include, but are not limited to:

- Change in office location(s)/address, office hours, phone, fax, or email.
- Addition or closure of office location(s).
- Addition of a Provider (within an existing clinic/practice).
- Change in Provider or practice name, Tax ID and/or National Provider Identifier (NPI).
- Opening or closing your practice to new patients (PCPs only).
- Change in specialty.
- Any other information that may impact Member access to care.

For Provider terminations (within an existing clinic/practice), Providers must notify Senior Whole Health in writing in accordance with the terms expressed in the Provider Agreement.

Please visit our Provider Online Directory at [SWHProviderDirectory.com/MA](http://SWHProviderDirectory.com/MA) to validate your information. Providers can make updates through the [CAQH portal](#), or you may submit a full roster that includes the required information above for each health care Provider and/or health care facility in your practice. Providers unable to make updates through the [CAQH portal](#), or roster process, may follow the SWH PIF Form at <https://www.molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/ma/comm/PIF-Form.pdf>.

**Note:** Some changes may impact credentialing. Providers are required to notify Senior Whole Health of changes to credentialing information in accordance with the requirements outlined in the Credentialing and Recredentialing section of this Provider Manual.

Senior Whole Health is required to audit and validate our Provider Network data and Provider Directories on a routine basis. As part of our validation efforts, we may reach out to our Network of Providers through various methods, such as: letters, phone campaigns, face-to-face contact, fax and fax-back verification, etc. Senior Whole Health also may use a vendor to conduct routine outreach to validate data that impacts the Provider Directory or otherwise impacts its membership or ability to coordinate Member care. Providers are required to supply timely responses to such communications.

### **National Plan and Provider Enumeration System (NPPES) Data Verification**

In addition to the above verification requirements, CMS recommends that Providers routinely

verify and attest to the accuracy of their National Plan and Provider Enumeration System (NPPES) data.

NPPES allows Providers to attest to the accuracy of their data. If the data is correct, the Provider is able to attest and NPPES will reflect the attestation date. If the information is not correct, the Provider is able to request a change to the record and attest to the changed data, resulting in an updated certification date.

Senior Whole Health supports the CMS recommendations around NPPES data verification and encourages our Provider network to verify Provider data via [nppes.cms.hhs.gov](https://nppes.cms.hhs.gov). Additional information regarding the use of NPPES is available in the Frequently Asked Questions (FAQ) document published at the following link: [cms.gov/Medicare/Health-Plans/ManagedCareMarketing/index](https://cms.gov/Medicare/Health-Plans/ManagedCareMarketing/index).

## Senior Whole Health Electronic Solutions Participation

Senior Whole Health requires Providers to utilize electronic solutions and tools whenever possible.

Senior Whole Health requires all contracted Providers to participate in and comply with Senior Whole Health's Electronic Solution Requirements, which include, but are not limited to, electronic submission of prior authorization requests, prior authorization status inquiries, health plan access to electronic medical records (EMR), electronic Claims submission, electronic fund transfers (EFT), electronic remittance advice (ERA), and electronic Claims Appeal, registration for and use of the [Avality](#) portal.

Electronic Claims include Claims submitted via a clearinghouse using the EDI process and Claims submitted through the [Avality](#) portal.

Any Provider entering the network as a Contracted Provider will be required to comply with Senior Whole Health's Electronic Solution Policy by enrolling for EFT/ERA payments and registering for the [Avality](#) portal within thirty (30) days of entering the Senior Whole Health network.

Senior Whole Health is committed to complying with all HIPAA Transactions, Code Sets, and Identifiers (TCI) standards. Providers must comply with all HIPAA requirements when using electronic solutions with Senior Whole Health. Providers must obtain a National Provider Identifier (NPI) and use their NPI in HIPAA Transactions, including Claims submitted to Senior Whole Health. Providers may obtain additional information by visiting Senior Whole Health's [HIPAA Resource Center](#) located on our website at <https://www.molinahealthcare.com/providers/ma/swh/home.aspx>.

## Electronic Solutions/Tools Available to Providers

Electronic Tools/Solutions available to Senior Whole Health Providers include:

- Electronic Claims Submission Options
- Electronic Payment: EFT with ERA
- [Availity](#) portal

## Electronic Claims Submission Requirement

Senior Whole Health strongly encourages participating Providers to submit Claims electronically whenever possible. Electronic Claims submission provides significant benefits to the Provider such as:

- Promoting HIPAA compliance.
- Helping to reduce operational costs associated with paper Claims (printing, postage, etc.).
- Increasing accuracy of data and efficient information delivery.
- Reducing Claim processing delays as errors can be corrected and resubmitted electronically.
- Eliminating mailing time and enabling Claims to reach Senior Whole Health faster.

Senior Whole Health offers the following electronic Claims submission options:

- Submit Claims directly to Senior Whole Health via the [Availity](#) portal.
- Submit Claims to Senior Whole Health through your EDI clearinghouse using Payer ID SWHMA, refer to our website at <https://www.molinahealthcare.com/providers/ma/swh/claims/submission.aspx> for additional information.

While both options are embraced by Senior Whole Health, submitting Claims via the Claims Submission Tool on the [Availity](#) portal (available to all Providers at no cost) offers a number of additional Claims processing benefits beyond the possible cost savings achieved from the reduction of high-cost paper Claims. The [Availity](#) portal also offers bulk EDI claims submission for eligible accounts.

[Availity](#) portal Claims submission includes the ability to:

- Add attachments to Claims
- Submit corrected Claims
- Easily and quickly void Claims
- Check Claims status
- Receive timely notification of a change in status for a particular Claim
- Ability to Save incomplete/un-submitted Claims
- Create/Manage Claim Templates

For additional information on EDI Claims submission and Paper Claim Submissions, see refer to the Claims and Compensation section of this Provider Manual.

## Electronic Payment Requirement

Participating Providers are required to enroll in Electronic Funds Transfer (EFT) and Electronic

Remittance Advice (ERA). Providers enrolled in EFT payments will automatically receive ERAs as well. EFT/ERA services give Providers the ability to reduce paperwork, utilize searchable ERAs, and receive payment and ERA access faster than the paper check and remittance advice (RA) processes. There is no cost to the Provider for EFT enrollment, and Providers are not required to be in-network to enroll. Senior Whole Health uses a vendor to facilitate the HIPAA compliant EFT payment and ERA delivery processes.

Senior Whole Health contracts with our payment vendor, Change Healthcare, who has partnered with ECHO Health, Inc. (ECHO), for payment delivery and 835 processing. On this platform you may receive your payment via EFT/ACH, a physical check, or a virtual card.

By default, if you have no payment preferences specified on the ECHO platform, your payments will be issued via Virtual Card. This method may include a fee that is established between you and your merchant agreement and is not charged by Senior Whole Health or ECHO. You may opt out of this payment preference and request payment be reissued at any time by following the instructions on your Explanation of Payment and contacting ECHO Customer Service at (888) 834-3511 or [edi@echohealthinc.com](mailto:edi@echohealthinc.com). Once your payment preference has been updated, all payments will go out in the method requested.

If you would like to opt-out of receiving a Virtual Card prior to your first payment, you may contact ECHO Customer Service at (888) 834-3511 or [edi@echohealthinc.com](mailto:edi@echohealthinc.com) and request that your Tax ID for payer Senior Whole Health be opted out of Virtual Cards.

Once you have enrolled for electronic payments you will receive the associated ERAs from ECHO with the Senior Whole Health Payer ID. Please ensure that your Practice Management System is updated to accept the Payer ID referenced below. All generated ERAs will be accessible to download from the ECHO provider portal ([providerpayments.com](http://providerpayments.com)).

If you have any difficulty with the website or have additional questions, ECHO has a Customer Services team available to assist with this transition. Additionally, changes to the ERA enrollment or ERA distribution can be made by contacting the ECHO Health Customer Services team at (888) 834-3511.

As a reminder, Senior Whole Health's Payer ID is SWHMA.

Once your account is activated, you will begin receiving all payments through EFT, and you will no longer receive a paper explanation of payment (EOP) (i.e., Remittance) through the mail. You will receive 835s (by your selection of routing or via manual download) and can view, print, download, and save historical and new ERAs with a two (2)-year lookback.

Additional instructions on how to register are available under the EDI/ERA/EFT tab on Senior Whole Health's website at <https://www.molinahealthcare.com/providers/ma/swh/claims/era-eft.aspx>.

## Availity

Providers and third-party billers can use the no cost [Availity](#) portal to perform many functions online without the need to call Senior Whole Health. Registration can be performed online and, once completed, the easy to use tool offers the following features:

- Verify Member eligibility, covered services and view HEDIS® needed services (gaps)
- Claims:
  - Submit Professional (CMS-1500) and Institutional (CMS-1450 [UB04]) Claims with attached files
  - Correct/Void Claims
  - Add attachments to previously submitted Claims
  - Check Claims status
  - View Electronic Remittance Advice (ERA) and Explanation of Payment (EOP)
  - Create and manage Claim Templates
  - Create and submit a Claim Appeal with attached files
- Prior Authorizations/Service Requests
  - Create and submit Prior Authorization/Service Requests
  - Check status of Authorization/Service Requests
- Download forms and documents
- Send/receive secure messages to/from Senior Whole Health

## Balance Billing

Pursuant to Law and CMS guidance, Members who are dually eligible for Medicare and Medicaid and classified as Qualified Medicare Beneficiaries (QMB) shall not be held liable for Medicare Part A and B cost sharing when the State or another payor is responsible for paying such amounts. The Provider is responsible for verifying eligibility and obtaining approval for those services that require prior authorization.

Providers agree that under no circumstance shall a Member be liable to the Provider for any sums that are the legal obligation of Senior Whole Health to the Provider. Balance billing a Member for Covered Services is prohibited, except for the Member's applicable copayment, coinsurance, and deductible amounts.

## Member Rights and Responsibilities

Providers are required to comply with the Member Rights and Responsibilities as outlined in Senior Whole Health's Member materials (such as Member Handbooks).

For additional information please refer to the Member Rights and Responsibilities section of this Provider Manual.

## Member Information and Marketing

Any written informational or marketing materials directed to Senior Whole Health Members must be developed and distributed in a manner compliant with all State and Federal Laws and



regulations and approved by Senior Whole Health prior to use.

Please contact your Provider Services representative for information and review of proposed materials.

## Member Eligibility Verification

Possession of a Senior Whole Health ID Card does not guarantee Member eligibility or coverage. Providers should verify eligibility of Senior Whole Health Members prior to rendering services. Payment for services rendered is based on enrollment and benefit eligibility. The contractual agreement between Providers and Senior Whole Health places the responsibility for eligibility verification on the Provider of services.

Providers who contract with Senior Whole Health may verify a Member's eligibility by checking the following:

- [Availity](#) portal
- Senior Whole Health Provider Services automated IVR system at (855) 838-7999

For additional information please refer to the Enrollment in Medicare Advantage Plans section of this Provider Manual.

## Member Cost Share

Providers should verify the Senior Whole Health Member's cost share status prior to requiring the Member to pay copay, coinsurance, deductible or other cost share that may be applicable to the Member's specific benefit plan. Some plans have a total maximum cost share that frees the Member from any further out-of-pocket charges once reached (during that calendar year).

## Health Care Services (Utilization Management and Care Management)

Providers are required to participate in and comply with Senior Whole Health's Utilization Management and Care Management programs, including all policies and procedures regarding Senior Whole Health's facility admission, prior authorization, Medical Necessity review determination and Interdisciplinary Care Team (ICT) procedures. Providers will also cooperate with Senior Whole Health in audits to identify, confirm, and/or assess utilization levels of covered services.

Providers are required to participate in, and comply with, the CMS Model of Care (MOC) training requirements as applicable. This includes completing Senior Whole Health's initial and annual MOC training and submitting attestation documentation upon completion. Senior Whole Health's MOC Provider training and attestation documents are found on the Senior Whole Health website at <https://www.molinahealthcare.com/providers/ma/swh/resources/training.aspx>. Please contact your Provider Services representative for further information.

For additional information please refer to the Health Care Services section of this Provider Manual.

## In Office Laboratory Tests

Senior Whole Health's policies allow only certain lab tests to be performed in a Provider's office regardless of the line of business. All other lab testing must be referred to an In-Network Laboratory Provider that is a certified, full service laboratory, offering a comprehensive test menu that includes routine, complex, drug, genetic testing and pathology.

Additional information regarding In-Network Laboratory Providers and In-Network Laboratory Provider patient service centers is found on the laboratory Providers' respective websites at [appointment.questdiagnostics.com/patient/confirmation](http://appointment.questdiagnostics.com/patient/confirmation) and [labcorp.com/labs-and-appointments](http://labcorp.com/labs-and-appointments).

Specimen collection is allowed in a Provider's office and shall be compensated in accordance with your agreement with Senior Whole Health and applicable State and Federal billing and payment rules and regulations.

Claims for tests performed in the Provider's office, but not on Senior Whole Health's list of allowed in-office laboratory tests will be denied.

## Referrals

A referral may become necessary when a Provider determines medically necessary services are beyond the scope of the PCP's practice or it is necessary to consult or obtain services from other in-network specialty health professionals unless the situation is one involving the delivery of Emergency Services. Information is to be exchanged between the PCP and Specialist to coordinate care of the patient to ensure continuity of care. Providers need to document referrals that are made in the patient's medical record. Documentation needs to include the specialty, services requested, and diagnosis for which the referral is being made.

Providers should direct Senior Whole Health Members to health professionals, hospitals, laboratories, and other facilities and Providers which are contracted and credentialed (if applicable) with Senior Whole Health. In the case of urgent and Emergency Services, Providers may direct Members to an appropriate service including, but not limited to, primary care, urgent care, and hospital emergency room. There may be circumstances in which referrals may require an out-of-network Provider. Prior authorization will be required from Senior Whole Health except in the case of Emergency Services.

For additional information please refer to the Health Care Services section of this Provider Manual.

PCPs are able to refer a Member to an in-network specialist for consultation and treatment without a referral request to Senior Whole Health.

## **Treatment Alternatives and Communication with Members**

Senior Whole Health endorses open Provider-Member communication regarding appropriate treatment alternatives and any follow up care. Senior Whole Health promotes open discussion between Provider and Members regarding Medically Necessary or appropriate patient care, regardless of covered benefits limitations. Providers are free to communicate any and all treatment options to Members regardless of benefit coverage limitations. Providers are also encouraged to promote and facilitate training in self-care and other measures Members may take to promote their own health.

## **Pharmacy Program**

Providers are required to adhere to Senior Whole Health's drug formularies and prescription policies. For additional information please refer to the Medicare Part D section of this Provider Manual.

## **Participation in Quality Programs**

Providers are expected to participate in Senior Whole Health's Quality Programs and collaborate with Senior Whole Health in conducting peer review and audits of care rendered by Providers. Such participation includes, but is not limited to:

- Access to Care Standards
- Site and Medical Record-Keeping Practice Reviews as applicable
- Delivery of Patient Care Information

For additional information please refer to the Quality section of this Provider Manual.

## **Compliance**

Providers must comply with all State and Federal Laws and regulations related to the care and management of Senior Whole Health Members.

## **Confidentiality of Member Health Information and HIPAA Transactions**

Senior Whole Health requires that Providers respect the privacy of Senior Whole Health Members (including Senior Whole Health Members who are not patients of the Provider) and comply with all applicable Laws and regulations regarding the privacy of patient and Member protected health information.

For additional information please refer to the Compliance section of this Provider Manual.

## **Participation in Grievance and Appeals Programs**

Providers are required to participate in Senior Whole Health's Grievance Program and

cooperate with Senior Whole Health in identifying, processing, and promptly resolving all Member complaints, grievances, or inquiries. If a Member has a complaint regarding a Provider, the Provider will participate in the investigation of the grievance. If a Member submits an appeal, the Provider will participate by providing medical records or statements if needed. This includes the maintenance and retention of Member records for a period of not less than ten (10) years and retained further if the records are under review or audit until such time that the review or audit is complete.

For additional information please refer to the Member Grievances and Appeals section of this Provider Manual.

## Participation in Credentialing

Providers are required to participate in Senior Whole Health's credentialing and re-credentialing process and will satisfy, throughout the term of their contract, all credentialing and re-credentialing criteria established by Senior Whole Health and applicable accreditation, State and Federal requirements. This includes providing prompt responses to Senior Whole Health's requests for information related to the credentialing or re-credentialing process.

For additional information on Senior Whole Health's Credentialing program, including Policies and Procedures, please refer to the Credentialing and Recredentialing section of this Provider Manual.

## Delegation

Delegated entities must comply with the terms and conditions outlined in Senior Whole Health's Delegation Policies and Delegated Services Addendum. For additional information on Senior Whole Health's delegation requirements and delegation oversight please refer to the Delegation section of this Provider Manual.

## Primary Care Provider Responsibilities

PCPs are responsible to:

- Serve as the ongoing source of primary and preventive care for Members
- Assist with coordination of care as appropriate for the Member's health care needs
- Recommend referrals to specialists participating with Senior Whole Health
- Triage appropriately
- Notify Senior Whole Health of Members who may benefit from Care Management
- Participate in the development of Care Management treatment plans
- Complete annual Special Needs Plan (SNP) Model of Care (MOC) Training
- Participate with all MOC required activities including coordination of care during transitions.

## 4. CULTURAL COMPETENCY AND LINGUISTIC SERVICES

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### Background

Senior Whole Health works to ensure all Members receive culturally competent care across the service continuum to reduce health disparities and improve health outcomes. The Culturally and Linguistically Appropriate Services in Health Care (CLAS) standards published by the U.S. Department of Health and Human Services (HHS), Office of Minority Health (OMH) guide the activities to deliver culturally competent services. Senior Whole Health complies with Section 1557 of the Patient Protection and Affordable Care Act, prohibiting discrimination in health programs and activities receiving federal financial assistance on the basis of race, color, and national origin, sex, age, and disability per Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1975 (29 U.S.C. § 794). Senior Whole Health complies with applicable portions of the Americans with Disabilities Act of 1990. Senior Whole Health also complies with all implementing regulations for the foregoing. Compliance ensures the provision of linguistic access and disability-related access to all Members, including those with Limited English Proficiency (LEP) and Members who are deaf, hard of hearing, non-verbal, have a speech impairment, or have an intellectual disability. Policies and procedures address how individuals and systems within the organization will effectively provide services to people of all cultures, races, ethnic backgrounds, genders, gender identities, sexual orientations, ages and religions as well as those with disabilities in a manner that recognizes values, affirms and respects the worth of the individuals and protects and preserves the dignity of each.

Additional information on cultural competency and linguistic services is available at <https://www.molinahealthcare.com/providers/ma/swh/health/cme.aspx>, from your local Provider Services representative and by calling Senior Whole Health Provider Services at (855) 838-7999.

### Nondiscrimination in Health Care Service Delivery

Senior Whole Health complies with Section 1557 of the ACA. As a Provider participating in Senior Whole Health's Provider Network, you and your staff must also comply with the nondiscrimination provisions and guidance set forth by the Department of Health and Human Services, Office for Civil Rights (HHS-OCR); State law; and Federal program rules, including Section 1557 of the ACA.

You are required to do, at a minimum, the following:

1. You **MAY NOT** limit your practice because of a Member's medical (physical or mental) condition or the expectation for the need of frequent or high-cost care.
2. You **MUST** post in a conspicuous location in your office, a Nondiscrimination Notice. A sample of the Nondiscrimination Notice that you will post can be found on the Member pages of Senior Whole Health's website at <https://www.molinahealthcare.com/members/ma/en-us/mem/Medicare.aspx>.

3. You **MUST** post in a conspicuous location in your office, a Tagline Document, that explains how to access non-English language services. A sample of the Tagline Document that you will post can be found on the Member pages of Senior Whole Health’s website at <https://www.molinahealthcare.com/members/ma/en-us/mem/Medicare.aspx>.
4. If a Senior Whole Health Member is in need of language assistance services while at your office, and you are a recipient of Federal Financial Assistance, you **MUST** take reasonable steps to make your services accessible to persons with limited English proficiency (“LEP”). You can find resources on meeting your LEP obligations at <https://www.hhs.gov/civil-rights/for-individuals/special-topics/limited-english-proficiency/index.html>. See also <https://www.hhs.gov/civil-rights/for-providers/clearance-medicare-providers/technical-assistance/limited-english-proficiency/index.html>.
5. If a Senior Whole Health Member complains of discrimination, you **MUST** provide them with the following information so that they may file a complaint with Senior Whole Health’s Civil Rights Coordinator or the HHS-OCR:

<p>Civil Rights Coordinator Molina Healthcare, Inc. 200 Oceangate, Suite 100 Long Beach, CA 90802</p> <p>Phone (866) 606-3889 TTY/TDD, 711 <a href="mailto:civil.rights@MolinaHealthcare.com">civil.rights@MolinaHealthcare.com</a></p>	<p>Office of Civil Rights U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201</p> <p>Website: <a href="https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf">https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf</a></p> <p>Complaint Form: <a href="https://www.hhs.gov/ocr/complaints/index.html">https://www.hhs.gov/ocr/complaints/index.html</a></p>
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If you or a Senior Whole Health Member needs additional help or more information, call (800) 368-1019 or TTY/TDD (800) 537-7697.

## Cultural Competency

Senior Whole Health is committed to reducing health care disparities. Training employees, Providers and their staff, and quality monitoring are the cornerstones of successful culturally competent service delivery. Senior Whole Health integrates cultural competency training into the overall Provider training and quality-monitoring programs. An integrated quality approach enhances the way people think about our Members, service delivery and program development so that cultural competency becomes a part of everyday thinking.

## Provider and Community Training

Senior Whole Health offers educational opportunities in cultural competency concepts for

Providers, their staff, and Community Based Organizations. Senior Whole Health conducts Provider training during Provider orientation, with annual reinforcement training offered through Provider Services and/or online/web-based training modules. Web-based training modules can be found on Senior Whole Health’s website at <https://www.molinahealthcare.com/providers/ma/swh/health/cme.aspx>.

Training modules, delivered through a variety of methods, include:

1. Provider written communications and resource materials.
2. Online cultural competency Provider training modules.
3. Integration of cultural competency concepts and nondiscrimination of service delivery into Provider communications.

Please contact your Provider Services representative for more information on available training resources.

## **Integrated Quality Improvement – Ensuring Access**

Senior Whole Health ensures Member access to language services such as oral interpretation, American Sign Language (ASL), and written translation. Senior Whole Health must also ensure access to programs, aids, and services that are congruent with cultural norms. Senior Whole Health supports Members with disabilities and assists Members with LEP.

Senior Whole Health develops Member materials according to plain language guidelines. Members or Providers may also request written Member materials in alternate languages and formats (i.e., Braille, audio, large print), leading to better communication, understanding and Member satisfaction. Online materials found on <https://www.molinahealthcare.com/members/ma/en-us/mem/Medicare.aspx> and information delivered in digital form meet Section 508 accessibility requirements to support Members with visual impairments.

## **Access to Interpreter Services**

Providers may request interpreters for Members whose primary language is other than English by calling Senior Whole Health’s Contact Center toll free at (855) 838-7999. If Contact Center representatives are unable to interpret in the requested language, the Representative will immediately connect you and the Member to a qualified language service Provider.

Senior Whole Health Providers must support Member access to telephonic interpreter services by offering a telephone with speaker capability or a telephone with a dual headset. Providers may offer Senior Whole Health Members interpreter services if the Members do not request them on their own. Please remember it is never permissible to ask a family member, friend or minor to interpret.

All eligible Members with Limited English Proficient (LEP) are entitled to receive interpreter services. Pursuant to Title VI of the Civil Rights Act of 1964, services provided for Members with

LEP, limited reading proficiency, or limited hearing or sight are the financial responsibility of the Provider. Under no circumstances are Senior Whole Health Members responsible for the cost of such services. Written procedures are to be maintained by each office or facility regarding their process for obtaining such services. Senior Whole Health is available to assist providers with locating these services if needed.

An individual with LEP has a limited ability or inability to read, speak, or write English well enough to understand and communicate effectively (whether because of language, cognitive or physical limitations).

Senior Whole Health Members are entitled to:

- Be provided with effective communications with medical Providers as established by the Americans with Disabilities Act of 1990, the Rehabilitation Act of 1973, and the Civil Rights Act of 1964.
- Be given access to Care Managers trained to work with individuals with cognitive impairments.
- Be notified by the medical Provider that interpreter services are available at no cost
- Decide, with the medical Provider, to use an interpreter and receive unbiased interpretation.
- Be assured of confidentiality, as follows:
  - Interpreters must adhere to Health and Human Service Commission (HHSC) policies and procedures regarding confidentiality of Member records.
  - Interpreters may, with Member written consent, share information from the Member's records only with appropriate medical professionals and agencies working on the Member's behalf.
  - Interpreters must ensure that this shared information is similarly safeguarded
- Have interpreters, if needed, during appointments with the Member's Providers and when talking to the health plan.

Interpreters include people who can speak the Member's native language, assist with a disability or help the Member understand the information.

When Senior Whole Health Members need an interpreter, limited hearing and/or limited reading services for health care services, the Provider should:

- Verify the Member's eligibility and medical benefits.
- Inform the Member that an interpreter, limited hearing, and/or limited reading services are available.
- Senior Whole Health is available to assist Providers with locating these services if needed:
  - Providers needing assistance finding onsite interpreter services may call Senior Whole Health Member Services.
  - Providers needing assistance finding translation services may call Senior Whole Health Member Services.



- Providers with Members who cannot hear or have limited hearing ability may use the National TTY/TDD Relay service at 711.
- Providers with Members with limited vision may contact Senior Whole Health Member Services for documents in large print, Braille or audio version.
- Providers with Members with limited reading proficiency may contact Senior Whole Health Member Services.
  - The Senior Whole Health Member Service representative will verbally explain the information, up to and including reading the documentation to the Members or offer the documents in audio version.

## Documentation

As a contracted Senior Whole Health Provider, your responsibilities for documenting Member language services/needs in the Member's medical record are as follows:

- Record the Member's language preference in a prominent location in the medical record. This information is provided to you on the electronic Member lists that are sent to you each month by Senior Whole Health.
- Document all Member requests for interpreter services.
- Document who provided the interpreter service. This includes the name of Senior Whole Health's internal staff or someone from a commercial interpreter service vendor. Information should include the interpreter's name, operator code and vendor.
- Document all counseling and treatment done using interpreter services.
- Document if a Member insists on using a family member, friend, or minor as an interpreter, or refuses the use of interpreter services after notification of their right to have a qualified interpreter at no cost.

## Members Who Are Deaf or Hard of Hearing

TTY/TDD connection is accessible by dialing 711. This connection provides access to Member & Provider Contact Center, Quality, Health Care Services and all other health plan functions.

Senior Whole Health strongly recommends that Provider offices make assistive listening devices available for Members who are deaf and hard of hearing. Assistive listening devices enhance the sound of the Provider's voice to facilitate a better interaction with the Member.

Senior Whole Health will provide face-to-face service delivery for ASL to support our Members who are deaf or hard of hearing. Requests should be made at least three (3) business days in advance of an appointment to ensure availability of the service. In most cases, Members will have made this request via Senior Whole Health Member Services.

## Nurse Advice Line

Senior Whole Health provides Nurse Advice services for Members 24 hours per day, 7 days per week. The Nurse Advice Line provides access to 24 hour interpretive services. Members may

call Senior Whole Health's Nurse Advice Line directly: (888) 275-8750 or (866) 648-3537 (Spanish) or TTY/TDD 711. The Nurse Advice Line telephone numbers are also printed on membership cards.

## Program and Policy Review Guidelines

Senior Whole Health conducts assessments at regular intervals of the following information to ensure its programs are most effectively meeting the needs of its Members and Providers:

- Annual collection and analysis of race, ethnicity and language data from:
  - Eligible individuals to identify significant culturally and linguistically diverse populations within a plan's membership.
  - Contracted Providers to assess gaps in network demographics.
- Revalidate data at least annually.
- Local geographic population demographics and trends derived from publicly available sources (Community Health Measures and State Rankings Report).
- Applicable national demographics and trends derived from publicly available sources.
- Assessment of Provider Network.
- Collection of data and reporting for the Diversity of Membership HEDIS® measure.
- Annual determination of threshold languages and processes in place to provide Members with vital information in threshold languages.
- Identification of specific cultural and linguistic disparities found within the plan's diverse populations.
- Analysis of HEDIS® and CAHPS® results for potential cultural and linguistic disparities that prevent Members from obtaining the recommended key chronic and preventive services.

## 5. MEMBER RIGHTS AND RESPONSIBILITIES

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Providers must comply with the rights and responsibilities of Senior Whole Health Members as outlined in the Senior Whole Health Evidence of Coverage (EOC). The EOC that is provided to Members annually is hereby incorporated into this Provider Manual. The most current EOC can be found on the Member pages of Senior Whole Health's website. Link:

<https://www.molinahealthcare.com/members/ma/en-us/mem/medicare/plan-materials.aspx>.

Refer to Chapter 8 which is titled "Your Rights and Responsibilities".

State and Federal Law requires that health care Providers and health care facilities recognize Member rights while the Members are receiving medical care, and that Members respect the health care Provider's or health care facility's right to expect certain behavior on the part of the Members.

For additional information, please contact Senior Whole Health at (855) 838-7999, Monday through Friday, 8 a.m. to 5 p.m., local time. TTY/TDD users, please call 711.

### Second Opinions

If a Member does not agree with the Provider's plan of care, the Member has the right to request, at no cost, a second opinion from another Provider. Members should call Member Services to find out how to get a second opinion. Second opinions may require Prior Authorization.

## 6. ENROLLMENT IN MEDICARE ADVANTAGE PLANS

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### Enrollment Information

#### Medicare Advantage Products

Members who wish to enroll in Senior Whole Health Medicare Advantage plans must meet the eligibility criteria as outlined in the Senior Whole Health Evidence of Coverage (EOC). The most current EOC can be found on the Member pages of Senior Whole Health's website.

Link: <https://www.molinahealthcare.com/members/ma/en-us/mem/medicare/plan-materials.aspx>.

Refer to Chapter 1 which is titled "Getting started as a Member"

Furthermore, Senior Whole Health does not impose any additional eligibility requirements as a condition of enrollment other than those established by CMS in Chapter 2 of the Medicare Managed Care Manual.

#### Members Toll-Free Telephone Numbers

Members may call our Member Center toll free at (888) 794-7268 or (833) 685-2108, 7 days a week, from 8 a.m. to 8 p.m., local time, or TTY/TDD 711, for persons with hearing impairments.

#### Effective Date of Coverage

Senior Whole Health will determine the effective date of enrollment for all enrollment requests. The effective date of coverage is determined when the complete enrollment is signed, received, following the Member's enrollment election period.

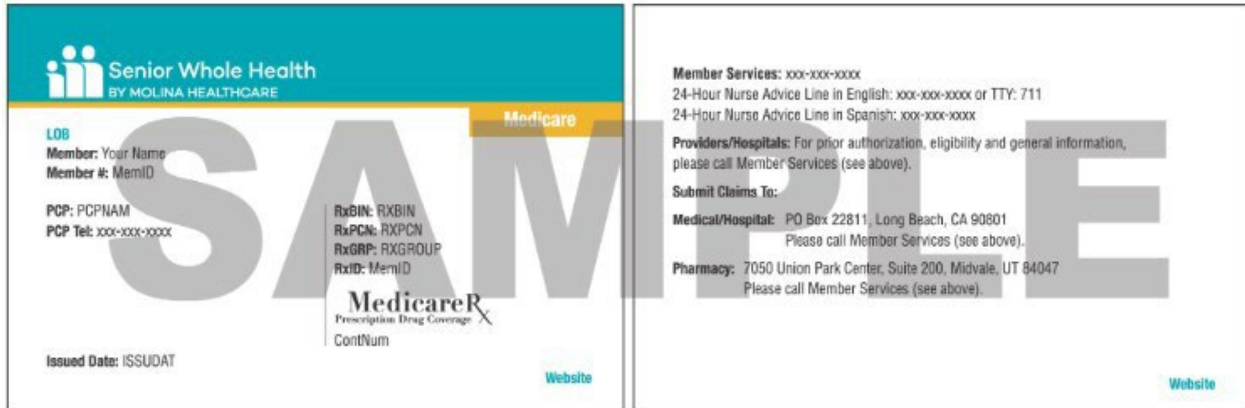
#### Disenrollment

Staff of Senior Whole Health may never, verbally, in writing, or by any other action or inaction, request or encourage a Medicare Member to disenroll except as outlined in the Senior Whole Health Evidence of Coverage (EOC). The most current EOC can be found on the Member pages of Senior Whole Health's website. Link: <https://www.molinahealthcare.com/members/ma/en-us/mem/medicare/plan-materials.aspx>.

Refer to Chapter 10 which is titled "Ending your membership in the plan"

In all circumstances except death, Senior Whole Health will provide a written notice to the Member with an explanation of the reason for the disenrollment. All notices will be in compliance with CMS regulations and will be approved by CMS. In the event of death, a verification of disenrollment will be sent to the deceased Member's estate.

#### Member Identification Card Example



## Verifying Eligibility

To ensure payment, Senior Whole Health strongly encourages Providers to verify eligibility at every visit and especially prior to providing services that require authorization. Possession of the ID card does not guarantee Member eligibility or coverage. It is the responsibility of the Provider to verify the eligibility of the cardholder.

Providers who contract with Senior Whole Health may verify a Member's eligibility by checking the following:

- [Avality](#) portal
- Senior Whole Health Provider Services automated IVR system at (855) 838-7999

## D-SNP Members and Cost-Share

Senior Whole Health allows Members to enroll who have all levels of Medicaid assistance. These Members may or may not be entitled to cost-share assistance and may or may not have Medicaid benefits. Providers can find cost-share information on an individual Senior Whole Health Member through the [Avality](#) portal or by visiting:

<https://www.molinahealthcare.com/members/ma/en-us/mem/medicare/plan-materials.aspx>

## 7. BENEFIT OVERVIEW

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### Questions about Senior Whole Health Medicare Advantage Benefits

If there are questions as to whether a service is covered or requires prior authorization, please reference the Prior Authorization tools located on the Senior Whole Health website and the [Availity](#) portal. You may also contact Senior Whole Health's Provider Contact Center toll free at (855) 838-7999, Monday through Friday, from 8 a.m. to 5 p.m., local time, or TTY/TDD 711, for persons with hearing impairments.

### Links to Senior Whole Health Benefit Materials

Member benefit materials including the Summary of Benefits and the Evidence of Coverage documents can be found on Senior Whole Health's website. Link:

<https://www.molinahealthcare.com/members/ma/en-us/mem/medicare/plan-materials.aspx>

Detailed information about benefits and services can be found in the Evidence of Coverage booklets provided to each Senior Whole Health Member.

Please note: The Medicare-covered initial preventive and physical examination (IPPE) and the annual wellness visit are covered at zero cost sharing. Our plans cover Medicare-covered preventive services at no cost to the Member.

### Obtaining Access to Certain Covered Services

#### Telehealth and Telemedicine Services

Senior Whole Health Members may obtain physical and behavioral health Covered Services by Participating Providers, through the use of Telehealth and Telemedicine services. Not all Participating Providers offer these services. The following additional provisions apply to the use of Telehealth and Telemedicine services:

- Services must be obtained from a Participating Provider.
- Members have the option of receiving services from their PCP through telehealth. If they choose to use this option, the Member must use a Network Provider who offers telehealth.
- Services are a method of accessing Covered Services, and not a separate benefit.
- Services are not permitted when the Member and Participating Provider are in the same physical location.
- Member cost sharing associates may apply based on the applicable Schedule of Benefits.
- Services must be coded in accordance with applicable reimbursement policies and billing guidelines.
- Rendering Provider must comply with applicable federal and state guidelines for telehealth service delivery.

For additional information on Telehealth and Telemedicine Claims and billing, please refer to

the Claims and Compensation section of this Provider Manual.

## Supplemental Services

Senior Whole Health offers supplemental benefits for all Senior Whole Health Members. Supplemental Benefits can be either mandatory meaning all Members on the plan are eligible for that supplemental benefit, or considered Special Supplemental Benefits for the Chronically Ill, referred to as SSBCI. As per CMS, SSBCIs are only available to Members who meet specific criteria by having certain chronic conditions that qualify them for a specific benefit and who have a current, completed Health Risk Assessment (HRA).

A request for a SSBCI can be sent directly to Senior Whole Health's Care Management Department who will verify the HRA is current and complete, and validate the Member has the qualifying diagnosis. Verification of qualifying criteria may require confirmation directly with our Providers in which a Member of our Care Management team will reach out to your office. Additionally, you can assist by helping with HRA completion. We appreciate your assistance with this process and your support to ensure that all SSBCIs are provided as CMS had intended. Depending on the plan, SSBCI benefits may include:

- Food and Produce
- Non-Medicare-covered Genetic Test Kits
- Pest Control
- Transportation for Non-Medical Needs

A referral from the Member's PCP is not required for mandatory supplemental benefits.

Please refer to the Member's specific benefit plan documentation for more information about supplemental benefits at <https://www.molinahealthcare.com/members/ma/en-us/mem/Medicare.aspx>

Senior Whole Health partners with Providers/vendors for certain services. To find an in-network Provider/vendor, please refer to the Provider Online directory at [SWHProviderDirectory.com/MA](http://SWHProviderDirectory.com/MA).

## Provider Education on Covered Benefits and Member Access to Care

Providers are educated on the tools and information required to ensure Members understand their benefits and how to access care. This includes but is not limited to:

- How to identify Medicare and Medicaid covered benefits by accessing the appropriate plan or state agency materials (see hyperlinks below).
- How to access Medicaid covered services including waiver services such as LTSS, IHSS, or Behavioral Services.

## Medicaid-Covered Benefits

Medicaid covered services not covered by Senior Whole Health D-SNP can be found in the State's Medicaid website at <https://www.mass.gov/lists/masshealth-member-guides-and-handbooks>



## 8. HEALTH CARE SERVICES

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Health Care Services is comprised of Utilization Management (UM) and Care Management (CM) departments that work together to achieve an integrated approach to coordinating care.

Research and experience show that a higher-touch, Member-centric care environment for at-risk Members supports better health outcomes. Senior Whole Health provides care management services to Members to address a broad spectrum of needs, including chronic conditions that require the coordination and provision of health care services.

### Utilization Management (UM)

The Senior Whole Health Utilization Management program provides pre-service authorization, inpatient authorization management, and concurrent review of inpatient and continuing services. Senior Whole Health aims to ensure that services are medically necessary and an appropriate use of resources for the Member. Some of the elements of the UM program are:

- Evaluating the medical necessity and appropriateness of health care services across the continuum of care.
- Applying appropriate criteria based on CMS guidelines, third party guidelines, and, when applicable, State requirements.
- Providing pre-admission, admission, and inpatient hospital and skilled nursing facility review.
- Ensuring that services are available in a timely manner, in appropriate settings.
- Ensuring that qualified health care professionals are engaged in the UM decision-making process when appropriate.
- Ensuring the appropriate application of Member benefit coverage and coverage criteria.
- For dual eligible Members:
  - If Prior Authorization (PA) is submitted to Senior Whole Health for any non-covered benefits, Senior Whole Health will inform the Provider in the denial notification, which Medicaid insurer, including the contact information, the PA should be submitted to.

Medical Groups/IPAs and delegated entities who assume responsibility for UM must adhere to Senior Whole Health's UM Policies. Their programs, policies and supporting documentation are reviewed by Senior Whole Health at least annually.

### MCG Cite for Guideline Transparency and MCG Cite AutoAuth

Senior Whole Health has partnered with MCG Health to implement Cite for Guideline Transparency. Providers can access this feature through the [Availability](#) portal. With MCG Cite for Guideline Transparency, Senior Whole Health can share clinical indications with Providers. The tool operates as a secure extension of Senior Whole Health's existing MCG investment and helps meet regulations around transparency for delivery of care:

- Transparency—Delivers medical determination transparency.

- Access—Clinical evidence that payers use to support Member care decisions.
- Security—Ensures easy and flexible access via secure web access.

MCG Cite for Guideline Transparency does not affect the process for notifying Senior Whole Health of admissions or for seeking Prior Authorization approval. To learn more about MCG or Cite for Guideline Transparency, visit [MCG's website](#) or call (888) 464-4746.

Senior Whole Health has also partnered with MCG Health, to extend our Cite AutoAuth self-service method for all lines of business to submit advanced imaging prior authorization (PA) requests.

Cite AutoAuth can be accessed via the [Availity](#) portal and is available 24 hours per day/7 days per week. This method of submission is strongly encouraged as your primary submission route, existing fax/phone/email processes will also be available. Clinical information submitted with the PA will be reviewed by Senior Whole Health. This system will provide quicker and more efficient processing of your authorization request, and the status of the authorization will be available immediately upon completion of your submission.

### **What is Cite AutoAuth and how does it work?**

By attaching the relevant care guideline content to each PA request and sending it directly to Senior Whole Health, health care Providers receive an expedited, often immediate, response. Through a customized rules engine, Cite AutoAuth compares Senior Whole Health's specific criteria to the clinical information and attached guideline content to the procedure to determine potential for auto authorization.

Self-services available in the Cite AutoAuth tool include, but are not limited to MRIs, CTs, PET scans. To see the full list of imaging codes that require PA, refer to the PA code LookUp Tool at <https://www.molinahealthcare.com/providers/ma/swh/resources/provider-materials.aspx>.

### **Medical Necessity Review**

Senior Whole Health only reimburses for services that are medically necessary. Medical necessity review may take place prospectively, as part of the inpatient admission notification/concurrent review, or retrospectively. Medical necessity decisions are made by a physician or other appropriate licensed health care personnel with sufficient medical expertise and knowledge of the appropriate coverage criteria. These medical professionals conduct medical necessity reviews in accordance with CMS guidelines (such as national and local coverage determinations) and use nationally recognized evidence-based guidelines, third party guidelines, guidelines from recognized professional societies, and peer reviewed medical literature, when appropriate. Providers may request to review the criteria used to make the final decision.

Where applicable, Senior Whole Health Corporate Policies can be found on the public website at [www.MolinaClinicalPolicy.com](http://www.MolinaClinicalPolicy.com). Please note that Senior Whole Health follows federal/state

specific criteria, if available, before applying Senior Whole Health-specific criteria.

### Requesting Prior Authorization

Contracted Providers are responsible for requesting prior authorization of services when required by Senior Whole Health policy, which may change from time to time. Failure to obtain prior authorization before rendering a service may result in a pre-service denial with Provider liability and/or denial of the Claim. The Member cannot be billed when a contracted Provider fails to follow the Utilization Management requirements for the Plan, including failure to obtain prior authorization before the Member receives the item or service. Obtaining authorization does not guarantee payment. Senior Whole Health retains the right to review benefit limitations and exclusions, beneficiary eligibility on the date of service, correct coding, billing practices, and whether the service was provided in the most appropriate and cost-effective setting of care.

Senior Whole Health requires prior authorization for specified services. The list of services that require prior authorization is available in narrative form, along with a more detailed list by CPT and HCPCS code. The prior authorization list is customarily updated quarterly, but may be updated more frequently, and is posted on the Senior Whole Health website at <https://www.molinahealthcare.com/providers/ma/swh/resources/provider-materials.aspx>. For Members in the DNSP product, Providers must refer to both the Medicare and Medicaid prior authorization lists.

Providers are encouraged to use the Senior Whole Health prior authorization form provided on the Senior Whole Health website at <https://www.molinahealthcare.com/providers/ma/swh/resources/forms.aspx>. If using a different form, the prior authorization request must include the following information:

- Member demographic information (name, date of birth, Senior Whole Health ID number, health plan).
- Provider demographic information (ordering provider, servicing Provider, and referring Provider (when appropriate)).
- Relevant Member diagnoses and ICD-10 codes.
- Requested items and/or services, including all appropriate CPT and HCPCS codes.
- Location where services will be performed (when relevant).
- Supporting clinical information demonstrating medical necessity under Medicare guidelines (and/or State guidelines when applicable).

Members and their authorized representatives may also request prior authorization of any item or service they want to receive. In this case, the physician or other appropriate Provider will be contacted to confirm the need for and specific details of the request.

Contracted Providers are expected to cooperate with Senior Whole Health UM processes and guidelines, including submission of sufficient clinical information to support the medical necessity, level of care, and/or site of service of the items and/or services requested.

Contracted Providers must also respond timely and completely to requests for additional information. If Senior Whole Health determines that a contracted Provider failed to follow the terms and conditions of the relevant Provider Contract or the Provider Manual, a denial may be issued with Provider liability. Members cannot be held responsible when the Provider fails to follow the terms and conditions of the relevant Provider Agreement or this Provider Manual. For information on the contracted Provider Claims appeals process see the Claim Reconsideration subsection located in the Claims and Compensation section of this Provider Manual.

Requests for prior authorization may be sent via the [Availity](#) portal (preferred method) or fax.

**Availity:** Contracted Providers are encouraged to use the [Availity](#) portal for prior authorization submissions whenever possible. Instructions for how to submit a prior authorization request are available on the [Availity](#) portal. The benefits of submitting your prior authorization request through the [Availity](#) portal are:

- Create and submit prior authorization requests.
- Check status of prior authorization requests.
- Receive notification of change in status of prior authorization requests.
- Attach all supporting medical documentation.

**Fax:** The Prior Authorization Request Form can be faxed to the appropriate Utilization Management department at the number provided below:

For Advanced Imaging	(877) 731-7218
For Pharmacy (Part D and Part B drugs and for Medicaid-covered drugs when the Member is in an integrated plan providing Medicaid wrap benefits, such as a FIDE SNP or MMP)	Part D: (866) 290-1309 Part B (J-Codes): (800) 391-6437
For Hospital Inpatient Admission and Concurrent Review (physical health)	Fax: (844) 834-2152
For Outpatient prior authorization (All other products)	Fax: (844) 251-1451
For Outpatient prior authorization (Members in the D-SNP/MAPD product)	Fax: (844) 251-1450
For Medicare Transplants	Fax: (877) 833-1206
For Post Acute Admission (SNF, LTAC, and AIR)	Fax: (833) 912-4454

Senior Whole Health’s Nurse Advice Line is available to Members 24 hours a day, 7 days a week at (888) 794-7268.

Notwithstanding any provision in the Provider Agreement that requires Provider to obtain a prior authorization directly from Senior Whole Health, Senior Whole Health may choose to

contract with external vendors to help manage prior authorization requests.

For additional information regarding the prior authorization of specialized clinical services, please refer to the Prior Authorization tools located at

<https://www.molinahealthcare.com/providers/ma/swh/resources/provider-materials.aspx>

- Prior Authorization Code Look-up Tool
- Prior Authorization Code Matrix

### Affirmative Statement about Incentives

Health care professionals involved in the UM decision-making process base their decisions on the appropriateness of care and services and the existence of coverage. Senior Whole Health does not specifically reward practitioners or other individuals for issuing denials of coverage or care and does not provide financial incentives or other types of compensation to encourage decisions that result in under-utilization or barriers to care.

### Timeframes

Prior authorization decisions are made as expeditiously as the Member's health condition requires and within regulatory timeframes.

Medicare organization and coverage determination timeframes for pre-service requests are:

Expedited (non-Part B, non-Part D drug)	**72 hours – Medicare guidance allows written notice to follow within 3 calendar days after verbal notice to the Member
Expedited Part B drug	24 hours
Expedited Part D drug	24 hours
Standard (non-Part B, non-Part D drug)	**14 calendar days
Standard Part B drug	72 hours
Standard Part D drug	72 hours

*\*\*Timeframes for fully integrated plans such as a FIDE SNP may vary with regulatory and contractual requirements.*

Extensions may be allowed under specific conditions (with the exception of requests involving a Part B or Part D drug).

A Provider may request that a UM decision be expedited if following the standard timeframe could seriously jeopardize the life or health of the Member or the Member's ability to regain maximum function. Providers must ask that a request be expedited only when this standard is supported by the Member's condition. Vendors are not allowed to expedite without a physician order stating it needs expedited timeframe.

## Communication of Pre-service Determinations

Upon approval, the requestor will receive an authorization number. The number may be provided by telephone or fax.

When a pre-authorization request is denied with Member liability, the Member is issued a denial notice informing them of the decision and their appeal rights with a copy to the Provider. The Member's appeal rights are discussed further in the Medicare Member Grievances and Appeals section of this Provider Manual.

When a pre-authorization request is denied with Provider liability, the Provider is issued a denial notice by fax informing them of the decision. Additional information on the contracted Provider Claims appeal process can be found in the Claim Reconsideration subsection located in the Claims and Compensation section of this Provider Manual.

## Peer-to-Peer Discussions and Re-openings

Contracted Providers may request a peer-to-peer conversation with the Senior Whole Health Medical Director. Once a final adverse decision is made, however, the decision may not be reversed if Member liability is assigned (i.e., the Member is issued a denial notice with Medicare appeal rights) unless the CMS requirements for a reopening are met. CMS allows Medicare Advantage plans to use the reopening process only sparingly. Requirements for a reopening include clear clerical error, the procurement of new and material evidence that was not available or known at the time of the decision that may result in a different conclusion, or evidence that was considered in making the decision clearly shows on its face that an obvious error was made at the time of the decision (i.e., the decision was clearly incorrect based on all the evidence presented). Providers may not use the reopening process for the routine submission of additional information. Re-openings are not allowed once an appeal is filed by the Provider or the Member (or their authorized representative). Senior Whole Health Medical Director is available prior to the time of the decision to discuss any unique circumstances to be considered in the case.

Adverse decisions for which only provider liability is assigned and that do not involve an adverse determination or liability for the member may be subject to a peer-to-peer conversation. A peer-to-peer conversation is an opportunity to clarify the clinical information or to provide newly discovered clinical information. Senior Whole Health will not allow contracted Providers to use the peer-to-peer process as a vehicle for routine failure to provide sufficient information in the Utilization Management process or to avoid the contracted Provider Claims appeals process. Contracted Providers are responsible for providing all information to support the request within the required timeframes.

For additional information on the contracted Provider Claims appeals process see the Claim Reconsideration subsection located in the Claims Compensation section of this Provider Manual.

## Open Communication About Treatment

Senior Whole Health prohibits contracted Providers from limiting Provider or Member communication regarding a Member's health care. Providers may freely communicate with, and act as an advocate for their patients. Senior Whole Health requires provisions within Provider contracts that prohibit solicitation of Members for alternative coverage arrangements for the primary purpose of securing financial gain. No communication regarding treatment options may be represented or construed to expand or revise the scope of benefits under a health plan or insurance contract.

Senior Whole Health and its contracted Providers may not enter into contracts that interfere with any ethical responsibility or legal right of Providers to discuss information with a Member about the Member's health care. This includes, but is not limited to, treatment options, alternative plans or other coverage arrangements.

## Utilization Management Functions Performed Exclusively by Senior Whole Health

The following UM functions are conducted by Senior Whole Health and are **never delegated**:

1. **Transplant** – Senior Whole Health does not delegate management of transplant cases to the medical group. Providers are required to notify Senior Whole Health's UM Department (Transplant Unit) when the need for a transplant evaluation is identified. Contracted Providers must obtain prior authorization from Senior Whole Health Medicare for transplant evaluations and surgery. Upon notification, Senior Whole Health conducts medical necessity review. Senior Whole Health selects the facility to be accessed for the evaluation and possible transplant.
2. **Clinical Trials** – Senior Whole Health does not delegate to Providers the authority to authorize payment for services associated with clinical trials. See Clinical Trials below for additional information.
3. **Experimental and Investigational Reviews** – Senior Whole Health does not delegate to Providers the authority to determine and authorize experimental and investigational (E & I) reviews.

## Clinical Trials

National Coverage Determination (NCD) 310.1 provides that Medicare covers the routine costs of qualifying clinical trials (as defined in the NCD) as well as reasonable and necessary items and services used to diagnose and treat complications arising from participation in all clinical trials. All other Medicare rules apply. Routine costs of a clinical trial include all items and services that are otherwise generally available to Medicare beneficiaries that are provided in either the experimental or control arm of a clinical trial except:

- The investigational item or service itself unless otherwise covered outside of the clinical trial;
- Items and services provided solely to satisfy data collection and analysis needs and that are not used in the direct management of the patient; and

- Items and services customarily provided by the research sponsors free of charge for any enrollee in the clinical trial.

Routine costs in clinical trials include:

- Items or services that are typically provided absent a clinical trial;
- Items or services required solely for the provision of the investigational item or service, the clinically appropriate monitoring of the effects of the item or service, or the prevention of complications; and,
- Items or services needed for reasonable and necessary care arising from the provision of an investigational item or service and in particular, for the diagnosis or treatment of complications.

For non-covered items and services, including items and services for which Medicare payment is statutorily prohibited, Medicare only covers the treatment of complications arising from the delivery of the non-covered item or service and unrelated to reasonable and necessary care. However, if the item or service is not covered by virtue of a national non-coverage policy (i.e., an NCD) and is the focus of a qualifying clinical trial, the routine costs of the clinical trial will be covered by Medicare but the noncovered item or service itself will not.

Clinical trials must meet qualifying requirements. Additional information on these requirements and the qualifying process can be found in NCD 310.1.

If the member participates in an unapproved study, the member will be liable for all costs associated with participation in that study. Members can obtain additional information about coverage for the costs associated with clinical trials and member liability for Medicare cost-sharing amounts in their Evidence of Coverage (EOC) or Member Handbook.

### **Delegated Utilization Management Functions**

Senior Whole Health may delegate UM functions to qualifying Medical Groups/IPAs and delegated entities. These entities are required to perform these functions in compliance with all current Senior Whole Health policies and regulatory and certification requirements. For more information about delegated UM functions and the oversight of such delegation, please refer to the Delegation section of this Provider Manual.

### **Emergency Services, Urgent Care, and Post-Stabilization Services**

Senior Whole Health covers Emergency Services as well as Urgently Needed Services and Post-Stabilization Care for members in accordance with applicable federal and state law.

Medicare defines Emergency Services as covered services provided to evaluate or treat an Emergency Medical Condition. 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:



1. 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;
2. Serious impairment to bodily functions; or
3. Serious dysfunction of any bodily organ or part.

Urgently Needed Services are covered services that:

1. Are not Emergency Services, but are medically necessary and immediately required as a result of an unforeseen illness, injury, or condition;
2. Are provided when (a) the member is temporarily absent from the Plan's service area and therefore, the member cannot obtain the needed service from a network provider; or (b) when the member is in the Plan's service area but the network is temporarily unavailable or inaccessible; and
3. Given the circumstances, it was not reasonable for the member to wait to obtain the needed services from their regular Plan provider after returning to the service area or the network becomes available.

Post-Stabilization Care Services are covered services that are:

1. Related to an Emergency Medical Condition;
2. Provided after the member is stabilized; and
3. Provided to maintain the stabilized condition, or under certain circumstances, to improve or resolve the member's condition.

Requests for post stabilization services must be submitted via the [Availity portal](#) (preferred method).

Emergency Services and Urgently Needed Services do not require pre-authorization, although contracted provider notification requirements may apply. See Emergency Inpatient Admissions below.

Members over-utilizing the emergency department may be contacted by Senior Whole Health Case Managers to provide assistance whenever possible and determine the reason for using Emergency Services.

### **Inpatient Admission Notification and Management Elective Inpatient Admissions**

Senior Whole Health requires prior authorization for all elective/scheduled inpatient admissions and procedures to any inpatient facility (i.e., including hospitals, SNFs, and other inpatient settings). Contracted SNFs, long-term acute care hospitals (LTACHs), and acute inpatient rehabilitation (AIR) facilities/units must obtain prior authorization before admitting the member.

Inpatient facilities are also required to notify Senior Whole Health of the admission within twenty-four (24) hours or by the following business day or as otherwise specified in the relevant Provider Agreement. Inpatient notifications must be submitted by fax. Contact fax

numbers are provided in the Requesting Prior Authorization section of this Provider Manual.

Continued stay must be supported by clinical documentation supporting the level of care. Failure to obtain prior authorization, to provide timely notice of admission, or to support the level of care may result in denial with provider liability. Members cannot be held liable for failure of a contracted provider to follow the terms of the relevant Provider Agreement and this Provider Manual.

For additional information on the contracted Provider Claims appeal process see the Claim Reconsideration subsection located in the Claims and Compensation section of this Provider Manual.

### **Emergent Inpatient Admissions**

Senior Whole Health requires notification of all emergent inpatient admissions within twenty-four (24) hours of admission or by the following business day or as otherwise specified in the relevant Provider Agreement. Notification of admission is required to verify eligibility, authorize care, including level of care (LOC), and initiate concurrent review and discharge planning. Notification must include Member demographic information, facility information, date of admission and clinical information supporting the level of care. Notifications must be submitted by fax. Contact fax numbers are noted in the Requesting Prior Authorization section of this Provider Manual.

Prior authorization is not required for an observation level of care. Once the Member is stabilized and a request for inpatient admission is made or the observation period expires, contracted Providers are responsible for supporting an admission level of care. Failure to provide timely notice of admission or to support an admission level of care may result in a clinical level of care denial with Provider liability. Members cannot be held liable for a contracted Provider's failure to follow the terms of the relevant Provider Agreement and this Provider Manual.

For additional information on the contracted Provider Claims appeal process, see the Claim Reconsideration subsection located in the Claims and Compensation section of this Provider Manual.

### **Inpatient at Time of Termination of Coverage**

Members hospitalized on the day that Member in the Plan terminates are usually covered through discharge. Specific Plan rules and Provider Agreement provisions may apply.

### **NOTICE Act**

Under the Notice of Observation Treatment and Implication for Care Eligibility Act (NOTICE Act), hospitals (including critical access hospitals) must deliver the Medicare Outpatient Observation Notice (MOON) to any beneficiary (including a Medicare Advantage enrollee) who receives observation services as an outpatient for more than twenty-four (24) hours. The MOON is

issued to inform the beneficiary that they are an outpatient receiving observation services and not a hospital inpatient. The beneficiary is informed that their services are covered under Part B and that Part B cost-sharing amounts apply. Additional information is provided to the beneficiary with regard to how an observation stay may affect their eligibility for a SNF level of care and that Part B does not cover self-administered drugs.

### **Inpatient Concurrent Review**

Senior Whole Health performs concurrent inpatient review to ensure medical necessity of ongoing inpatient services, adequate progress of treatment, and development of appropriate discharge plans. Concurrent review is performed for inpatient stays regardless of setting (i.e., including hospital, SNF, and other inpatient setting), although the cadence and extent of concurrent review may vary depending on the setting and the member's circumstances.

Performing these functions requires timely clinical. Senior Whole Health will request updated clinical records from inpatient facilities at regular intervals during a Member's inpatient stay. Requested clinical updates must be received from the inpatient facility within twenty-four (24) hours of the request or such other time as may be indicated in the request.

Failure to provide timely clinical updates may result in denial of authorization for the remainder of the inpatient admission with provider liability dependent on the circumstances and the terms of the relevant Provider Agreement. Members cannot be held liable for a contracted Provider's failure to follow the terms of the relevant Provider Agreement or this Provider Manual.

Senior Whole Health will authorize hospital care as an inpatient when the clinical record supports the medical necessity of continued hospital stay. An observation level of care should be provided first when appropriate. Upon discharge, the Provider must provide Senior Whole Health with a copy of Member's discharge summary to include demographic information, date of discharge, discharge plan and instructions, and disposition.

### **Discharge Planning**

The goal of discharge planning is to initiate cost-effective, quality-driven treatment interventions for post-hospital care at the earliest point in the admission. UM staff work communicate with hospital discharge planners to determine the most appropriate discharge setting for our Members. The clinical staff review medical necessity and appropriateness for home health, infusion therapy, durable medical equipment (DME), skilled nursing facility and rehabilitative services.

### **Readmissions**

Readmission review is important to ensure that Senior Whole Health Members are receiving hospital care that is compliant with nationally recognized guidelines as well as Federal and State regulations.

When a subsequent admission to the same facility with the same or similar diagnosis occurs within twenty-four (24) hours of discharge, the hospital will be informed that the readmission will be combined with the initial admission and will be processed as a continued stay.

When a subsequent admission to the same facility occurs within 2-30 days of discharge, and it is determined that the subsequent readmission is related to the first admission (readmission) and determined to be preventable, then a single payment may be considered as payment in full for both the first and second hospital admissions.

### **Out of Network Providers and Services**

Senior Whole Health maintains a contracted network of qualified health care professionals who have undergone a comprehensive credentialing process. Senior Whole Health requires Members to receive non-emergency medical care within the participating, contracted network of Providers. Services provided by non-contracted Providers must be prior authorized.

Exceptions include Emergency Services and medically necessary dialysis services obtained by the member when they are outside the service area. See the section on Emergency Services, Urgent Care, and Post-stabilization Services above. When no exception applies, Senior Whole Health will determine whether there are contracted providers within the service area willing and able to provide the items or services requested for the Member.

### **Termination of Ongoing Services Termination of Inpatient Hospital Services**

Hospitals are required by CMS regulations to deliver the Important Message from Medicare (IM, Form CMS-10065), to all Medicare beneficiaries (including Medicare Advantage enrollees) who are hospital inpatients within two (2) calendar days of admission. This requirement is applicable to all hospitals regardless of payment type or specialty. Delivery must be made to the member or the member's authorized representative in accordance with CMS guidelines. A follow-up copy of the IM is delivered no more than two (2) calendar days before the planned discharge date.

The IM informs beneficiaries of their rights as a hospital inpatient, including their right to appeal the decision to discharge. Hospitals must deliver the IM in accordance with CMS guidelines and must obtain the signature of the beneficiary or their representative and provide a copy at that time. When the Member is no longer meeting criteria for continued inpatient stay and the hospital has not initiated discharge planning, Senior Whole Health may require that the hospital issue a follow-up copy of the IM and notify the Member of their discharge date or provide additional clinical information supporting an inpatient level of care. Failure to do so may result in the denial of continued hospital services with Provider liability. The Member cannot be held liable for any continued care (aside from any applicable deductibles or copayments) without proper notification that includes their appeal rights located within the IM and if the Member exercises their appeal rights, not until noon of the day after the QIO notifies the Member of a determination adverse to the Member.

When the Member exercises their appeal rights with the Quality Improvement Organization (QIO), the hospital is required to properly complete and deliver the Detailed Notice of Discharge (DND, Form CMS-10066) to the QIO and the Member as soon as possible and no later than noon follow the day of the QIO's notification to the hospital of the appeal. The hospital is also required to provide all information that the QIO requires to make its determination. At the Member's request, the hospital must provide to the Member a copy of all information provided to the QIO, including written records of any information provided by telephone. This documentation must be provided to the Member no later than close of business of the first day that the Member makes the request.

The exhaustion of a Member's covered Part A hospital days is not considered to be a discharge for purposes of issuing the IM.

### Termination of SNF, CORF, and HHA Services

The Notice of Medicare Non-Coverage (NOMNC) is a statutorily required notice issued to Medicare beneficiaries to inform them of the termination of ongoing services (discharge) by a SNF (including hospital swing beds providing Part A and Part B services), comprehensive outpatient rehabilitation facility (CORF) or home health agency (HHA). The NOMNC also provides the beneficiary with their appeal rights for the termination of services. The NOMNC must be delivered to the Member or the Member's authorized representative in accordance with CMS guidelines and at least two (2) days prior to discharge (or the next to the last time services are furnished in the case of CORF or HHA services).

When Senior Whole Health makes a determination that the Member's continued services are no longer skilled and discharge is appropriate, a valid NOMNC is sent to the contracted Provider (SNF & CORF) for delivery with a designation of the last covered day. Contracted Providers are responsible for delivering the NOMNC on behalf of Senior Whole Health to the Member or Member representative and for obtaining signature(s) in accordance with CMS guidelines. The contracted Provider must provide Senior Whole Health with a copy of the signed NOMNC. If the Member appeals the discharge to the Quality Improvement Organization (QIO), the contracted Provider must also provide the QIO with a signed copy of the NOMNC and all relevant clinical information. The Member cannot be held liable for any care (aside from any applicable deductibles or copayments) without proper notification that includes their appeal rights located in the NOMNC and if the Member exercises their appeal rights, not before the appeal process with the QIO is complete. If the QIO's decision is favorable to the Member, the Member cannot be held liable until a proper NOMNC is issued and the Member is given their appeal rights again. Failure of the contracted Provider to complete the notification timely and in accordance with CMS guidelines or to provide information timely to the QIO may result in the assignment of Provider liability. Members cannot be held responsible for the contracted Provider's failure to follow the terms of the relevant Provider Agreement or the Provider Manual.

A NOMNC is not issued in the following instances:

- When services are reduced (e.g., when a Member is receiving physical therapy and

occupational therapy from a home health agency and only the occupational therapy is terminated);

- When the Member moves to a higher level of care (e.g., from home health to SNF);
- When the Member exhausts their Medicare benefit;
- When the Member terminates services on their own initiative;
- When the Member transfers to another Provider at the same level of care (e.g., a move from one SNF to another while remaining in a Medicare-covered stay); or
- When the Provider terminates services for business reasons (e.g., the Member is receiving home health services but has a dangerous animal on the premises).

### **Coordination of Care and Services**

Senior Whole Health HCS Staff work with Providers to assist with coordinating referrals, services and benefits for Members who have been identified for Senior Whole Health's Integrated Care Management (ICM) program via assessment, or referral such as self-referral, Provider referral, etc. In addition, the coordination of care process assists Senior Whole Health Members, as necessary, in transitioning to other care when benefits end.

Senior Whole Health staff provide an integrated approach to care needs by assisting Members with identification of resources available such as community programs, national support groups, appropriate specialists and facilities, identifying best practice or new and innovative approaches to care. Care coordination by Senior Whole Health staff is done in partnership with Providers, Members and/or their authorized representative(s) to ensure efforts are efficient and non-duplicative.

Providers must offer the opportunity to provide assistance to identified Members through:

- Notification of community resources, local or State funded agencies.
- Education about alternative care.
- How to obtain care as appropriate.

### **Continuity of Care and Transition of Members**

It is Senior Whole Health's policy to provide Members with advance notice when a Provider they are seeing will no longer be in network. Members and Providers are encouraged to use this time to transition care to an in-network Provider. The Provider leaving the network shall provide all appropriate information related to course of treatment, medical treatment, etc. to the Provider(s) assuming care. Under certain circumstances, Members may be able to continue treatment with the out-of-network Provider for a given period of time and provide continued services to Members undergoing a course of treatment by a Provider that has terminated their contractual agreement if the following conditions exist at the time of termination.

- Acute condition or serious chronic condition – Following termination, the terminated Provider will continue to provide covered services to the Member up to ninety (90) days or for as long as treatment plan requires. Then the Member will be safely transferred to another Provider by Senior Whole Health or its delegated Medical Group/IPA.

- Pregnancy – The terminated Provider will continue to provide services following termination until postpartum services related to delivery are completed or longer if necessary, for a safe transfer.

For additional information regarding continuity of care and transition of Members, please contact Senior Whole Health at (855) 838-7999.

### **Continuity and Coordination of Provider Communication**

Senior Whole Health stresses the importance of timely communication between Providers involved in a Member's care. This is especially critical between specialists, including behavioral health Providers, and the Member's PCP. Information should be shared in such a manner as to facilitate communication of urgent needs or significant findings.

### **Reporting of Suspected Abuse and/or Neglect**

A vulnerable adult is a person who is or receiving or may be in need of receiving community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of I, or unable to themself against significant harm or exploitation. When working with children one may encounter situations suggesting abuse, neglect and/or unsafe living environments.

Every person who knows or has reasonable suspicion that a child or adult is being abused or neglected must report the matter immediately. Specific professionals mentioned under the Law as mandated reporters are:

- Physicians, dentists, interns, residents, or nurses.
- Public or private school employees or child care givers.
- Psychologists, social workers, family protection workers, or family protection specialists.
- Attorneys, ministers, or law enforcement officers.

Suspected abuse and/or neglect should be reported as follows:

#### **Adult Abuse**

To report elder abuse or neglect to the Executive Office of Elder Affairs: By phone: (800) 922-2275

Online: <https://hssmaprod.wellsky.com/intake/>

To Report Abuse of an adult under the age of 60: Disabled Persons Protection Commission: (800) 426-9009

Senior Whole Health's HCS teams will work with PCPs and Medical Groups/IPA and other delegated entities who are obligated to communicate with each other when there is a concern that a Member is being abused. Final actions are taken by the PCP/Medical Group/IPA, other

delegated entities or other clinical personnel. Under State and Federal Law, a person participating in good faith in making a report or testifying about alleged abuse, neglect, abandonment, financial exploitation or self-neglect of a vulnerable adult in a judicial or administrative proceeding may be immune from liability resulting from the report or testimony.

Senior Whole Health will follow up with Members that are reported to have been abused, exploited or neglected to ensure appropriate measures were taken, and follow up on safety issues. Senior Whole Health will track, analyze, and report aggregate information regarding abuse reporting to the Healthcare Services Committee and the proper State agency.

### **Primary Care Providers**

Senior Whole Health provides a panel of PCPs to care for its Members. Providers in the specialties of Family Medicine, Internal Medicine and Obstetrics and Gynecology are eligible to serve as PCPs. Members may choose a PCP or have one selected for them by Senior Whole Health. Senior Whole Health's Medicare Members are required to see a PCP who is part of the Senior Whole Health Medicare Network. Senior Whole Health's Medicare Members may select or change their PCP by contacting Senior Whole Health's Member Contact Center.

### **Specialty Providers**

Senior Whole Health maintains a network of specialty Providers to care for its Members. Some specialty care Providers may require a referral for a Member to receive specialty services; however, no prior authorization is required to see a specialist within the network. Members are allowed to directly access women health specialists within the network for routine and preventive health without a referral for services.

Referrals to specialty care outside the network require prior authorization from Senior Whole Health. Senior Whole Health will assist in ensuring access for second opinions from network and out of network providers as well, as applicable.

### **Care Management (CM)**

The Integrated Care Management (ICM) Program provides care coordination and health education for disease management, as well as identifies and addresses psychosocial barriers to accessing care with the goal of promoting high quality care that aligns with a Member's individual health care goals. Care Management focuses on the delivery of quality, cost-effective, and appropriate health care services for Members. Members may receive health risk assessments that help identify physical health, behavioral health, medication management problems, and social determinants of health to target high-needs Members who would benefit from more intensive support and education from a case manager. Additionally, functional, social support and health literacy deficits are assessed, as well as safety concerns and caregiver needs.

1. The role of the Case Manager includes:



- Coordination of quality and cost-effective services.
- Appropriate application of benefits.
- Promotion of early, intensive interventions in the least restrictive setting of the Member's choice.
- Assistance with transitions between care settings and/or Providers.
- Provision of accurate and up-to-date information to Providers regarding completed health assessments and care plans.
- Creation of ICPs, updated as the Member's conditions, needs and/or health status change.
- Facilitation of Interdisciplinary Care Team (ICT) meetings as needed.
- Promote utilization of multidisciplinary clinical, behavioral and rehabilitative services.
- Referral to, assessment of, and coordination of appropriate resources and support services, including but not limited to Long-Term Services & Supports (LTSS).
- Attention to Member preference and satisfaction.
- Attention to the handling of Protected Health Information (PHI) and maintaining confidentiality.
- Provision of ongoing analysis and evaluation of the Member's progress towards ICP adherence.
- Protection of Member rights.
- Promotion of Member responsibility and self-management.

2. Referral to Care Management may also be made by the following entities:

- Member or Member's designated representative(s)
- Member's Primary Care Provider
- Specialists
- Hospital Staff
- Home Health Staff
- Senior Whole Health staff

### Special Needs Plan (SNP) Model of Care

The Model of Care is the framework for Senior Whole Health's care management processes and systems that enable coordinated care for our Members in our Special Needs Plans. As defined by the Center for Medicare and Medicaid (CMS), our Model of Care includes the following areas: description of SNP population (including health conditions), care coordination, Provider network, quality measurement, and performance improvement. We value the partnerships we have with our Providers and want to work with you to coordinate care and help our Members obtain the best possible outcomes and improve the health and well-being of our aging, vulnerable, and chronically ill Members. Our Model of Care program addresses the following areas:

1. **Targeted Population** – We operate Medicare Dual Eligible Special Needs Plans (D-SNP) in multiple markets for Members who are eligible for both Medicare and Medicaid. Our

population may include full benefit duals that have access to Medicaid benefits and Members who are only eligible to receive assistance with some or all the Medicare premiums and cost sharing. Our Model of Care describes our population and includes a description of the medical conditions, co-morbidities, cognitive issues, social and environmental factors our Members experience. We identify the most vulnerable Members as those who may have experienced a change in health status, transition of care setting, a diagnosis that requires extensive use of resources or those who need help navigating the health care system due to social determinants of health.

2. **Care Coordination:** This section of the Model of Care defines our clinical program and includes multiple sections as described below:
  - A. **Staff Structure:** Our staff structure has both administrative and clinical teams that directly or indirectly affect the care coordination of our Member and is designed to manage the needs of the SNP enrollees. Our clinical teams interact directly with the Member or care givers and/or with the Providers caring for this complex population.
  - B. **Health Risk Assessments (HRA), Individualized Care Plan (ICP), Interdisciplinary Care Team (ICT), Face-to-Face Encounter, and Care Transitions:** Our program has multiple care coordination strategies including the following:
    - Completion of an initial and annual health risk assessment targeted to assess physical, behavioral, cognitive, psychosocial, and functional areas. We outreach to our Members in multiple ways to complete the initial assessment within ninety (90) days of the effective date, and at a minimum annually thereafter. We also reassess the Member if a significant status change or if a targeted transition in care occurs. Our team may reach out to your office to obtain additional contact information on our unable to reach Members who do not respond to our multiple outreach attempts.
    - Each Member has an individualized care plan (ICP) created using the results of the HRA and other data available from multiple areas such as claims, authorizations or other assessments. Feedback from the Member, care givers or Providers may also be included in the ICP. The ICP is a living document updated as needs change and is available to members of the care team.
    - Interdisciplinary Care Team (ICT): Each Member has an ICT developed based on the Member's preferences, complexity and needs as identified during the assessment and care planning process. The Member and/or care giver are encouraged to participate. Our Providers, especially the Primary Care Provider (PCP), are key members of the ICT and our team may reach out to you to provide feedback or participate in the care planning process or address needs identified by our care team. The ICP will be made available for the ICT members to review. The ICT meets at a frequency determined appropriate based on the Member's needs.
    - Face-to-Face Encounter: All SNP Members must have a face-to-face

encounter annually for the delivery of health care, care management, or care coordination services. The encounter must be with a Member of the Member's ICT, the plan's case management and coordination staff, or contracted plan health care Providers and may be in person or through visual, real-time, interactive telehealth encounters.

- Care Transition Protocols: Coordination of care and managing transitions is an important part of our SNP program. This population has a substantial risk of experiencing fragmented and unsafe care during transitions. The best way to help Members navigate through the complexities of transitions is a team approach with both our team and Providers caring for the Member working together to coordinate care. To effectively manage the care of a Member that experiences an applicable transition we expect our Providers to notify our Care Management staff in advance of planned transitions requiring an authorization as soon as possible, but no later than three (3) business days for unplanned transitions. Our Providers are essential to successful coordination of care during transitions and should be actively involved in the process. Managing transitions include processes such as assisting with logistical arrangements, providing education on post transition care and self-management, coordination of care, transferring data to the receiving Provider during a transition, and making sure the Member has access to their personal health information. Our care team is available to assist during complex transitions in care. Additional details are provided in the previous sections of this Provider Manual on coordination and transition of Members.
  - Point of contacts during transitions may be the PCP chosen by the Member to coordinate care or the Provider of care during the transitions.
  - Our case manager supports the Member and the Provider during a transition.
  - Our Members also have access to our customer service team at the number listed on the Senior Whole Health identification card.

### 3. **Provider Network**

- We have a contracted Provider network that includes Providers and facilities relevant and necessary to address the unique and/or specialized health care needs of our membership. Our credentialing process validates the licensure and credentials of our network.

In most situations the Member's PCP responsible for determining what medical services a Member needs, however, if treatment is primarily through a specialist physician, the specialist may be primarily responsible for determining needed services. Our care team is available to assist our Providers or the Members with care coordination. For Members undergoing transitions in health care settings, facility staff (hospital, SNF, home health, etc.) may also be involved in making recommendations or assisting with access to needed services.

- Clinical Practice Guidelines (CPG): We use nationally recognized, evidence based

- clinical practice guidelines. Our Medical Directors will select clinical practice guidelines that are relevant to the SNP population. These clinical practice guidelines will be communicated using the Provider newsletter and the Senior Whole Health website. Senior Whole Health will annually measure Provider compliance with important aspects of the clinical practice guidelines and report results to Providers.
- Model of Care Training – All contracted Primary Care and key high-volume Specialty Providers will be required to complete annual Model of Care training and provide an attestation confirming completion. Providers will have access to the training via the Senior Whole Health website or web-based. Providers will receive notice to participate in the training with instructions on how to complete the attestation.

4. **Quality Performance Improvement Plan:** We have a comprehensive and multi-functional Quality program and conduct a wide range of quality improvement activities focusing on the health care and services our Members receive across the health care continuum. Our program includes quality measurement and performance improvement which is a collaborative process for improving our ability to deliver high-quality health care services and benefits to our Members.

- Our program includes multiple goals based on our program design and population that focus on structure, process and outcomes. We have a specific set of goals to measure the effectiveness of our program focusing on all aspects of care and health outcomes including but not limited to the following:
  - Improved access to essential health services.
  - Improved access to affordable care.
  - Improved coordination of care/case management.
  - Improved access to preventive health services and management of chronic conditions.
  - Appropriate utilization of services for preventive a health and chronic condition.
  - Improved beneficiary health outcomes.
  - Improved access to behavioral health services.
- We use multiple data sources to monitor, analyze, and evaluate performance outcomes, according to our work plan and Model of Care objectives. Based on our results, we will take corrective actions if needed to improve our performance.
- Our program is evaluated, and results communicated to multiple stakeholders.

We want to be your partner and assist in helping manage and coordinate the complex needs the experienced by our Members. To better assist you, we ask the following of all our Providers involved in the care of our SNP Members:

- Complete the annual Model of Care Provider training.
- Review the HRA results, the ICP and other data we may provide to you. If asked sign and return the ICP.
- Respond to communications you may receive from our team concerning needs identified during our interactions with the Members or requesting assistance in developing the ICP.

- Participate in ICT meetings by providing feedback to communications or inquiries sent by members of the ICT.
- Assist in managing transitions in care.
- Assist with coordination of care including coordinating with Medicaid on our Dual Members.
- Communicate and collaborate with our care team, the ICT, Members, and caregivers. Reach out to our team if you have complex Members, we can assist you with coordinating needed care.
- Encourage the Member to work with your office, the care team, keeping all appointments, completing the HRA, and complying with all treatment plans.

## 9. BEHAVIORAL HEALTH

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### Overview

Senior Whole Health provides a Behavioral Health benefit for Members. Senior Whole Health takes an integrated, collaborative approach to behavioral health care, encouraging participation from PCPs, behavioral health, and other specialty Providers to ensure whole person care. Senior Whole complies with the most current Mental Health Parity and Addiction Equity Act requirements. All provisions within the Provider Manual are applicable to medical and behavioral health Providers unless otherwise noted in this section.

### Utilization Management and Prior Authorization

Some Behavioral Health services may require prior authorization.

**Senior Whole Health Senior Care Options (SCO):** Inpatient Behavioral Health notification of admission is required. Notification must be submitted within 72 hours of admission.

**Senior Whole Health MAPD:** Inpatient Behavioral Health admissions require authorization. Authorization requests must be submitted within 24 hours of admission.

Emergency psychiatric services do not require Prior Authorization. All requests for Behavioral Health services should include the most current version of Diagnostic and Statistical Manual of Mental Disorders (DSM) classification. Senior Whole Health utilizes standard, generally accepted Medical Necessity criteria for Prior Authorization reviews.

Providers submitting notification of inpatient admission or requesting authorization for inpatient Behavioral Health services should submit via fax at (844) 834- 2152.

For additional information regarding the prior authorization of Behavioral Health services, please refer to the Prior Authorization tools located on the <https://www.molinahealthcare.com/providers/ma/swh/resources/provider-materials.aspx> website:

- Prior Authorization Code Look-up Tool
- Prior Authorization Code Matrix

For additional information please refer to the Prior Authorization subsection found in the Health Care Services section of this Provider Manual.

### Access to Behavioral Health Providers and PCPs

Members may be referred to an in-network Behavioral Health Provider via referral from a PCP or by Member self-referral. PCPs are able to screen and assess Members for the detection and treatment of, or referral for, any known or suspected Behavioral Health problems and

disorders. PCPs may provide any clinically appropriate Behavioral Health service within the scope of their practice. A formal referral form or Prior Authorization is not needed for a Member to self-refer or be referred to a PCP or Behavioral Health Provider.

Behavioral Health Providers may refer a Member to an in-network PCP, or a Member may self-refer. Members may be referred to PCP and specialty care Providers to manage their health care needs. Behavioral Health Providers may identify other health concerns, including physical health concerns, that should be addressed by referring the Member to a PCP.

## Care Coordination and Continuity of Care

### Discharge Planning

Discharge planning begins upon admission to an inpatient or other twenty-four (24)-hour behavioral health facility, such as Community Crisis Stabilization or Acute Treatment Services. Members who were admitted to an inpatient or other twenty-four (24)-hour behavioral health setting must have an adequate outpatient follow-up appointment scheduled with a behavioral health Provider prior to discharge and to occur within seven (7) days of discharge.

### Interdisciplinary Care Coordination

In order to provide care for the whole person, Senior Whole Health emphasizes the importance of collaboration amongst all Providers on the Member's treatment team. Behavioral Health, Primary Care, and other specialty Providers shall collaborate and coordinate care amongst each other for the benefit of the Member. Collaboration of the treatment team will increase communication of valuable clinical information, enhance the Member's experience with service delivery, and create opportunity for optimal health outcomes. Senior Whole Health's Care Management program may assist in coordinating care and communication amongst all Providers of a Member's treatment team.

### Care Management

Senior Whole Health's Care Management team includes licensed nurses and clinicians with behavioral health experience to support Members with mental health and/or substance use disorder (SUD) needs.

Members with high-risk psychiatric, medical or psychosocial needs may be referred by a Behavioral Health or Primary Care Provider to the ICM program.

Referrals to the ICM program may be made by contacting Senior Whole Health at:

Care Management email: [Medicare\\_CM\\_Team@MolinaHealthcare.com](mailto:Medicare_CM_Team@MolinaHealthcare.com)

Phone: (855) 838-7999

For additional information on the ICM program please refer to the Care Management subsection found in the Health Care Services section of this Provider Manual.

## Responsibilities of Behavioral Health Providers

Senior Whole Health promotes collaboration with Providers and integration of both physical and behavioral health services in effort to provide quality care coordination to Members. Behavioral Health Providers are expected to provide in-scope, evidence-based mental health and substance use disorder services to Senior Whole Health Members. Behavioral Health Providers may only provide physical health care services if they are licensed to do so.

Providers shall follow Quality standards related to access. Senior Whole Health provides oversight of Providers to ensure Members can obtain needed health services within the acceptable appointment timeframes. Please refer to the Quality section of this Provider Manual for specific access to appointment details.

All Members receiving inpatient psychiatric services must be scheduled for a psychiatric outpatient appointment prior to discharge. The aftercare outpatient appointment must include the specific time, date, location, and name of the Provider. This appointment must occur within seven (7) days of the discharge date. If a Member misses a behavioral health appointment, the Behavioral Health Provider shall contact the Member within twenty-four (24) hours of a missed appointment to reschedule.

## Behavioral Health Crisis Line

Senior Whole Health has a Behavioral Health Crisis Line that may be accessed by Members 24/7 year-round. The Senior Whole Health Behavioral Health Crisis Line is staffed by behavioral health clinicians to provide urgent crisis intervention, emergent referrals and/or triage to appropriate supports, resources, and emergency response teams. Members experiencing psychological distress may access the Behavioral Health Crisis Line by calling (855) 597-1427.

## National Suicide Lifeline

988 is the National Suicide Lifeline. Anyone in need of suicide or mental health crisis support (or anyone worried about someone else), can receive free and confidential support 24 hours a day, 7 days a week, 365 days per year, by dialing 988 from any phone.

## Behavioral Health Tool Kit for Providers

Senior Whole Health has developed an online Behavioral Health Tool Kit to provide support with screening, assessment, and diagnosis of common behavioral health conditions, plus access to Behavioral Health HEDIS® Tip Sheets and other evidence-based guidance, training opportunities for Providers, and recommendations for coordinating care. The material within this tool kit is applicable to Providers in both primary care and behavioral health settings. The Behavioral Health Tool Kit for Providers can be found under the “Provider Resources” tab on the <https://www.molinahealthcare.com/providers/ma/swh/home.aspx> Provider website.



## 10. QUALITY

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### Maintaining Quality Improvement Processes and Programs

Senior Whole Health works with Members and Providers to maintain a comprehensive Quality Improvement Program. You can contact the Senior Whole Health Quality department toll free at (855) 838-7999.

The address for mail requests is:

Senior Whole Health, LLC  
Quality Department  
1075 Main Street, Suite 400  
Waltham, MA 02451

This Provider Manual contains excerpts from the Senior Whole Health Quality Improvement Program. For a complete copy of Senior Whole Health's Quality Improvement Program, you can contact your Provider Services representative or call the telephone number above to receive a written copy.

Senior Whole Health has established a Quality Improvement Program that complies with regulatory requirements and accreditation standards. The Quality Improvement Program provides structure and outlines specific activities designed to improve the care, service and health of our Members. In our quality program description, we describe our program governance, scope, goals, measurable objectives, structure, and responsibilities.

Senior Whole Health does not delegate Quality Improvement activities to Medical Groups/IPAs. However, Senior Whole Health requires contracted Medical Groups/IPAs to comply with the following core elements and standards of care. Senior Whole Health Medical Groups/IPAs must:

- Have a Quality Improvement Program in place.
- Comply with and participate in Senior Whole Health's Quality Improvement Program including reporting of Access and Availability survey and activity results and provision of medical records as part of the HEDIS® review process and during potential Quality of Care and/or Critical Incident investigations.
- Cooperate with Senior Whole Health's quality improvement activities that are designed to improve quality of care and services and Member experience.
- Allow Senior Whole Health to collect, use and evaluate data related to Provider performance for quality improvement activities, including but not limited to focus areas, such as clinical care, care coordination and management, service, and access and availability.
- Allow access to Senior Whole Health Quality personnel for site and medical record review processes.

## Patient Safety Program

Senior Whole Health's Patient Safety Program identifies appropriate safety projects and error avoidance for Senior Whole Health Members in collaboration with their PCPs. Senior Whole Health continues to support safe health practices for our Members through our safety program, pharmaceutical management and care management/health management programs and education. Senior Whole Health monitors nationally recognized quality index ratings for facilities including adverse events and hospital acquired conditions as part of a national strategy to improve health care quality mandated by the Patient Protection and Affordable Care Act (ACA), Health and Human Services (HHS) to identify areas that have the potential for improving health care quality to reduce the incidence of events.

The Tax Relief and Health Care Act of 2006 mandates that the Office of Inspector General report to Congress regarding the incidence of "never events" among Medicare beneficiaries, the payment for services in connection with such events, and the Centers for Medicare & Medicaid Services (CMS) processes to identify events and deny payment.

## Quality of Care

Senior Whole Health has established a systematic process to identify, investigate, review and report any Quality of Care, Adverse Event/Never Event, Critical Incident (as applicable), and/or service issues affecting Member care. Senior Whole Health will research, resolve, track and trend issues. Confirmed Adverse Events/Never Events are reportable when related to an error in medical care that is clearly identifiable, preventable and/or found to have caused serious injury or death to a patient. Some examples of never events include:

- Surgery on the wrong body part.
- Surgery on the wrong patient.
- Wrong surgery on a patient.

Senior Whole Health is not required to pay for inpatient care related to "never events."

## Medical Records

Senior Whole Health requires that medical records are maintained in a manner that is current, detailed and organized to ensure that care rendered to Members is consistently documented and that necessary information is readily available in the medical record. All entries will be indelibly added to the Member's record. PCPs should maintain the following medical record components that include but are not limited to:

- Medical record confidentiality and release of medical records within medical and behavioral health care records.
- Medical record content and documentation standards, including preventive health care.
- Storage maintenance and disposal processes.
- Process for archiving medical records and implementing improvement activities.

## Medical Record Keeping Practices

Below is a list of the minimum items that are necessary in the maintenance of the Member's Medical records:

- Each patient has a separate record.
- Medical records are stored away from patient areas and preferably locked.
- Medical records are available during each visit and archived records are available within twenty-four (24) hours.
- If hard copy, pages are securely attached in the medical record and records are organized by dividers or color-coded when thickness of the record dictates.
- If electronic, all those with access have individual passwords.
- Record keeping is monitored for Quality and HIPAA compliance, including privacy of confidential information, such as race, ethnicity, language, and sexual orientation and gender identity.
- Storage maintenance for the determined timeline and disposal are managed per record management processes.
- Process is in place for archiving medical records and implementing improvement activities.
- Medical records are kept confidential and there is a process for release of medical records including behavioral health care records.

## Content

Providers must remain consistent in their practices with Senior Whole Health's medical record documentation guidelines. Medical records are maintained and should include, but not limited to the following information. All medical records should contain:

- The patient's name or ID number on each page in the record.
- The patient's name, date of birth, sex, marital status, address, employer, home and work telephone numbers, and emergency contact.
- Legible signatures and credentials of the Provider and other staff members within a paper chart.
- A list of all Providers who participate in the Member's care.
- Information about services that are delivered by these Providers.
- A problem list that describes the Member's medical and behavioral health conditions.
- Presenting complaints, diagnoses, and treatment plans, including follow-up visits and referrals to other Providers.
- Prescribed medications, including dosages and dates of initial or refill prescriptions.
- Medication reconciliation within thirty (30) days of an inpatient discharge with evidence of current and discharge medication reconciliation and the date performed.
- Allergies and adverse reactions (or notation that none are known).
- Documentation that shows Advance Directives, Power of Attorney and Living Will have been discussed with Member, and a copy of Advance Directives when in place.
- Past medical and surgical history, including physical examinations, treatments, preventive services and risk factors.

- Treatment plans that are consistent with diagnosis.
- A working diagnosis that is recorded with the clinical findings.
- Pertinent history for the presenting problem.
- Pertinent physical exam for the presenting problem.
- Lab and other diagnostic tests that are ordered as appropriate by the Provider.
- Clear and thorough progress notes that state the intent for all ordered services and treatments.
- Notations regarding follow-up care, calls or visits that include the specific time of return noted in weeks, months or as needed, included in the next preventative care visit when appropriate.
- Notes from consultants as applicable.
- Up-to-date immunization records and documentation of appropriate history.
- All staff and Provider notes are signed physically or electronically with either name or initials.
- All entries are dated.
- All abnormal lab/imaging results show explicit follow up plan(s).
- All ancillary services reports.
- Documentation of all emergency care provided in any setting.
- Documentation of all hospital admissions and follow-up care, inpatient and outpatient care, including hospital discharge summaries, hospital history and physicals and operative report.
- Labor and Delivery Record for any child seen since birth.
- A signed document stating with whom protected health information may be shared.

## Organization

- The medical record is legible to someone other than the writer.
- Each patient has an individual record.
- Chart pages are bound, clipped, or attached to the file.
- Chart sections are easily recognized for retrieval of information.
- A release document for each Member authorizing Senior Whole Health to release medical information for facilitation of medical care.

## Retrieval

- The medical record is available to Provider at each encounter.
- The medical record is available to Senior Whole Health for purposes of Quality improvement.
- The medical record is available to the applicable State and/or Federal agency and the External Quality Review Organization upon request.
- The medical record is available to the Member upon their request.
- A storage system for inactive Member medical records which allows retrieval within twenty-four (24) hours, is consistent with State and Federal requirements, and the record is maintained for not less than ten (10) years from the last date of treatment or for a minor,

one (1) year past their 20th birthday but, never less than ten (10) years.

- An established and functional data recovery procedure in the event of data loss.

## Confidentiality

Senior Whole Health Providers shall develop and implement confidentiality procedures to guard Member protected health information, in accordance with HIPAA privacy standards and all other applicable Federal and State regulations. This should include, and is not limited to, the following:

- Ensure that medical information is released only in accordance with applicable Federal or State Law in pursuant to court orders or subpoenas.
- Maintain records and information in an accurate and timely manner.
- Ensure timely access by Members to the records and information that pertain to them.
- Abide by all Federal and State Laws regarding confidentiality and disclosure of medical records or other health and enrollment information.
- Protect Medical Records from unauthorized access.
- Restrict access to computerized confidential information.
- Take precautions to prevent inadvertent or unnecessary disclosure of protected health information.
- Educate and train all staff on handling and maintaining protected health care information.
- Ensure that confidential information, such as patient race, ethnicity, preferred language, sexual orientation, gender identity, and social determinants of health is protected.

Additional information on medical records is available from your local Senior Whole Health Quality department. For additional information regarding HIPAA, see the Compliance section of this Provider Manual.

## Advance Directives (Patient Self-Determination Act)

Senior Whole Health complies with the advance directive requirements of the States in which the organization provides services. Responsibilities include ensuring Members receive information regarding advance directives and that contracted Providers and facilities uphold executed documents.

Advance Directives are a written choice for health care. There are two (2) types of Advance Directives:

- **Durable Power of Attorney for Health Care:** allows an agent to be appointed to carry out health care decisions.
- **Living Will:** allows choices about withholding or withdrawing life support and accepting or refusing nutrition and/or hydration.

**When There Is No Advance Directive:** The Member's family and Provider will work together to decide on the best care for the Member based on information they may know about the

Member's end-of-life plans.

Providers must inform adult Senior Whole Health Members, eighteen (18) years old and up, of their right to make health care decisions and execute Advance Directives. It is important that Members are informed about Advance Directives.

Members who would like more information are instructed to contact Member Services or are directed to the CaringInfo website at [caringinfo.org/planning/advance-directives/](https://caringinfo.org/planning/advance-directives/) for forms available to download. Additionally, the Senior Whole Health website offers information to both Providers and Members regarding advance directives, with a link to forms that can be downloaded and printed.

PCPs must discuss Advance Directives with a Member and provide appropriate medical advice if the Member desires guidance or assistance.

Senior Whole Health Network Providers and facilities are expected to communicate any objections they may have to a Member directive prior to service when possible. Members may select a new PCP if the assigned Provider has an objection to the Member's desired decision. Senior Whole Health will facilitate finding a new PCP or specialist as needed.

In no event may any Provider refuse to treat a Member or otherwise discriminate against a Member because the Member has completed an Advance Directive. CMS regulations give Members the right to file a complaint with Senior Whole Health or the State survey and certification agency if the Member is dissatisfied with Senior Whole Health's handling of Advance Directives and/or if a Provider fails to comply with Advance Directives instructions.

Senior Whole Health will notify the Provider of an individual Member's Advance Directives identified through Care Management, Care Coordination or Case Management. Providers are instructed to document the presence of an Advance Directive in a prominent location of the Medical Record. Advance Directive forms are State specific to meet State regulations.

Senior Whole Health expects that there will be documented evidence of the discussion between the Provider and the Member during routine Medical Record reviews.

## Access to Care

Senior Whole Health maintains access to care standards and processes for ongoing monitoring of access to health care provided by contracted PCPs and participating specialist. Providers surveyed include PCPs (family/general practice, internal medicine, and pediatric), OB/GYN (high-volume specialists), Oncologist (high-impact specialists), and behavioral health Providers. Providers are required to conform to the Access to Care appointment standards listed below to ensure that health care services are provided in a timely manner. The PCP or their designee must be available 24 hours a day, 7 days a week to Members.

## Appointment Access

All Providers who oversee the Member's health care are responsible for providing the following appointments to Senior Whole Health Members in the timeframes noted.

### Medical Appointment

Appointment Types	Standard
Primary Care: Routine and Preventive Care	Within 30 business days
Primary Care: Services that are not emergency or urgently needed but require medical attention	Within 7 business days
Urgently needed services or emergency	Immediately
Urgent Care	Within 48 hours
After Hours Care	24 hours/day; 7 day/week availability
Specialty Care (High Volume)	Within 45 calendar days
Specialty Care (High Impact)	Within 45 calendar days

### Behavioral Health Appointment

Appointment Types	Standard
Life Threatening Emergency: Urgently needed services or emergency	Immediately
Non-life Threatening Emergency	Within 6 hours
Urgent Care	Within 24 hours
Services that are not emergency or urgently needed but require medical attention	Within 7 business days
Initial Routine Care Visit	Within 10 calendar days
Follow-up Routine Care Visit	Within 30 business days

Additional information on appointment access standards is available from your local Senior Whole Health Quality department.

## Office Wait Time

For scheduled appointments, the wait time in offices should not exceed thirty (30) minutes. All PCPs are required to monitor waiting times and adhere to this standard.

## After Hours

All Providers must have back-up (on call) coverage after hours or during the Provider's absence or unavailability. Senior Whole Health requires Providers to maintain a 24 hour telephone service, 7 days a week. This access may be through an answering service or a recorded message after office hours. The service or recorded message should instruct Members with an Emergency to hang up and call 911 or go immediately to the nearest emergency room.

Voicemail alone after-hours is not acceptable.

## Women's Health Access

Senior Whole Health allows Members the option to seek obstetric and gynecological care from an in-network obstetrician or gynecologist or directly from a participating PCP designated by Senior Whole Health as providing obstetric and gynecological services. Member access to obstetric and gynecological services is monitored to ensure Members have direct access to Participating Providers for obstetric and gynecological services. Gynecological services must be provided when requested regardless of the gender status of the Member.

Additional information on access to care is available from your local Senior Whole Health Quality department.

## Monitoring Access for Compliance with Standards

Access to care standards are reviewed, revised as necessary, and approved by the Quality Improvement and Health Equity Transformation Committee on an annual basis.

Provider Network adherence to access standards is monitored via one (1) or more of the following mechanisms:

1. Provider access studies – Provider office assessment of appointment availability, after-hours access, Provider ratios, and geographic access.
2. Member complaint data – assessment of Member complaints related to access and availability of care.
3. Member satisfaction survey – evaluation of Members' self-reported satisfaction with appointment and after-hours access.

Analysis of access data includes assessment of performance against established standards, review of trends over time, and identification of barriers. Results of analysis are reported to the Quality Improvement and Health Equity Transformation Committee at least annually for review and determination of opportunities for improvement. Corrective actions are initiated when



performance goals are not met and for identified Provider-specific and/or organizational trends. Performance goals are reviewed and approved annually by the Quality Improvement and Health Equity Transformation Committee.

## Quality of Provider Office Sites

Senior Whole Health Providers are to maintain office-site and medical record keeping practice standards. Senior Whole Health continually monitors Member appeals and complaints/grievances for all office sites to determine the need of an office site visit and will conduct office site visits as needed. Senior Whole Health assesses the quality, safety and accessibility of office sites where care is delivered against standards and thresholds. A standard survey form is completed at the time of each visit. This includes an assessment of:

- Physical Accessibility
- Physical Appearance
- Adequacy of Waiting and Examining Room Space

### Physical Accessibility

Senior Whole Health evaluates office sites as applicable, to ensure that Members have safe and appropriate access to the office site. This access includes, but is not limited to, ease of entry into the building, accessibility of space within the office site, and ease of access for patients with physical disabilities.

### Physical Appearance

The site visits include, but are not limited to, an evaluation of office site cleanliness, appropriateness of lighting, and patient safety as needed.

### Adequacy of Waiting and Examining Room Space

During the site visit as required, Senior Whole Health assesses waiting and examining room spaces to ensure that the office offers appropriate accommodations to Members. The evaluation includes, but is not limited to, appropriate seating in the waiting room areas and availability of exam tables in exam rooms.

### Administration & Confidentiality of Facilities

Facilities contracted with Senior Whole Health must demonstrate an overall compliance with the guidelines listed below:

- Office appearance demonstrates that housekeeping and maintenance are performed appropriately on a regular basis, the waiting room is well-lit, office hours are posted, and parking area and walkways demonstrate appropriate maintenance.
- Accessible parking is available, the building and exam rooms are accessible with an incline ramp or flat entryway, and the restroom is accessible with a bathroom grab bar.

- Adequate seating includes space for an average number of patients in an hour and there is a minimum of two (2) office exam rooms per Provider.
- Basic emergency equipment is located in an easily accessible area. This includes a pocket mask and Epinephrine, plus any other medications appropriate to the practice.
- At least one (1) CPR certified employee is available.
- Yearly OSHA training (Fire, Safety, Blood-borne Pathogens, etc.) is documented for offices with ten (10) or more employees.
- A container for sharps is located in each room where injections are given.
- Labeled containers, policies, contracts, and evidence of a hazardous waste management system in place.
- Patient check-in systems are confidential. Signatures on fee slips, separate forms, stickers or labels are possible alternative methods.
- Confidential information is discussed away from patients. When reception areas are unprotected by sound barriers, scheduling and triage phones are best placed at another location.
- Medical records are stored away from patient areas. Record rooms and/or file cabinets are preferably locked.
- A CLIA waiver is displayed when the appropriate lab work is run in the office.
- Prescription pads are not kept in exam rooms.
- Narcotics are locked, preferably double-locked. Medication and sample access is restricted.
- System in place to ensure expired sample medications are not dispensed and injectables and emergency medication are checked monthly for outdates.
- Drug refrigerator temperatures are documented daily.

### Monitoring for Compliance with Standards

Senior Whole Health monitors compliance with the established performance standards as outlined above at least annually. Performance below Senior Whole Health's standards may result in a Corrective Action Plan (CAP) with a request the Provider submit a written corrective action plan to Senior Whole Health within thirty (30) calendar days. Follow-up to ensure resolution is conducted at regular intervals until compliance is achieved. The information and any response made by the Provider are included in the Provider's permanent credentials file. If compliance is not attained at follow-up, an updated CAP will be required. Providers who do not submit a CAP may be terminated from network participation or closed to new Members.

### Quality Improvement Activities and Programs

Senior Whole Health maintains an active Quality Improvement Program. The Quality Improvement Program provides structure and key processes to carry out our ongoing commitment to improvement of care and service. Senior Whole Health focuses on reducing health care disparities through the Quality Improvement Program. The goals identified are based on an evaluation of programs and services; regulatory, contractual and accreditation requirements; and strategic planning initiatives.

## Health Management and Care Management

The Senior Whole Health, Health Management and Care Management Programs provide for the identification, assessment, stratification, and implementation of appropriate interventions for Members with chronic diseases.

For additional information, please refer to the Health Care Services section of this Provider Manual.

## Clinical Practice Guidelines

Senior Whole Health adopts and disseminates Clinical Practice Guidelines (CPG) to reduce inter-Provider variation in diagnosis and treatment. CPG adherence is measured at least annually. All guidelines are based on scientific evidence, review of medical literature and/or appropriately established authority.

Senior Whole Health Clinical Practice Guidelines include the following:

- Acute Stress and Post-Traumatic Stress Disorder (PTSD)
- Anxiety/Panic Disorder
- Asthma
- Attention Deficit Hyperactivity Disorder (ADHD)
- Autism
- Bipolar Disorder
- Chronic Kidney Disease
- Chronic Obstructive Pulmonary Disease (COPD)
- Depression
- Diabetes
- Heart Failure in Adults
- Homelessness-Special Health Care Needs
- Hypertension
- Obesity
- Opioid Management
- Schizophrenia
- Sickle Cell Disease
- Substance Abuse Treatment
- Suicide Risk
- Trauma-Informed Primary Care

All clinical practice guidelines are updated at least annually, and more frequently, as needed when clinical evidence changes, and are approved by the Quality Improvement and Health Equity Transformation Committee. In fact, a review is conducted at least monthly to identify new additions or modifications. On an annual basis, clinical practice guidelines are distributed to Providers at <https://www.molinahealthcare.com/providers/ma/swh/health/cpg.aspx> (or when changes are made during the year) and the Provider Manual. Notification of the

availability of the clinical practice guidelines is published in the Senior Whole Health Provider Newsletter.

### **Preventive Health Guidelines**

Senior Whole Health provides coverage of diagnostic preventive procedures based on recommendations published by the U.S. Preventive Services Task Force (USPSTF) and Centers for Disease Control and Prevention (CDC) in accordance with Centers for Medicare & Medicaid Services (CMS) guidelines. Diagnostic preventive procedures include but are not limited to:

- Adult Preventive Services Recommendations (U.S. Preventive Services Task Force). Links to current recommendations are included on Senior Whole Health's website.
- Recommended Adult Immunization Schedule for ages 19 Years or Older, United States. These recommendations are revised every year by the Centers for Disease Control and Prevention). Links to current recommendations are included on Senior Whole Health's website.
- Recommended Child and Adolescent Immunization Schedule for ages 18 years or younger, United States. These recommendations are revised every year by the Centers for Disease Control and Prevention. Links to current recommendations are included on Senior Whole Health's website.

All preventive health guidelines are updated at least annually and more frequently as needed, when clinical evidence changes and are approved by the Quality Improvement and Health Equity Transformation Committee. In fact, a review is conducted at least monthly to identify new additions or modifications. On an annual basis, Preventive Health Guidelines are distributed to Providers at <https://www.molinahealthcare.com/providers/ma/swh/health/phg.aspx> (or when changes are made during the year) and the Provider Manual. Notification of the availability of the Preventive Health Guidelines is published in the Senior Whole Health Provider Newsletter.

### **Cultural and Linguistic Appropriate Services**

Senior Whole Health works to ensure all Members receive culturally competent care across the service continuum to reduce health disparities and improve health outcomes. For additional information about Senior Whole Health's program and services, please see the Cultural Competency and Linguistic Services section of this Provider Manual.

### **Measurement of Clinical and Service Quality**

Senior Whole Health monitors and evaluates the quality of care and services provided to Members through the following mechanisms:

- Healthcare Effectiveness Data and Information Set (HEDIS®)
- Consumer Assessment of Healthcare Providers and Systems (CAHPS®)
- Health Outcomes Survey (HOS)

- Provider Satisfaction Survey
- Effectiveness of Quality Improvement Initiatives

Senior Whole Health evaluates continuous performance according to, or in comparison with objectives, measurable performance standards and benchmarks at the national, regional and/or at the local/health plan level.

Contracted Providers and facilities must allow Senior Whole Health to use its performance data collected in accordance with the Provider's or facility's contract. The use of performance data may include, but is not limited to, the following: (1) development of Quality Improvement activities; (2) public reporting to consumers; (3) preferred status designation in the network; (4) and/or reduced Member cost sharing.

Senior Whole Health's most recent results can be obtained from your local Senior Whole Health Quality department.

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

Senior Whole Health utilizes the NCQA HEDIS® as a measurement tool to provide a fair and accurate assessment of specific aspects of managed care organization performance. HEDIS® is an annual activity conducted in the spring. The data comes from on-site medical record review and available administrative data. All reported measures must follow rigorous specifications and are externally audited to assure continuity and comparability of results. The HEDIS® measurement set currently includes a variety of health care aspects including immunizations, women's health screening, diabetes care, well check-ups, medication use, and cardiovascular disease.

HEDIS® results are used in a variety of ways. The results are used to evaluate the effectiveness of multiple quality improvement activities and clinical programs. The standards are based on established clinical guidelines and protocols, providing a firm foundation to measure the effectiveness of these programs.

Selected HEDIS® results are provided to Federal and State regulatory agencies and accreditation organizations. The data are also used to compare against established health plan performance benchmarks.

### **Consumer Assessment of Healthcare Providers and Systems (CAHPS®)**

CAHPS® is the tool used by Senior Whole Health to summarize Member satisfaction with Providers, health care and service they receive. CAHPS® examines specific measures, including Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Coordination of Care, Customer Service, Rating of Health Care and Getting Needed Prescription Drugs (for Medicare). The CAHPS® survey is administered annually in the spring to randomly selected Members by an NCQA-certified vendor.

CAHPS® results are used in much the same way as HEDIS® results, only the focus is on the service aspect of care rather than clinical activities. They form the basis for several of Senior Whole Health's quality improvement activities and are used by external agencies to help ascertain the quality of services being delivered.

### **Medicare Health Outcomes Survey (HOS)**

The HOS measures Medicare Members' physical and mental health status over a two (2) year period and categorizes the two (2) year change scores as better, same or worse than expected. The goal of the HOS is to gather valid, reliable, clinically meaningful data that can be used to target quality improvement activities and resources, monitor health plan performance and reward top performing health plans. Additionally, the HOS is used to inform beneficiaries of their health care choices, advance the science of functional health outcomes measurement, and for quality improvement interventions and strategies.

### **Provider Satisfaction Survey**

Recognizing that HEDIS® and CAHPS® both focus on Member experience with health care Providers and health plans, Senior Whole Health conducts a Provider Satisfaction Survey annually. The results from this survey are very important to Senior Whole Health, as this is one of the primary methods used to identify improvement areas pertaining to the Senior Whole Health Provider Network. The survey results have helped establish improvement activities relating to Senior Whole Health's specialty network, inter-Provider communications, and pharmacy authorizations. This survey is fielded to a random sample of Providers each year. If your office is selected to participate, please take a few minutes to complete and return the survey.

### **Effectiveness of Quality Improvement Initiatives**

Senior Whole Health monitors the effectiveness of clinical and service activities through metrics selected to demonstrate clinical outcomes and service levels. The plan's performance is compared to that of available national benchmarks indicating "best practices." The evaluation includes an assessment of clinical and service improvements on an ongoing basis. Results of these measurements guide activities for the successive periods.

In addition to the methods described above, Senior Whole Health also compiles complaint and appeals data as well as requests for out-of-network services to determine opportunities for service improvements.

### **Medicare Star Ratings – The Affordable Care Act**

Star Ratings are a system of measurements CMS uses to determine how well physicians and health plans are providing care to Medicare Members. This system is based on nationally-recognized quality goals which focus on improving the health and care of your patients, safe and effective care, as well as making care affordable. These aims are realized through the

collection and reporting of specific measure results.

Preventive Health:

- Annual Wellness/Physical Exams
- Mammograms
- Osteoporosis Testing and Management
- Influenza and Pneumonia Immunizations
- Colonoscopies

Chronic Care Management:

- Diabetes Management Screenings
- Cardiovascular and Hypertension Management Screenings
- Medication Adherence for Chronic Conditions

Member Satisfaction Survey Questions:

- “...rate your satisfaction with your personal doctor”
- “...rate your satisfaction with getting needed appointments”

### **What Can Providers Do?**

- Ensure patients are up-to-date with their annual physical exam and preventive health screenings, including related lab orders and referrals to specialists, such as ophthalmology.
- Review the HEDIS® preventive care listing of measures for each patient to determine if anything applicable to your patients’ age and/or condition has been missed.
- Check that staff are properly coding all services provided.
- Be sure patients understand what *they* need to do.

Senior Whole Health has additional resources to assist Providers and their patients. For access to tools that can assist, please visit the [Avality](#) portal. There are a variety of resources, including: HEDIS® CPT/CMS-approved diagnostic and procedural code sheets. To obtain a current list of HEDIS® and CAHPS® Star Ratings measures, contact your local Senior Whole Health Quality department.

HEDIS® and CAHPS® are registered trademarks of the National Committee for Quality Assurance (NCQA).

### **Merit-based Incentive Payment System (MIPS)**

Under the Medicare Access and CHIP Reauthorization Act (MACRA), CMS implemented the Quality Payment Program Merit-based Incentive Payment System (MIPS). This is a quality payment program that eligible Providers under original Medicare will participate in and does not impact how Medicare Advantage and MMP plans are required to pay. Due to this being a quality program, Providers will not receive a bonus or a withhold for the Quality Payment Program Merit-based Incentive Payment System (MIPS), unless it is specifically in the

agreement you have with Senior Whole Health. Please contact your Provider Services representative for other quality programs Senior Whole Health offers.



## 11. RISK ADJUSTMENT MANAGEMENT PROGRAM

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### What is Risk Adjustment?

The Centers for Medicare & Medicaid Services (CMS) defines Risk Adjustment as a process that helps to accurately measure the health status of a plan's membership based on medical conditions and demographic information.

This process helps ensure health plans receive accurate payment for services provided to Senior Whole Health Members and prepares for resources that may be needed in the future to treat Member who have multiple clinical conditions.

### Why is Risk Adjustment Important?

Senior Whole Health relies on our Provider Network to take care of our Members based on their health care needs. Risk Adjustment considers numerous clinical data elements of a Member's health profile to determine any documentation gaps from past visits and identifies opportunities for gap closure for future visits. In addition, Risk Adjustment allows us to:

- Focus on quality and efficiency.
- Recognize and address current and potential health conditions early.
- Identify Members for Care Management referral.
- Ensure adequate resources for the acuity levels of Senior Whole Health Members.
- Have the resources to deliver the highest quality of care to Senior Whole Health Members

### Interoperability

The Provider agrees to deliver relevant clinical documents (Clinical Document Architecture (CDA) or Continuity of Care Document (CCD) format) at encounter close for Senior Whole Health Members by using one of the automated methods available and supported by Provider's electronic medical records (EMR), including, but not limited to, Direct Protocol, Secure File Transfer Protocol (SFTP), query or Web service interfaces such as Simple Object Access Protocol (External Data Representation) or Representational State Transfer (Fast Healthcare Interoperability Resource). The CDA or CCD document should include signed clinical note or conform with the United States Core Data for Interoperability (USCDI) common data set and Health Level 7 (HL7) Consolidated Clinical Data Architecture (CCDA) standard.

The Provider will also enable HL7 v2 Admission/Discharge/Transfer (ADT) feed for all patient events for Senior Whole Health Members to the interoperability vendor designated by Senior Whole Health.

The Provider will participate in Senior Whole Health's program to communicate Clinical Information using the Direct Protocol. Direct Protocol is the Health Insurance Portability and Accountability Act (HIPAA) compliant mechanism for exchanging healthcare information that is approved by the Office of the National Coordinator for Health Information Technology (ONC).

- If the Provider does not have Direct Address, Provider will work with its EMR vendor to set up a Direct Account, which also supports the Centers for Medicare & Medicare Services (CMS) Requirement of having Provider's Digital Contact Information added in the National Plan and Provider Enumeration System (NPPES).
- If the Provider's EMR does not support the Direct Protocol, Provider will work with Senior Whole Health's established interoperability partner to get an account established.

## RADV Audits

As part of the regulatory process, Federal agencies may conduct Risk Adjustment Data Validation (RADV) audits to ensure that the diagnosis data submitted by Senior Whole Health for risk adjustment is complete and accurate. All Claims/Encounters submitted to Senior Whole Health are subject to State and/or Federal and internal health plan auditing. If Senior Whole Health is selected for a RADV audit, Providers will be required to submit medical records in a timely manner to validate the previously submitted data.

## Your Role as a Provider

As a Provider, complete and accurate documentation in a medical record is critical to a Member's quality of care. We encourage Providers to record all diagnoses to the highest specificity. This will ensure Senior Whole Health receives adequate resources to provide quality programs to you and our Members.

For a complete and accurate medical record, all Provider documentation must:

- Address clinical data elements (e.g., diabetic patient needs an eye exam or multiple comorbid conditions) provided by Senior Whole Health and reviewed with the Member.
- Be compliant with the CMS National Correct Coding Initiative (NCCI).
- Use the correct ICD-10 code by documenting the condition to the highest level of specificity.
- Only use diagnosis codes confirmed during a Provider visit with a Member. The visit may be face-to-face, or telehealth, depending on state or CMS requirements.
- Contain a treatment plan and progress notes.
- Contain the Member's name and date of service.
- Have the Provider's signature and credentials.

## Contact Information

For questions about Senior Whole Health's Risk Adjustment programs or to request training information, please contact your Senior Whole Health Provider Services Representative.

## 12. COMPLIANCE

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### Fraud, Waste, and Abuse

#### Introduction

Senior Whole Health is dedicated to the detection, prevention, investigation, and reporting of potential health care fraud, waste, and abuse. As such, Senior Whole Health's Compliance department maintains a comprehensive plan, which addresses how Senior Whole Health will uphold and follow State and Federal statutes and regulations pertaining to fraud, waste, and abuse. Senior Whole Health also addresses fraud, waste and abuse prevention, detection, and correction along with the education of appropriate employees, vendors, Providers and associates doing business with Senior Whole Health.

Senior Whole Health's Special Investigation Unit (SIU) supports Compliance in its efforts to prevent, detect, and correct fraud, waste, and abuse by conducting investigations aimed at identifying suspect activity and reporting these findings to the appropriate regulatory and/or Law enforcement agency.

#### Mission Statement

Our mission is to pay claims correctly the first time, and that mission begins with the understanding that we need to proactively detect fraud, waste and abuse, correct it, and prevent it from reoccurring. Since not all fraud, waste, or abuse can be prevented, Senior Whole Health employs processes that retrospectively address fraud, waste, or abuse that may have already occurred. Senior Whole Health strives to detect, prevent, investigate, and report suspected health care fraud, waste and abuse in order to reduce health care cost and to promote quality health care.

#### Regulatory Requirements Federal False Claims Act

The False Claims Act is a Federal statute that covers fraud involving any Federally funded contract or program. The act establishes liability for any person who knowingly presents or causes to be presented a false or fraudulent Claim to the U.S. government for payment.

The term "knowing" is defined to mean that a person with respect to information:

- Has actual knowledge of falsity of information in the Claim;
- Acts in deliberate ignorance of the truth or falsity of the information in a Claim; or,
- Acts in reckless disregard of the truth or falsity of the information in a Claim.

The act does not require proof of a specific intent to defraud the U.S. government. Instead, health care Providers can be prosecuted for a wide variety of conduct that leads to the submission of fraudulent Claims to the government, such as knowingly making false statements, falsifying records, double-billing for items or services, submitting bills for services

never performed or items never furnished or otherwise causing a false Claim to be submitted.

### **Deficit Reduction Act**

The Deficit Reduction Act (DRA) aims to cut fraud, waste and abuse from the Medicare and Medicaid programs.

As a contractor doing business with Senior Whole Health, Providers and their staff have the same obligation to report any actual or suspected violation of funds either by fraud, waste or abuse. Entities must have written policies that inform employees, contractors, and agents of the following:

- The Federal False Claims Act and State Laws pertaining to submitting false Claims.
- How Providers will detect and prevent fraud, waste, and abuse.
- Employee protection rights as whistleblowers.

These provisions encourage employees (current or former) and others to report instances of fraud, waste or abuse to the government. The government may then proceed to file a lawsuit against the organization/individual accused of violating the False Claims Act. The whistleblower may also file a lawsuit independently. Cases found in favor of the government will result in the whistleblower receiving a portion of the amount awarded to the government.

Whistleblower protections state that employees who have been discharged, demoted, suspended, threatened, harassed or otherwise discriminated against due to their role in disclosing or reporting a false Claim are entitled to all relief necessary to make the employee whole including:

- Employment reinstatement at the same level of seniority.
- Two (2) times the amount of back pay plus interest.
- Compensation for special damages incurred by the employee as a result of the employer's inappropriate actions.

Affected entities who fail to comply with the Law will be at risk of forfeiting all payments until compliance is met. Senior Whole Health will take steps to monitor Senior Whole Health contracted Providers to ensure compliance with the Law.

### **Anti-Kickback Statute (42 U.S.C. § 1320a-7b(b))**

Anti-Kickback Statute ("AKS") is a criminal law that prohibits the knowing and willful payment of "remuneration" to induce or reward patient referrals or the generation of business involving any item or service payable by the Federal health care programs (e.g., drugs, supplies, or health care services for Medicare or Medicaid patients). In some industries, it is acceptable to reward those who refer business to you. However, in the Federal health care programs, paying for referrals is a crime. The statute covers the payers of kickbacks-those who offer or pay remuneration- as well as the recipients of kickbacks-those who solicit or receive remuneration.

Senior Whole Health conducts all business in compliance with Federal and State Anti-Kickback Statutes (AKS) statutes and regulations and Federal and State marketing regulations. Providers are prohibited from engaging in any activities covered under this statute.

### **What is AKS?**

AKS statutes and regulations prohibit paying or receiving anything of value to induce or reward patient referrals or the generation of business involving any item or service payable by Federal and State health care programs. The phrase “anything of value” can mean cash, discounts, gifts, excessive compensation, contracts not at fair market value, etc. Examples of prohibited AKS actions include a health care Provider who is compensated based on patient volume, or a Provider who offers remuneration to patients to influence them to use their services.

Under Senior Whole Health’s policies, Providers may not offer, solicit an offer, provide, or receive items of value of any kind that are intended to induce referrals of Federal health care program business. Providers must not, directly, or indirectly, make or offer items of value to any third party, for the purpose of obtaining, retaining, or directing our business. This includes giving, favors, preferential hiring, or anything of value to any government official.

### **Marketing Guidelines and Requirements**

Providers must conduct all marketing activities in accordance with the relevant contractual requirements and marketing statutes and regulations – both State and Federal.

Under Senior Whole Health’s policies, Marketing means any communication, to a beneficiary who is not enrolled with Senior Whole Health, that can reasonably be interpreted as intended to influence the beneficiary to enroll with Senior Whole Health’s Medicaid or Medicare products. This also includes communications that can be interpreted to influence a beneficiary to not enroll in or to disenroll from another Health Plan’s products.

Restricted marketing activities vary from state-to-state but generally relate to the types and form of communications that health plans, Providers and others can have with Members and prospective Members. Examples of such communications include those related to enrolling Members, Member outreach, and other types of communications.

### **Stark Statute**

The Physicians Self-Referral Law (Stark Law) prohibits physicians from referring patients to receive “designated health services” payable by Medicare or Medicaid from entities with which the physician or an immediate family member has a financial relationship, unless an exception applies. Financial relationships include both ownership/investment interests and compensation arrangements. The Stark law prohibits the submission, or causing the submission, of claims in violation of the law’s restrictions on referrals. “Designated health services” are identified in the Physician Self-Referral Law [42 U.S.C. § 1395nn].

## Sarbanes-Oxley Act of 2002

Requires certification of financial statements by both the Chief Executive Officer and the Chief Financial Officer. The Act states that a corporation must assess the effectiveness of its internal controls and report this assessment annually to the Securities and Exchange Commission.

### Definitions

**Fraud:** means an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to themselves or some other person. It includes any act that constitutes fraud under applicable Federal or State Law. (42 CFR § 455.2)

**Waste:** means health care spending that can be eliminated without reducing the quality of care. Quality waste includes overuse, underuse, and ineffective use. Inefficiency waste includes redundancy, delays, and unnecessary process complexity. An example would be the attempt to obtain reimbursement for items or services where there was no intent to deceive or misrepresent, however the outcome resulted in poor or inefficient billing methods (e.g. coding) causing unnecessary costs to State and Federal health care programs.

**Abuse:** means Provider practices that are inconsistent with sound fiscal, business, or medical practices, and result in unnecessary costs to State and Federal health care programs, or in reimbursement for services that are not Medically Necessary or that fail to meet professionally recognized standards for health care. It also includes recipient practices that result in unnecessary cost to State and Federal health care programs. (42 CFR § 455.2)

### Examples of Fraud, Waste and Abuse by a Provider

The types of questionable Provider schemes investigated by Senior Whole Health include, but are not limited to the following:

- A Provider knowingly and willfully referring a Member to health care facilities in which or with which the Provider has a financial relationship. (Stark Law)
- Altering Claims and/or medical record documentation in order to get a higher level of reimbursement.
- Balance billing a Senior Whole Health Member for Covered Services. This includes asking the Member to pay the difference between the discounted and negotiated fees, and the Provider's usual and customary fees.
- Billing and providing for services to Members that are not Medically Necessary.
- Billing for services, procedures and/or supplies that have not been rendered.
- Billing under an invalid place of service in order to receive or maximize reimbursement.
- Completing certificates of Medical Necessity for Members not personally and professionally known by the Provider.
- Concealing a Member's misuse of a Senior Whole Health identification card.
- Failing to report a Member's forgery or alteration of a prescription or other medical

document.

- False coding in order to receive or maximize reimbursement.
- Inappropriate billing of modifiers in order to receive or maximize reimbursement.
- Inappropriately billing of a procedure that does not match the diagnosis in order to receive or maximize reimbursement.
- Knowingly and willfully soliciting or receiving payment of kickbacks or bribes in exchange for referring patients.
- Not following incident to billing guidelines in order to receive or maximize reimbursement.
- Overutilization
- Participating in schemes that involve collusion between a Provider and a Member that result in higher costs or charges.
- Questionable prescribing practices.
- Unbundling services in order to get more reimbursement, which involves separating a procedure into parts and charging for each part rather than using a single global code.
- Underutilization, which means failing to provide services that are Medically Necessary.
- Upcoding, which is when a Provider does not bill the correct code for the service rendered, and instead uses a code for a like services that costs more.
- Using the adjustment payment process to generate fraudulent payments.

### Examples of Fraud, Waste, and Abuse by a Member

The types of questionable Member schemes investigated by Senior Whole Health include, but are not limited to, the following:

- Benefit sharing with persons not entitled to the Member's benefits.
- Conspiracy to defraud State and Federal health care programs.
- Doctor shopping, which occurs when a Member consults a number of Providers for the purpose of inappropriately obtaining services.
- Falsifying documentation in order to get services approved.
- Forgery related to health care.
- Prescription diversion, which occurs when a Member obtains a prescription from a Provider for a condition that they do not suffer from and the Member sells the medication to someone else.

### Review of Provider Claims and Claims System

Senior Whole Health Claims Examiners are trained to recognize unusual billing practices, which are key in trying to identify fraud, waste, and abuse. If the Claims Examiner suspects fraudulent, abusive or wasteful billing practices, the billing practice is documented and reported to the SIU through our Compliance Alertline/reporting repository.

The Claims payment system utilizes system edits and flags to validate those elements of Claims are billed in accordance with standardized billing practices; ensure that Claims are processed accurately and ensure that payments reflect the service performed as authorized.

Senior Whole Health performs auditing to ensure the accuracy of data input into the Claims system. The Claims department conducts regular audits to identify system issues or errors. If errors are identified, they are corrected, and a thorough review of system edits is conducted to detect and locate the source of the errors.

### **Prepayment Fraud, Waste, and Abuse Detection Activities**

Through implementation of Claims edits, Senior Whole Health's Claims payment system is designed to audit Claims concurrently, in order to detect and prevent paying Claims that are inappropriate.

Senior Whole Health has a pre-payment Claims auditing process that identifies frequent correct coding billing errors ensuring that Claims are coded appropriately according to State and Federal coding guidelines. Code edit relationships and edits are based on guidelines from specific State Medicaid Guidelines, Centers for Medicare & Medicaid Services (CMS), Federal CMS guidelines, AMA and published specialty specific coding rules. Code Edit Rules are based on information received from the National Physician Fee Schedule Relative File (NPFS), the Medically Unlikely Edit (MUE) table, the National Correct Coding Initiative (NCCI) files, Local Coverage Determination/National Coverage Determination (LCD/NCD), and State-specific policy manuals and guidelines as specified by a defined set of indicators in the Medicare Physician Fee Schedule Data Base (MPFSDB).

Additionally, Senior Whole Health may, at the request of a State program or at its own discretion, subject a Provider to prepayment reviews whereupon Provider is required to submit supporting source documents that justify an amount charged. Where no supporting documents are provided, or insufficient information is provided to substantiate a charge, the Claim will be denied until such time that the Provider can provide sufficient accurate support.

### **Post-payment Recovery Activities**

The terms expressed in this section of this Provider Manual are incorporated into the Provider Agreement, and are intended to supplement, rather than diminish, any and all other rights and remedies that may be available to Senior Whole Health under the Provider Agreement or at Law or equity.

In the event of any inconsistency between the terms expressed here and any terms expressed in the Provider Agreement, the parties agree that Senior Whole Health shall in its sole discretion exercise the terms that are expressed in the Provider Agreement, the terms that are expressed here, its rights under Law and equity, or some combination thereof.

Provider will provide Senior Whole Health, governmental agencies and their representatives or agents, access to examine, audit, and copy any and all records deemed by Senior Whole Health, in Senior Whole Health's sole discretion, necessary to determine compliance with the terms of the Provider Agreement, including for the purpose of investigating potential fraud, waste and abuse. Documents and records must be readily accessible at the location where Provider



provides services to any Senior Whole Health Members. Auditable documents and records include, but are not limited to, medical charts; patient charts; billing records; and coordination of benefits information. Production of auditable documents and records must be provided in a timely manner, as requested by Senior Whole Health and without charge to Senior Whole Health. In the event Senior Whole Health identifies fraud, waste or abuse, Provider agrees to repay funds or Senior Whole Health may seek recoupment.

If a Senior Whole Health auditor is denied access to Provider's records, all of the Claims for which Provider received payment from Senior Whole Health is immediately due and owing. If Provider fails to provide all requested documentation for any Claim, the entire amount of the paid Claim is immediately due and owing. Senior Whole Health may offset such amounts against any amounts owed by Senior Whole Health to the Provider. Provider must comply with all requests for documentation and records timely (as reasonably requested by Senior Whole Health) and without charge to Senior Whole Health. Claims for which Provider fails to furnish supporting documentation during the audit process are not reimbursable and are subject to chargeback.

Provider acknowledges that HIPAA specifically permits a covered entity, such as Provider, to disclose protected health information for its own payment purposes (see 45 CFR 164.502 and 45 CFR 164.501). Provider further acknowledges that in order to receive payment from Senior Whole Health, Provider is required to allow Senior Whole Health to conduct audits of its pertinent records to verify the services performed and the payment claimed, and that such audits are permitted as a payment activity of Provider under HIPAA and other applicable privacy Laws.

### Claim Auditing

Senior Whole Health shall use established industry Claims adjudication and/or clinical practices, State, and Federal guidelines, and/or Senior Whole Health's policies and data to determine the appropriateness of the billing, coding, and payment.

Provider acknowledges Senior Whole Health's right to conduct pre- and post-payment billing audits. Provider shall cooperate with Senior Whole Health's Special Investigations Unit and audits of Claims and payments by providing access at reasonable times to requested Claims information, all supporting medical records, Provider's charging policies, and other related data as deemed relevant to support the transactions billed. Providers are required to submit, or provide access to, medical records upon Senior Whole Health's request. Failure to do so in a timely manner may result in an audit failure and/or denial, resulting in an overpayment.

In reviewing medical records for a procedure, Senior Whole Health may select a statistically valid random sample, or smaller subset of the statistically valid random sample. This gives an estimate of the proportion of Claims that Senior Whole Health paid in error. The estimated proportion, or error rate, may be projected across all Claims to determine the amount of overpayment.

Provider audits may be telephonic, an on-site visit, internal Claims review, client-directed/regulatory investigation and/or compliance reviews and may be vendor assisted. Senior Whole Health asks that you provide Senior Whole Health, or Senior Whole Health's designee, during normal business hours, access to examine, audit, scan and copy any and all records necessary to determine compliance and accuracy of billing.

If Senior Whole Health's Special Investigations Unit suspects that there is fraudulent or abusive activity, Senior Whole Health may conduct an on-site audit without notice. Should you refuse to allow access to your facilities, Senior Whole Health reserves the right to recover the full amount paid or due to you.

### **Provider Education**

When Senior Whole Health identifies through an audit or other means a situation with a Provider (e.g., coding, billing) that is either inappropriate or deficient, Senior Whole Health may determine that a Provider education visit is appropriate.

Senior Whole Health will notify the Provider of the deficiency and will take steps to educate the Provider, which may include the Provider submitting a corrective action plan (CAP) to Senior Whole Health addressing the issues identified and how it will cure these issues moving forward.

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

If you suspect cases of fraud, waste, or abuse, you must report it by contacting the Molina AlertLine. AlertLine is an external telephone and web-based reporting system hosted by NAVEX Global, a leading Provider of compliance and ethics hotline services. AlertLine telephone and web-based reporting is available 24 hours a day, 7 days a week, 365 days a year. When you make a report, you can choose to remain confidential or anonymous. If you choose to call AlertLine, a trained professional at NAVEX Global will note your concerns and provide them to the Senior Whole Health Compliance department for follow-up. If you elect to use the web-based reporting process, you will be asked a series of questions concluding with the submission of your report. Reports to AlertLine can be made from anywhere within the United States with telephone or internet access.

The Molina AlertLine can be reached toll free at (866) 606-3889 or you may use the service's website to make a report at any time at [MolinaHealthcare.alertline.com](https://MolinaHealthcare.alertline.com).

You may also report cases of fraud, waste or abuse to Senior Whole Health's Compliance department. You have the right to have your concerns reported anonymously without fear of retaliation.

Molina Healthcare, Inc.  
Attn: Compliance  
200 Oceangate Blvd, Suite 100  
Long Beach, CA 90810

Remember to include the following information when reporting:

- Nature of complaint.
- The names of individuals and/or entity involved in suspected fraud and/or abuse including address, phone number, Senior Whole Health Member ID number and any other identifying information.

Suspected fraud and abuse may also be reported directly to CMS: CMS Toll Free Phone: 1-800-MEDICARE (1-800-633-4227)

or

Office of Inspector General  
Attn: OIG Hotline Operations  
PO Box 23489  
Washington, DC 20026

Toll Free Phone: (800) 447-8477  
TTY: (800) 377-4950  
Fax (10 page max): (800) 223-8164

Online at the Health and Human Services Office of the Inspector General Website:  
[oig.hhs.gov/FRAUD/REPORT-FRAUD/INDEX.ASP](http://oig.hhs.gov/FRAUD/REPORT-FRAUD/INDEX.ASP)

## **HIPAA (Health Insurance Portability and Accountability Act) Requirements and Information**

### **Senior Whole Health's Commitment to Patient Privacy**

Protecting the privacy of Members' personal health information is a core responsibility that Senior Whole Health takes very seriously. Senior Whole Health is committed to complying with all Federal and State Laws regarding the privacy and security of Members' protected health information (PHI).

### **Provider Responsibilities**

Senior Whole Health expects that its contracted Providers will respect the privacy of Senior Whole Health Members (including Senior Whole Health Members who are not patients of the Provider) and comply with all applicable Laws and regulations regarding the privacy of patient and Member PHI. Senior Whole Health provides its Members with a privacy notice upon their enrollment in our health plan. The privacy notice explains how Senior Whole Health uses and discloses their PHI and includes a summary of how Senior Whole Health safeguards their PHI.

Telehealth/Telemedicine Providers: Telehealth transmissions are subject to HIPAA-related requirements outlined under State and Federal Law, including:

- 42 C.F.R. Part 2 Regulations
- Health Information Technology for Economic and Clinical Health Act, (HITECH Act)

## Applicable Laws

Providers must understand all State and Federal health care privacy Laws applicable to their practice and organization. Currently, there is no comprehensive regulatory framework that protects all health information in the United States; instead there is a patchwork of Laws that Providers must comply with. In general, most health care Providers are subject to various Laws and regulations pertaining to privacy of health information, including, without limitation, the following:

### 1. Federal Laws and Regulations

- HIPAA
- The Health Information Technology for Economic and Clinical Health Act (HITECH)
- 42 C.F.R. Part 2
- Medicare and Medicaid Laws
- The Affordable Care Act

### 2. State Medical Privacy Laws and Regulations

Providers should be aware that HIPAA provides a floor for patient privacy, but that State Laws should be followed in certain situations, especially if the State Law is more stringent than HIPAA. Providers should consult with their own legal counsel to address their specific situation.

## Uses and Disclosure of PHI

Member and patient PHI should only be used or disclosed as permitted or required by applicable Law. Under HIPAA, a Provider may use and disclose PHI for their own treatment, payment, and health care operations activities (TPO) without the consent or authorization of the patient who is the subject of the PHI. Uses and disclosures for TPO apply not only to the Provider's own TPO activities, but also for the TPO of another covered entity<sup>1</sup>. Disclosure of PHI by one covered entity to another covered entity, or health care Provider, for the recipient's TPO is specifically permitted under HIPAA in the following situations:

1. A covered entity may disclose PHI to another covered entity or a health care Provider for the payment activities of the recipient. Please note that "payment" is a defined term under the HIPAA Privacy Rule that includes, without limitation, utilization review activities, such as preauthorization of services, concurrent review, and retrospective review of "services<sup>2</sup>."

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<sup>1</sup> See Sections 164.506(c) (2) & (3) of the HIPAA Privacy Rule.

<sup>2</sup> See the definition of Payment, Section 164.501 of the HIPAA Privacy Rule

2. A covered entity may disclose PHI to another covered entity for the health care operations activities of the covered entity that receives the PHI, if each covered entity either has or had a relationship with the individual who is the subject of the PHI being requested, the PHI pertains to such relationship, and the disclosure is for the following health care operations activities:
  - Quality Improvement
  - Disease Management
  - Care Management and Care Coordination
  - Training Programs
  - Accreditation, Licensing, and Credentialing

Importantly, this allows Providers to share PHI with Senior Whole Health for our health care operations activities, such as HEDIS® and Quality improvement.

### **Confidentiality of Substance Use Disorder Patient Records**

Federal Confidentiality of Substance Use Disorder Patients Records regulations apply to any entity or individual providing federally-assisted alcohol or drug abuse prevention treatment. Records of the identity, diagnosis, prognosis, or treatment of any patient which are maintained in connection with substance use disorder treatment or programs are confidential and may be disclosed only as permitted by 42 CFR Part 2. Although HIPAA protects substance use disorder information, the Federal Confidentiality of Substance Use Disorder Patients Records regulations are more restrictive than HIPAA and they do not allow disclosure without the Member's written consent except as set forth in 42 CFR Part 2.

### **Inadvertent Disclosures of PHI**

Senior Whole Health may, on occasion, inadvertently misdirect or disclose PHI pertaining to Senior Whole Health Member(s) who are not the patients of the Provider. In such cases, the Provider shall return or securely destroy the PHI of the affected Senior Whole Health Members in order to protect their privacy. The Provider agrees to not further use or disclose such PHI and further agrees to provide an attestation of return, destruction and non-disclosure of any such misdirected PHI upon the reasonable request of Senior Whole Health.

### **Written Authorizations**

Uses and disclosures of PHI that are not permitted or required under applicable Law require the valid written authorization of the patient. Authorizations should meet the requirements of HIPAA and applicable State Law.

### **Patient Rights**

Patients are afforded various rights under HIPAA. Senior Whole Health Providers must allow patients to exercise any of the below-listed rights that apply to the Provider's practice:

**1. Notice of Privacy Practices**

Providers that are covered under HIPAA and that have a direct treatment relationship with the patient should provide patients with a notice of privacy practices that explains the patient's privacy rights and the process the patient should follow to exercise those rights. The Provider should obtain a written acknowledgment that the patient received the notice of privacy practices.

**2. Requests for Restrictions on Uses and Disclosures of PHI**

Patients may request that a health care Provider restrict its uses and disclosures of PHI. The Provider is not required to agree to any such request for restrictions.

**3. Requests for Confidential Communications**

Patients may request that a health care Provider communicate PHI by alternative means or at alternative locations. Providers must accommodate reasonable requests by the patient.

**4. Requests for Patient Access to PHI**

Patients have a right to access their own PHI within a Provider's designated record set. Personal representatives of patients have the right to access the PHI of the subject patient. The designated record set of a Provider includes the patient's medical record, as well as billing and other records used to make decisions about the Member's care or payment for care.

**5. Request to Amend PHI**

Patients have a right to request that the Provider amend information in their designated record set.

**6. Request Accounting of PHI Disclosures**

Patients may request an accounting of disclosures of PHI made by the Provider during the preceding six (6) year period. The list of disclosures does not need to include disclosures made for treatment, payment, or health care operations or made prior to April 14, 2003.

**HIPAA Security**

Providers must implement and maintain reasonable and appropriate safeguards to protect the confidentiality, availability, and integrity of Senior Whole Health Member and patient PHI. As more Providers implement electronic health records, Providers need to ensure that they have implemented and maintain appropriate cybersecurity measures. Providers should recognize that identity theft – both financial and medical – is a rapidly growing problem and that their patients trust their health care Providers to keep their most sensitive information private and confidential.

Medical identity theft is an emerging threat in the health care industry. Medical identity theft occurs when someone uses a person's name and sometimes other parts of their identity – such

as health insurance information – without the person’s knowledge or consent to obtain health care services or goods. Medical identity theft frequently results in erroneous entries being put into existing medical records. Providers should be aware of this growing problem and report any suspected fraud to Senior Whole Health.

### **HIPAA Transactions and Code Sets**

Senior Whole Health strongly supports the use of electronic transactions to streamline health care administrative activities. Senior Whole Health Providers are encouraged to submit Claims and other transactions to Senior Whole Health using electronic formats. Certain electronic transactions in health care are subject to HIPAA’s Transactions and Code Sets Rule including, but not limited to, the following:

- Claims and Encounters
- Member eligibility status inquiries and responses
- Claims status inquiries and responses
- Authorization requests and responses
- Remittance advices

Senior Whole Health is committed to complying with all HIPAA Transaction and Code Sets standard requirements. Providers should refer to Senior Whole Health’s website at <https://www.molinahealthcare.com/providers/ma/swh/home.aspx> for additional information regarding HIPAA standard transactions.

1. Click on the area titled “Provider Resources”
2. Click the tab titled “HIPAA”
3. Click on the drop down titled “HIPAA Transactions” or “HIPAA Code Sets”

### **Code Sets**

HIPAA regulations require that only approved code sets may be used in standard electronic transactions.

### **National Provider Identifier (NPI)**

Providers must comply with the National Provider Identifier (NPI) Rule promulgated under HIPAA. The Provider must obtain an NPI from the National Plan and Provider Enumeration System (NPPES) for itself or for any subparts of the Provider. The Provider must report its NPI and any subparts to Senior Whole Health and to any other entity that requires it. Any changes in its NPI or subparts information must be reported to NPPES within thirty (30) days and should also be reported to Senior Whole Health within thirty (30) days of the change. Providers must use their NPI to identify it on all electronic transactions required under HIPAA and on all Claims and Encounters submitted to Senior Whole Health.

## Additional Requirements for Delegated Providers

Providers that are delegated for Claims and Utilization Management activities are the “business associates” of Senior Whole Health. Under HIPAA, Senior Whole Health must obtain contractual assurances from all business associates that they will safeguard Member PHI. Delegated Providers must agree to various contractual provisions required under HIPAA’s Privacy and Security Rules.

## Reimbursement for Copies of PHI

Senior Whole Health does not reimburse Providers for copies of PHI related to our Members. These requests may include, although are not limited to, the following purposes:

- Utilization Management
- Care Coordination and/or Complex Medical Care Management Services
- Claims Review
- Resolution of an Appeal and/Grievance
- Anti-Fraud Program Review
- Quality of Care Issues
- Regulatory Audits
- Risk Adjustment
- Treatment, Payment and/or Operation Purposes
- Collection of HEDIS® medical records

## Information Security and Cybersecurity

**NOTE:** This section (Information Security and Cybersecurity) is only applicable to Providers who have been delegated by Senior Whole Health to perform a health plan function(s), and in connection with such delegated functions.

### 1. Definitions:

- (a) “Senior Whole Health Information” means any information: (i) provided by Senior Whole Health to Provider; (ii) accessed by Provider or available to Provider on Senior Whole Health’s Information Systems; or (iii) any information with respect to Senior Whole Health or any of its consumers developed by Provider or other third parties in Provider’s possession, including without limitation any Senior Whole Health Nonpublic Information.
- (b) “Cybersecurity Event” means any actual or reasonably suspected contamination, penetration, unauthorized access or acquisition, or other breach of confidentiality, data integrity or security compromise of a network or server resulting in the known or reasonably suspected accidental, unauthorized, or unlawful destruction, loss, alteration, use, disclosure of, or access to Senior Whole Health Information. For clarity, a Breach or Security Incident as these terms are defined under HIPAA constitute a Cybersecurity Event for the purpose



of this section. Unsuccessful security incidents, which are activities such as pings and other broadcast attacks on Provider’s firewall, port scans, unsuccessful log-on attempts, denials of service and any combination of the above, do not constitute a Cybersecurity Event under this definition so long as no such incident results in or is reasonably suspected to have resulted in unauthorized access, use, acquisition, or disclosure of Senior Whole Health Information, or sustained interruption of service obligations to Senior Whole Health.

- (c) “HIPAA” means the Health Insurance Portability and Accountability Act, as may be amended from time to time.
- (d) “HITECH” means the Health Information Technology for Economic and Clinical Health Act, as may be amended from time to time.
- (e) “Industry Standards” mean as applicable, codes, guidance (from regulatory and advisory bodies, whether mandatory or not), international and national standards, relating to security of network and information systems and security breach and incident reporting requirements, all as amended or updated from time to time, and including but not limited to the current standards and benchmarks set forth and maintained by the following, in accordance with the latest revisions and/or amendments:
  - i. HIPAA and HITECH
  - ii. HITRUST Common Security Framework
  - iii. Center for Internet Security
  - iv. National Institute for Standards and Technology (“NIST”) Special Publications 800.53 Rev.5 and 800.171 Rev. 1, or as currently revised
  - v. Federal Information Security Management Act (“FISMA”)
  - vi. ISO/ IEC 27001
  - vii. Federal Risk and Authorization Management Program (“FedRamp”)
  - viii. NIST Special Publication 800-34 Revision 1 – “Contingency Planning Guide for Federal Information Systems.”
  - ix. International Organization for Standardization (ISO) 22301 – “Societal security – Business continuity management systems – Requirements.”
- (f) “Information Systems” means all computer hardware, databases and data storage systems, computer, data, database and communications networks (other than the Internet), cloud platform, architecture interfaces and firewalls (whether for data, voice, video or other media access, transmission or reception) and other apparatus used to create, store, transmit, exchange or receive information in any form.
- (g) “Multi-Factor Authentication” means authentication through verification of at least two of the following types of authentication factors: (1) knowledge factors, such as a password; (2) possession factors, such as a token or text message on a mobile phone; (3) inherence factors, such as a biometric characteristic; or (4) any other industry standard and commercially accepted authentication factors.

- (h) “Nonpublic Information” includes:
  - i. Senior Whole Health’s proprietary and/or confidential information;
  - ii. Personally Identifiable Information as defined under applicable state data security laws, including, without, limitation, “nonpublic personal information,” “personal data,” “personally identifiable information,” “personal information” or any other similar term as defined pursuant to any applicable law; and
  - iii. Protected Health Information as defined under HIPAA and HITECH.

2. Information Security and Cybersecurity Measures. Provider shall implement, and at all times maintain, appropriate administrative, technical, and physical measures to protect and secure the Information Systems, as well as Nonpublic Information stored thereon, and Senior Whole Health Information that are accessible to, or held by, Provider. Such measures shall conform to generally recognized industry standards and best practices and shall comply with applicable privacy and data security laws, including implementing and maintaining administrative, technical, and physical safeguards pursuant to HIPAA, HITECH, and other applicable U.S. federal, state, and local laws.

- (a) Policies, Procedures, and Practices. Provider must have policies, procedures and practices that address its information security and cybersecurity measures, safeguards, and standards, including as applicable, a written information security program, which Senior Whole Health shall be permitted to audit via written request, and which shall include at least the following:
  - i. Access Controls. Access controls, including Multi-Factor Authentication, to limit access to the Information Systems and Senior Whole Health Information accessible to or held by Provider.
  - ii. Encryption. Use of encryption to protect Senior Whole Health Information, in transit and at rest, accessible to or held by Provider.
  - iii. Security. Safeguarding the security of the Information Systems and Senior Whole Health Information accessible to or held by Provider, which shall include hardware and software protections such as network firewall provisioning, intrusion and threat detection controls designed to protect against malicious code and/or activity, regular (three or more annually) third party vulnerability assessments, physical security controls, and personnel training programs that include phishing recognition and proper data management hygiene.
  - iv. Software Maintenance. Software maintenance, support, updates, upgrades, third party software components and bug fixes such that the software is, and remains, secure from vulnerabilities in accordance with the applicable Industry Standards.
- (b) Technical Standards. Provider shall comply with the following requirements and technical standards related to network and data security:
  - i. Network Security. Network security shall conform to generally recognized industry standards and best practices. Generally recognized industry

standards include, but are not limited to, the applicable Industry Standards.

- ii. Cloud Services Security: If Provider employs cloud technologies, including infrastructure as a service (IaaS), software as a service (SaaS) or platform as a service (PaaS), for any services, Provider shall adopt a “zero-trust architecture” satisfying the requirements described in NIST 800-207 (or any successor cybersecurity framework thereof).
  - iii. Data Storage. Provider agrees that any and all Senior Whole Health Information will be stored, processed, and maintained solely on designated target servers or cloud resources. No Senior Whole Health Information at any time will be processed on or transferred to any portable or laptop computing device or any portable storage medium, unless that device or storage medium is in use as part of the Provider’s designated backup and recovery processes and is encrypted in accordance with the requirements set forth herein.
  - iv. Data Encryption. Provider agrees to store all Senior Whole Health Information as part of its designated backup and recovery processes in encrypted form, using a commercially supported encryption solution. Provider further agrees that any and all Senior Whole Health Information, stored on any portable or laptop computing device or any portable storage medium be likewise encrypted. Encryption solutions will be deployed with no less than a 128-bit key for symmetric encryption, a 1024 (or larger) bit key length for asymmetric encryption, and the Federal Information Processing Standard Publication 140-2 (“FIPS PUB 140-2”).
  - v. Data Transmission. Provider agrees that any and all electronic transmission or exchange of system and application data with Senior Whole Health and/or any other parties expressly designated by Senior Whole Health shall take place via secure means (using HTTPS or SFTP or equivalent) and solely in accordance with FIPS PUB 140-2 and the Data Re-Use requirements set forth herein.
  - vi. Data Re-Use. Provider agrees that any and all Senior Whole Health Information exchanged shall be used expressly and solely for the purposes enumerated in the Provider Agreement and this section. Data shall not be distributed, repurposed, or shared across other applications, environments, or business units of Provider. Provider further agrees that no Senior Whole Health Information or data of any kind shall be transmitted, exchanged, or otherwise passed to other affiliates, contractors or interested parties, except on a case-by-case basis as specifically agreed to in advance and in writing by Senior Whole Health.
3. Business Continuity (“BC”) and Disaster Recovery (“DR”). Provider shall have documented procedures in place to ensure continuity of Provider’s business operations, including disaster recovery, in the event of an incident that has the potential to impact, degrade, or disrupt Provider’s delivery of services to Senior Whole Health.

- (a) Resilience Questionnaire. Provider shall complete a questionnaire provided by Senior Whole Health to establish Provider's resilience capabilities.
- (b) BC/DR Plan.
  - i. Provider's procedures addressing continuity of business operations, including disaster recovery, shall be collected and/or summarized in a documented BC and DR plan or plans in written format ("BC/DR Plan"). The BC/DR Plan shall identify the service level agreement(s) established between Provider and Senior Whole Health. The BC/DR Plan shall include the following:
    - a) Notification, escalation and declaration procedures.
    - b) Roles, responsibilities and contact lists.
    - c) All Information Systems that support services provided to Senior Whole Health.
    - d) Detailed recovery procedures in the event of the loss of people, processes, technology and/or third-parties or any combination thereof providing services to Senior Whole Health.
    - e) Recovery procedures in connection with a Cybersecurity Event, including ransomware.
    - f) Detailed list of resources to recover services to Senior Whole Health including but not limited to: applications, systems, vital records, locations, personnel, vendors, and other dependencies.
    - g) Detailed procedures to restore services from a Cybersecurity Event including ransomware.
    - h) Documented risk assessment which shall address and evaluate the probability and impact of risks to the organization and services provided to Senior Whole Health. Such risk assessment shall evaluate natural, man-made, political and cybersecurity incidents.
  - ii. To the extent that Senior Whole Health Information is held by Provider, Provider shall maintain backups of such Senior Whole Health Information that are adequately protected from unauthorized alterations or destruction consistent with applicable Industry Standards.
  - iii. Provider shall develop information technology disaster recovery or systems contingency plans consistent with applicable Industry Standards and in accordance with all applicable laws.
- (c) Notification. Provider shall notify Senior Whole Health's Chief Information Security Officer by telephone and email (provided herein) as promptly as possible, but not to exceed twenty-four (24) hours, of either of the following:
  - i. Provider's discovery of any potentially disruptive incident that may impact or interfere with the delivery of services to Senior Whole Health or that detrimentally affects Provider's Information Systems or Senior Whole Health's Information.

- ii. Provider's activation of business continuity plans. Provider shall provide Senior Whole Health with regular updates by telephone or email (provided herein) on the situation and actions taken to resolve the issue, until normal services have been resumed.
- (d) BC and DR Testing. For services provided to Senior Whole Health, Provider shall exercise its BC/DR Plan at least once each calendar year. Provider shall exercise its cybersecurity recovery procedures at least once each calendar year. At the conclusion of the exercise, Provider shall provide Senior Whole Health a written report in electronic format upon request. At a minimum, the written report shall include the date of the test(s), objectives, participants, a description of activities performed, results of the activities, corrective actions identified, and modifications to plans based on results of the exercise(s).

4. Cybersecurity Events.

- (a) Provider agrees to comply with all applicable data protection and privacy laws and regulations. Provider will implement best practices for incident management to identify, contain, respond to, and resolve Cybersecurity Events.
- (b) In the event of a Cybersecurity Event that threatens or affects Senior Whole Health's Information Systems (in connection with Provider having access to such Information Systems); Provider's Information Systems; or Senior Whole Health Information accessible to or held by Provider, Provider shall notify Molina's Chief Information Security Officer of such event by telephone and email as provided below (with follow-up notice by mail) as promptly as possible, but in no event later than twenty-four (24) hours from Provider's discovery of the Cybersecurity Event.
  - i. In the event that Provider makes a ransom or extortion payment in connection with a Cybersecurity Event that involves or may involve Senior Whole Health Information, Provider shall notify Molina's Chief Information Security Officer (by telephone and email, with follow-up notice by mail) within twenty-four (24) hours following such payment.
  - ii. Within fifteen (15) days of such a ransom payment that involves or may involve Senior Whole Health Information, Provider shall provide a written description of the reasons for which the payment was made, a description of alternatives to payment considered, a description of due diligence undertaken to find alternatives to payment, and evidence of all due diligence and sanctions checks performed in compliance with applicable rules and regulations, including those of the Office of Foreign Assets Control.
- (c) Notification to Molina's Chief Information Security Officer shall be provided to:  
Molina Chief Information Security Officer  
Telephone: (844) 821-1942  
Email: [CyberIncidentReporting@Molinahealthcare.com](mailto:CyberIncidentReporting@Molinahealthcare.com)

Molina Chief Information Security Officer  
Molina Healthcare, Inc.  
200 Oceangate Blvd., Suite 100  
Long Beach, CA 90802

- (d) In the event of a Cybersecurity Event, Provider will, at Senior Whole Health's request, (i) fully cooperate with any investigation concerning the Cybersecurity Event by Senior Whole Health, (ii) fully cooperate with Senior Whole Health to comply with applicable law concerning the Cybersecurity Event, including any notification to consumers, and (iii) be liable for any expenses associated with the Cybersecurity Event including without limitation: (a) the cost of any required legal compliance (e.g., notices required by applicable law), and (b) the cost of providing two (2) years of credit monitoring services or other assistance to affected consumers. In no event will Provider serve any notice of or otherwise publicize a Cybersecurity Event involving Senior Whole Health Information without the prior written consent of Senior Whole Health.
- (e) Following notification of a Cybersecurity Event, Provider must promptly provide Senior Whole Health any documentation requested by Senior Whole Health to complete an investigation, or, upon request by Senior Whole Health, complete an investigation pursuant to the following requirements:
  - i. make a determination as to whether a Cybersecurity Event occurred;
  - ii. assess the nature and scope of the Cybersecurity Event;
  - iii. identify Senior Whole Health's Information that may have been involved in the Cybersecurity Event; and
  - iv. perform or oversee reasonable measures to restore the security of the Information Systems compromised in the Cybersecurity Event to prevent further unauthorized acquisition, release, or use of Senior Whole Health Information.
- (f) Provider must provide Senior Whole Health the following required information regarding a Cybersecurity Event in electronic form. Provider shall have a continuing obligation to update and supplement the initial and subsequent notifications to Senior Whole Health concerning the Cybersecurity Event. The information provided to Senior Whole Health must include at least the following, to the extent known:
  - i. the date of the Cybersecurity Event;
  - ii. a description of how the information was exposed, lost, stolen, or breached;
  - iii. how the Cybersecurity Event was discovered;
  - iv. whether any lost, stolen, or breached information has been recovered and if so, how this was done;
  - v. the identity of the source of the Cybersecurity Event;
  - vi. whether Provider has filed a police report or has notified any regulatory, governmental or law enforcement agencies and, if so, when such notification was provided;

- vii. a description of the specific types of information accessed or acquired without authorization, which means particular data elements including, for example, types of medical information, types of financial information, or types of information allowing identification of the consumer;
  - viii. the period during which the Information System was compromised by the Cybersecurity Event;
  - ix. the number of total consumers in each State affected by the Cybersecurity Event;
  - x. the results of any internal review identifying a lapse in either automated controls or internal procedures, or confirming that all automated controls or internal procedures were followed;
  - xi. a description of efforts being undertaken to remediate the situation which permitted the Cybersecurity Event to occur;
  - xii. a copy of Provider's privacy policy and a statement outlining the steps Provider will take to investigate and if requested by Senior Whole Health, the steps that Provider will take to notify consumers affected by the Cybersecurity Event; and
  - xiii. the name of a contact person who is familiar with the Cybersecurity Event and authorized to act on behalf of Provider.
- (g) Provider shall maintain records concerning all Cybersecurity Events for a period of at least five (5) years from the date of the Cybersecurity Event or such longer period as required by applicable laws and produce those records upon Senior Whole Health's request.
5. Right to Conduct Assessments; Provider Warranty. Provider agrees to fully cooperate with any security risk assessments performed by Senior Whole Health and/or any designated representative or vendor of Senior Whole Health. Provider agrees to promptly provide accurate and complete information with respect to such security risk assessments. If Senior Whole Health performs a due diligence/security risk assessment of Provider, Provider (i) warrants that the services provided pursuant to the Provider Agreement will be in compliance with generally recognized industry standards and as provided in Provider's response to Senior Whole Health's due diligence/security risk assessment questionnaire; (ii) agrees to inform Senior Whole Health promptly of any material variation in operations from what was provided in Provider's response to Senior Whole Health's due diligence/security risk assessment; and (iii) agrees that any material deficiency in operations from those as described in the Provider's response to Senior Whole Health's due diligence/security risk assessment questionnaire may be deemed a material breach of the Provider Agreement.
6. Other Provisions. Provider acknowledges that there may be other information security and data protection requirements applicable to Provider in the performance of services which may be addressed in an agreement between Senior Whole Health and Provider, but are not contained in this section.

7. Conflicting Provisions. In the event of any conflict between the provisions of this section and any other agreement between Senior Whole Health and Provider, the stricter of the conflicting provisions will control.



## 13. CLAIMS AND COMPENSATION

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<b>Payer ID</b>	<b>SWHMA</b>
<b>Availity</b>	<a href="https://provider.MolinaHealthcare.com">provider.MolinaHealthcare.com</a>
<b>Clean Claim Timely Filing</b>	<b>90 calendar after the discharge for inpatient services or the Date of Service for outpatient services</b>

### Electronic Claims Submission

Senior Whole Health strongly encourages participating Providers to submit Claims electronically, including secondary Claims. Electronic Claims submission provides significant benefits to the Provider including:

- Helps to reduce operation costs associated with paper Claims (printing, postage, etc.).
- Increases accuracy of data and efficient information delivery.
- Reduces Claim delays since errors can be corrected and resubmitted electronically.
- Eliminates mailing time and Claims reach Senior Whole Health faster.

Senior Whole Health offers the following electronic Claims submission options:

- Submit Claims directly to Senior Whole Health via the [Availity](#) portal.
- Submit Claims to Senior Whole Health via your regular EDI clearinghouse.

### Availity

The [Availity](#) portal is a no cost online platform that offers a number of Claims processing features:

- Submit Professional (CMS-1500) and Institutional (CMS-1450 [UB04]) Claims with attached files.
- Correct/Void Claims.
- Add attachments to previously submitted Claims.
- Check Claims status.
- View Electronic Remittance Advice (ERA) and Explanation of Payment (EOP).
- Create and manage Claim Templates.
- Create and submit a Claim Appeal with attached files.

### Clearinghouse

Senior Whole Health uses Change Healthcare as its gateway clearinghouse. Change Healthcare has relationships with hundreds of other clearinghouses. Typically, Providers can continue to submit Claims to their usual clearinghouse.

If you do not have a Clearinghouse, Senior Whole Health offers additional electronic Claims submissions options as shown by logging on to the [Availity](#) portal.

Senior Whole Health accepts EDI transactions through our gateway clearinghouse for Claims via the 837P for Professional and 837I for institutional. It is important to track your electronic transmissions using your acknowledgement reports. The reports assure Claims are received for processing in a timely manner.

#### **When your Claims are filed via a Clearinghouse:**

- You should receive a 999 acknowledgement from your clearinghouse.
- You should also receive 277CA response file with initial status of the Claims from your clearinghouse.
- You should refer to the Senior Whole Health Companion Guide for information on the response format and messages.
- You should contact your local clearinghouse representative if you experience any problems with your transmission.

### **EDI Claims Submission Issues**

Providers who are experiencing EDI Submission issues should work with their clearinghouse to resolve this issue. If the Provider's clearinghouse is unable to resolve, the Provider should contact their Provider Services representative for additional support.

### **Timely Claim Filing**

Provider shall promptly submit to Senior Whole Health Claims for Covered Services rendered to Members. All Claims shall be submitted in a form acceptable to and approved by Senior Whole Health and shall include all medical records pertaining to the Claim if requested by Senior Whole Health or otherwise required by Senior Whole Health's policies and procedures. Claims must be submitted by Provider to Senior Whole Health within ninety (90) calendar days after the discharge for inpatient services or the Date of Service for outpatient services. If Senior Whole Health is not the primary payer under coordination of benefits or third party liability, Provider must submit Claims to Senior Whole Health within ninety (90) calendar days after final determination by the primary payer. Except as otherwise provided by Law or provided by Government Program requirements, any Claims that are not submitted to Senior Whole Health within these timelines shall not be eligible for payment and Provider hereby waives any right to payment.

### **Claim Submission**

Participating Providers are required to submit Claims to Senior Whole Health with appropriate documentation. Providers must follow the appropriate State and CMS Provider billing guidelines. Providers must utilize electronic billing through a clearinghouse or the [Avality](#) portal whenever possible and use current HIPAA compliant ANSI X 12N format (e.g., 837I for institutional Claims, 837P for professional Claims, and 837D for dental Claims).

Providers must bill Senior Whole Health for services with the most current CMS approved

diagnostic and procedural coding available as of the date the service was provided, or for inpatient facility Claims, the date of discharge.

## National Provider Identifier (NPI)

A valid NPI is required on all Claim submissions. Providers must report any changes in their NPI or subparts to Senior Whole Health as soon as possible, not to exceed thirty (30) calendar days from the change.

## Required Elements

Electronic submitters should use the Implementation Guide and Senior Whole Health Companion Guide for format and code set information when submitting or receiving files directly with Senior Whole Health. In addition to the Implementation Guide and Companion Guide, electronic submitters should use the appropriate state specific Companion Guides and Provider Manuals. These documents are subject to change as new information is available. Please check the Senior Whole Health website under Claims & Authorizations and then EDI>Companion Guides for regularly updated information regarding Senior Whole Health's companion guide requirements. Be sure to choose the appropriate State from the drop-down list on the top of the page. In addition to the Senior Whole Health Companion Guide, it is also necessary to use the State Health Plan specific companion guides, which are also available on our Senior Whole Health website for your convenience (remember to choose the appropriate state from the drop-down list).

Electronic claim submissions will adhere to specifications for submitting medical claims data in standardized Accredited Standards Committee (ASC) X12N 837 formats. Electronic claims are validated for Compliance SNIP levels 1 to 5.

The following information must be included on every Claim, whether electronic or paper:

- Member name, date of birth and Senior Whole Health Member ID number
- Member's gender
- Member's address
- Date(s) of service
- Valid International Classification of Diseases diagnosis and procedure codes
- Valid revenue, CPT or HCPCS for services or items provided
- Valid Diagnosis Pointers
- Total billed charges
- Place and type of service code
- Days or units as applicable (anesthesia Claims require minutes)
- Provider tax identification number (TIN)
- 10-digit National Provider Identifier (NPI) or Atypical Provider Identifier (API)
- Rendering Provider information when different than billing
- Billing/Pay-to Provider name and billing address

- Place of service and type (for facilities)
- Disclosure of any other health benefit plans
- National Drug Code (NDC), unit of measure and quantity for medical injectibles
- E-signature
- Service Facility Location information
- Any other state-required data

Provider and Member data will be verified for accuracy and active status. Be sure to validate this data in advance of Claims submission. This validation will apply to all Provider data submitted and also applies to atypical and out-of-state Providers.

Inaccurate, incomplete, or untimely submissions and re-submissions may result in denial of the Claim.

### EDI (Clearinghouse) Submission

Corrected Claim information submitted via EDI submission are required to follow electronic Claim standardized Accredited Standards Committee (ASC) X12N 837 formats. Electronic Claims are validated for Compliance SNIP levels 1 to 5. The 837 Claim format allows you to submit changes to Claims that were not included on the original adjudication.

The 837 Implementation Guides refer to the National Uniform Billing Data Element Specifications Loop 2300 CLM05-3 for explanation and usage. In the 837 formats, the codes are called “Claim frequency codes.” Using the appropriate code, you can indicate that the Claim is an adjustment of a previously submitted finalized Claim. Use the below frequency codes for Claims that were previously adjudicated.

Claim Frequency Code	Description	Action
7	Use to replace an entire Claim.	Senior Whole Health will adjust the original Claim. The corrections submitted represent a complete replacement of the previously processed Claim.
8	Use to eliminate a previously submitted Claim.	Senior Whole Health will void the original Claim from records based on request.

When submitting Claims noted with Claim frequency code 7 or 8, the original Claim number, must be submitted in Loop 2300 REF02 – Payer Claim Control Number with qualifier F8 in REF01. The original Claim number can be obtained from the 835 Electronic Remittance Advice (ERA). Without the original Claim number, adjustment requests will generate a compliance error and the Claim will reject.

Claim corrections submitted without the appropriate frequency code will deny as a duplicate

and the original Claim number will not be adjusted.

## Paper Claim Submissions

Participating Providers should submit Claims electronically. If electronic Claim submission is not possible, please submit paper Claims to the following address:

Senior Whole Health, LLC  
PO Box 22640  
Long Beach, CA 90801

When submitting paper Claims:

- Paper Claim submissions are not considered to be “accepted” until received at the appropriate Claims PO Box; Claims received outside of the designated PO Box will be returned for appropriate submission.
- Paper Claims are **required** to be submitted on original red and white CMS-1500 and CMS-1450 (UB-04) Claim forms.
- Paper Claims not submitted on the required forms will be rejected and returned. This includes black and white forms, copied forms, and any altering to include Claims with handwriting.
- Claims must be typed with either ten (10) or twelve (12) point Times New Roman font, using black ink.
- Link to paper Claims submission guidance from CMS:  
<https://www.cms.gov/Medicare/Billing/ElectronicBillingEDITrans/1500>

## Corrected Claim Process

Providers may correct any necessary field of the CMS-1500 and CMS-1450 (UB-04) forms.

Senior Whole Health strongly encourages participating Providers to submit Corrected Claims electronically via EDI or the [Availity](#) portal.

All Corrected Claims:

- Must be free of handwritten or stamped verbiage (paper Claims).
- Must be submitted on a standard red and white CMS-1450 (UB-04) or CMS-1500 Claim form (paper Claims).
- Original Claim number must be inserted in field 64 of the CMS-1450 (UB-04) or field 22 of the CMS-1500 of the paper Claim, or the applicable 837 transaction loop for submitting corrected claims electronically.
- The appropriate frequency code/resubmission code must also be billed in field 4 of the CMS-1450 (UB-04) and 22 of the CMS-1500.

Note: The frequency/resubmission codes can be found in the NUCC (National Uniform Claim Committee) manual for CMS-1500 Claim forms or the UB Editor (Uniform Billing Editor) for UB-

## 04 Claim forms.

Corrected Claims must be sent within thirty (30) calendar days of the original claim's Remittance Advice (RA) date.

Corrected Claims submission options:

- Submit Corrected Claims directly to Senior Whole Health via the [Availity](#) portal.
- Submit Corrected Claims to Senior Whole Health via your regular EDI clearinghouse.

## Coordination of Benefits (COB) and Third Party Liability (TPL)

Coordination of Benefits (COB) - Senior Whole Health shall coordinate payment for Covered Services in accordance with the terms of a Member's Benefit Plan, applicable State and Federal laws, and applicable CMS guidance. If Senior Whole Health is the secondary payer due to COB, Providers shall bill primary insurers for items and services they provide to a Member before they submit Claims for the same items or services to Senior Whole Health for reimbursement. Senior Whole Health will adjudicate the Claim based upon the primary explanation of benefits (EOB) submitted and pay for covered services up to the secondary liability based upon COB payment guidelines. If services and payment have been rendered prior to establishing third party liability, an overpayment notification letter will be sent to the Provider requesting a refund including third party policy information required for billing.

## Medicaid Coverage for Senior Whole Health Medicare Members

There are certain benefits that will not be covered by the Senior Whole Health Medicare program but may be covered by fee-for-service Medicaid. In this case, the Provider should bill Medicaid with a copy of the Senior Whole Health Medicare remittance advice and the associated State agency will process the Claim accordingly.

After exhausting all other primary coverage benefits, Providers may submit Claims to Senior Whole Health Medicare. A copy of the remittance advice from the primary payer must accompany the Claim or the Claim will be denied. If the primary insurance paid more than Senior Whole Health's contracted allowable rate the Claim is considered paid in full and zero dollars will be applied to Claim.

## Hospital-Acquired Conditions (HAC) and Present on Admission (POA) Program

The Deficit Reduction Act of 2005 (DRA) mandated that Medicare establish a program that would modify reimbursement for fee for service beneficiaries when certain conditions occurred as a direct result of a hospital stay that could have been reasonably prevented by the use of evidenced-based guidelines. CMS titled the program "Hospital-Acquired Conditions and Present on Admission Indicator Reporting."

The following is a list of CMS Hospital Acquired Conditions. CMS reduces payment for hospitalizations complicated by these categories of conditions that were not present on

admission:

- 1) Foreign Object Retained After Surgery
- 2) Air Embolism
- 3) Blood Incompatibility
- 4) Stage III and IV Pressure Ulcers
- 5) Falls and Trauma
  - a) Fractures
  - b) Dislocations
  - c) Intracranial Injuries
  - d) Crushing Injuries
  - e) Burn
  - f) Other Injuries
- 6) Manifestations of Poor Glycemic Control
  - a) Hypoglycemic Coma
  - b) Diabetic Ketoacidosis
  - c) Non-Ketotic Hyperosmolar Coma
  - d) Secondary Diabetes with Ketoacidosis
  - e) Secondary Diabetes with Hyperosmolarity
- 7) Catheter-Associated Urinary Tract Infection (UTI)
- 8) Vascular Catheter-Associated Infection
- 9) Surgical Site Infection Following Coronary Artery Bypass Graft – Mediastinitis
- 10) Surgical Site Infection Following Certain Orthopedic Procedures:
  - a) Spine
  - b) Neck
  - c) Shoulder
  - d) Elbow
- 11) Surgical Site Infection Following Bariatric Surgery Procedures for Obesity
  - a) Laparoscopic Gastric Restrictive Surgery
  - b) Laparoscopic Gastric Bypass
  - c) Gastroenterostomy
- 12) Surgical Site Infection Following Placement of Cardiac Implantable Electronic Device (CIED)
- 13) Iatrogenic Pneumothorax with Venous Catheterization
- 14) Deep Vein Thrombosis (DVT)/Pulmonary Embolism (PE) Following Certain Orthopedic Procedures
  - a) Total Knee Replacement
  - b) Hip Replacement

What this means to Providers:

- Acute IPPS Hospital Claims will be returned with no payment if the POA indicator is coded incorrectly or missing
- No additional payment will be made on IPPS hospital Claims for conditions that are acquired during the patient's hospitalization.

If you would like to find out more information regarding the Medicare HAC/POA program, including billing requirements, the following CMS site provides further information: [cms.hhs.gov/HospitalAcqCond/](https://cms.hhs.gov/HospitalAcqCond/)

## Senior Whole Health Coding Policies and Payment Policies

Frequently requested information on Senior Whole Health's Coding Policies and Payment Policies is available on the <https://www.molinahealthcare.com/providers/ma/swh/home.aspx> website under the Policies tab. Questions can be directed to your Provider Services representative.

## Reimbursement Guidance and Payment Guidelines

Providers are responsible for submission of accurate Claims. Senior Whole Health requires coding of both diagnoses and procedures for all Claims as follows:

- For diagnoses, the required coding schemes are the International Classification of Diseases, 10th Revision, Clinical Modification ICD-10-CM.
- For procedures:
  - Profession and outpatient Claims require the Healthcare Common Procedure Coding System, Current Procedural Terminology Level 1 (CPT codes), Level 2 and 3 Healthcare Common Procedure Coding System (HCPCS codes).
  - Inpatient hospital Claims require ICD-10-PCS (International Classification of Diseases, 10<sup>th</sup> Revision, Procedure Coding System).

Furthermore, Senior Whole Health requires that all Claims be coded in accordance with the HIPAA transaction code set guidelines and follow the guidelines within each code set.

Senior Whole Health utilizes a Claims adjudication system that encompasses edits and audits that follow Federal requirements as well as administers payment rules based on generally accepted principles of correct coding. These payment rules include, but are not limited to, the following:

- Manuals and Relative Value Unit (RVU) files published by the Centers for Medicare & Medicaid Services (CMS), including:
  - National Correct Coding Initiative (NCCI) edits, including procedure-to-procedure (PTP) bundling edits and Medically Unlikely Edits (MUE). If a professional organization has a more stringent/restrictive standard than a Federal MUE, the professional organization standard may be used.
  - Medicare National Coverage Determinations (NCD).
  - Medicare Local Coverage Determinations (LCD).
  - CMS Physician Fee Schedule RVU indicators.
- Current Procedural Technology (CPT) guidance published by the American Medical Association (AMA).
- ICD-10 guidance published by the National Center for Health Statistics.



- Other coding guidelines published by industry-recognized resources.
- Payment policies based on professional associations or other industry-recognized guidance for specific services. Such payment policies may be more stringent than Federal guidelines.
- Senior Whole Health policies based on the appropriateness of health care and medical necessity.
- Payment policies published by Senior Whole Health.

## Telehealth Claims and Billing

Providers must follow CMS guidelines as well as State-level requirements.

All telehealth Claims for Senior Whole Health Members must be submitted to Senior Whole Health with correct codes for the plan type in accordance with applicable billing guidelines. For guidance, please refer to the resources located at <https://telehealth.hhs.gov/providers/>.

## National Correct Coding Initiative (NCCI)

CMS has directed all Federal agencies to implement NCCI as policy in support of Section 6507 of the Patient Affordable Care Act. Senior Whole Health uses NCCI standard payment methodologies.

NCCI Procedure to Procedure edits prevent inappropriate payment of services that should not be bundled or billed together and to promote correct coding practices. Based on NCCI Coding Manual and CPT guidelines, some services/procedures performed in conjunction with an evaluation and management (E&M) code will bundle into the procedure when performed by the same physician and separate reimbursement will not be allowed if the sole purpose for the visit is to perform the procedures. NCCI editing also includes Medically Unlikely Edits (MUE) which prevent payment for an inappropriate number/quantity of the same service on a single day. An MUE for a HCPCS/CPT code is the maximum number of units of service under most circumstances reportable by the same Provider for the same patient on the same date of service. Providers must correctly report the most comprehensive CPT code that describes the service performed, including the most appropriate modifier when required.

## General Coding Requirements

Correct coding is required to properly process Claims. Senior Whole Health requires that all Claims be coded in accordance with the HIPAA transaction code set guidelines and follow the guidelines within each code set.

## CPT and HCPCS Codes

Codes must be submitted in accordance with the chapter and code-specific guidelines set forth in the current/applicable version of the AMA CPT and HCPCS codebooks. In order to ensure proper and timely reimbursement, codes must be effective on the date of service (DOS) for which the procedure or service was rendered and not the date of submission.

## Modifiers

Modifiers consist of two (2) alphanumeric characters and are appended to HCPCS/CPT codes to provide additional information about the services rendered. Modifiers may be appended only if the clinical circumstances justify the use of the modifier(s). For example, modifiers may be used to indicate whether a:

- Service or procedure has a professional component.
- Service or procedure has a technical component.
- Service or procedure was performed by more than one (1) physician.
- Unilateral procedure was performed.
- Bilateral procedure was performed.
- Service or procedure was provided more than once.
- Only part of a service was performed.

For a complete listing of modifiers and their appropriate use, consult the AMA CPT and the HCPCS code books.

## ICD-10-CM/PCS Codes

Senior Whole Health utilizes International Classification of Diseases, 10<sup>th</sup> Revision, Clinical Modification (ICD-10-CM) and International Classification of Diseases 10<sup>th</sup> Revision, Procedure Coding System (ICD-10-PCS) billing rules and will deny Claims that do not meet Senior Whole Health's ICD-10 Claim Submission Guidelines. To ensure proper and timely reimbursement, codes must be effective on the dates of service (DOS) for which the procedure or service was rendered and not the date of submission. Refer to the ICD-10 CM/PCS Official Guidelines for Coding and Reporting on the proper assignment of principal and additional diagnosis codes.

## Place of Service (POS) Codes

Place of Service Codes (POS) are two (2)-digit codes placed on health care professional Claims (CMS 1500) to indicate the setting in which a service was provided. CMS maintains POS codes used throughout the health care industry. The POS should be indicative of where that specific procedure/service was rendered. If billing multiple lines, each line should indicate the POS for the procedure/service on that line.

## Type of Bill

Type of bill is a four (4)-digit alphanumeric code that gives three (3) specific pieces of information after the first digit, a leading zero. The second digit identifies the type of facility. The third classifies the type of care. The fourth indicates the sequence of this bill in this particular episode of care, also referred to as a "frequency" code. For a complete list of codes, reference the National Uniform Billing Committee's (NUBC) Official CMS-1450 (UB-04) Data Specifications Manual.

## Revenue Codes

Revenue codes are four (4)-digit codes used to identify specific accommodation and/or ancillary charges. There are certain revenue codes that require CPT/HCPCS codes to be billed. For a complete list of codes, reference the NUBC's Official CMS-1450 (UB-04) Data Specifications Manual.

## Diagnosis Related Group (DRG)

Facilities contracted to use DRG payment methodology submit Claims with DRG coding. Claims submitted for payment by DRG must contain the minimum requirements to ensure accurate Claim payment.

Senior Whole Health processes DRG Claims through DRG software. If the submitted DRG and system-assigned DRG differ, the Senior Whole Health-assigned DRG will take precedence.

Providers may appeal with medical record documentation to support the ICD-10-CM principal and secondary diagnoses (if applicable) and/or the ICD-10-PCS procedure codes (if applicable). If the Claim cannot be grouped due to insufficient information, it will be denied and returned for lack of sufficient information.

## National Drug Code (NDC)

The National Drug Code number (NDC) must be reported on all professional and outpatient Claims when submitted on the CMS-1500 Claim form, CMS-1450 (UB-04) or its electronic equivalent.

Providers will need to submit Claims with both HCPCS and NDC codes with the exact NDC that appears on the medication packaging in the 5-4-2 digit format (i.e., xxxxx-xxxx-xx) as well as the NDC units and descriptors. Claims submitted without the NDC number will be denied.

## Coding Sources

### Definitions

CPT – Current Procedural Terminology 4th Edition; an American Medical Association (AMA) maintained uniform coding system consisting of descriptive terms and codes that are used primarily to identify medical services and procedures furnished by physicians and other health care professionals. There are three (3) types of CPT codes:

- Category I Code – Procedures/Services
- Category II Code – Performance Measurement
- Category III Code – Emerging Technology

HCPCS – HealthCare Common Procedural Coding System; a CMS maintained uniform coding system consisting of descriptive terms and codes that are used primarily to identify procedure,

supply and durable medical equipment codes furnished by physicians and other health care professionals.

ICD-10-CM – International Classification of Diseases, 10th revision, Clinical Modification ICD-10-CM diagnosis codes are maintained by the National Center for Health Statistics, Centers for Disease Control (CDC) within the Department of Health and Human Services (HHS).

ICD-10-PCS - International Classification of Diseases, 10th revision, Procedure Coding System used to report procedures for inpatient hospital services.

## Claim Auditing

Senior Whole Health shall use established industry Claims adjudication and/or clinical practices, State, and Federal guidelines, and/or Senior Whole Health’s policies and data to determine the appropriateness of the billing, coding and payment.

Provider acknowledges Senior Whole Health’s right to conduct pre and post-payment billing audits. Provider shall cooperate with Senior Whole Health’s Special Investigations Unit and audits of Claims and payments by providing access at reasonable times to requested Claims information, all supporting medical records, Provider’s charging policies, and other related data as deemed relevant to support the transactions billed. Providers are required to submit, or provide access to, medical records upon Senior Whole Health’s request. Failure to do so in a timely manner may result in an audit failure and/or denial, resulting in an overpayment.

In reviewing medical records for a procedure, Senior Whole Health may select a statistically valid random sample, or smaller subset of the statistically valid random sample. This gives an estimate of the proportion of Claims Senior Whole Health paid in error. The estimated proportion, or error rate, may be projected across all Claims to determine the amount of overpayment.

Provider audits may be telephonic, an on-site visit, internal Claims review, client-directed/regulatory investigation and/or compliance reviews and may be vendor assisted. Senior Whole Health asks that you provide Senior Whole Health, or Senior Whole Health’s designee, during normal business hours, access to examine, audit, scan and copy any and all records necessary to determine compliance and accuracy of billing.

If Senior Whole Health’s Special Investigations Unit suspects that there is fraudulent or abusive activity, we may conduct an on-site audit without notice. Should you refuse to allow access to your facilities, Senior Whole Health reserves the right to recover the full amount paid or due to you.

## Timely Claim Processing

A complete Claim is a Claim that has no defect, impropriety, lack of any required substantiating documentation as outlined in “Required Elements” above, or particular circumstance requiring

special treatment that prevents timely payment from being made on the Claim.

Claims processing will be completed for contracted Providers in accordance with the timeliness provisions set forth in the Provider's contract. Unless the Provider and Senior Whole Health or contracted medical group/IPA have agreed in writing to an alternate schedule, Senior Whole Health will process the Claim for service as follows:

- 95% of the monthly volume of non-contracted "clean" Claims are to be adjudicated within thirty (30) calendar days of receipt.
- 95% of the monthly volume of contracted Claims are to be adjudicated within sixty (60) calendar days of receipt.
- 95% of the monthly volume of non-clean non-contracted Claims shall be paid or denied within sixty (60) calendar days of receipt.

The receipt date of a Claim is the date Senior Whole Health receives notice of the Claim.

## Electronic Claim Payment

Participating Providers are required to enroll for Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA). Providers who enroll in EFT payments will automatically receive ERAs as well. EFT/ERA services allow Providers to reduce paperwork, provides searchable ERAs, and Providers receive payment and ERA access faster than the paper check and RA processes. There is no cost to the Provider for EFT enrollment, and Providers are not required to be in-network to enroll. Senior Whole Health uses a vendor to facilitate the HIPAA compliant EFT payment and ERA delivery. Additional information about EFT/ERA is available at <https://www.molinahealthcare.com/providers/ma/swh/claims/era-eft.aspx> or by contacting our Provider Services department.

## Overpayments and Incorrect Payments Refund Requests

In accordance with 42 CFR 438.608, Senior Whole Health requires network Providers to report to Senior Whole Health when they have received an overpayment and to return the overpayment to Senior Whole Health within sixty (60) calendar days after the date on which the overpayment was identified and notify Senior Whole Health in writing of the reason for the overpayment.

If, as a result of retroactive review of Claim payment, Senior Whole Health determines that it has made an Overpayment to a Provider for services rendered to a Member, it will make a Claim for such Overpayment. Providers will receive an overpayment request letter if the overpayment is identified in accordance with State and CMS guidelines. Providers will be given the option to either:

1. Submit a refund to satisfy overpayment,
2. Submit request to offset from future claim payments, or
3. dispute overpayment findings.

A copy of the overpayment request letter and details are available in the [Availity](#) portal. In the Overpayment Application section, Providers can make an inquiry, contest an overpayment with supporting documentation, resolve an overpayment, or check status. This is Senior Whole Health's preferred method of communication.

Instructions will be provided on the overpayment notice and overpayments will be adjusted and reflected in your remittance advice. The letter timeframes are Senior Whole Health standards and may vary depending on applicable state guidelines and contractual terms.

Overpayments related to TPL/COB will contain primary insurer information necessary for rebilling including the policy number, effective date, term date, and subscriber information. For members with Commercial COB, Senior Whole Health will provide notice within 270 days from the claim's paid date if the primary insurer is a Commercial plan. A provider may resubmit the claim with an attached primary EOB after submission to the primary payer for payment. Senior Whole Health will adjudicate the claim and pay or deny the claim in accordance with claim processing guidelines.

A Provider shall pay a Claim for an Overpayment made by Senior Whole Health which the Provider does not contest or dispute within the specified number of days on the refund request letter mailed to the Provider. If a Provider does not repay or dispute the overpaid amount within the timeframe allowed Senior Whole Health may offset the overpayment amount(s) against future payments made to the Provider.

Payment of a Claim for Overpayment is considered made on the date payment was received or electronically transferred or otherwise delivered to Senior Whole Health, or the date that the Provider receives a payment from Senior Whole Health that reduces or deducts the overpayment.

## Claim Reconsideration

Providers requesting a reconsideration of a claim previously adjudicated must request such action within 120 calendar days of Senior Whole Health's original remittance advice date or longer as stated in the Provider Agreement as the Provider Agreement would superseded.

Reconsiderations are defined as follows:

- Appeals - Written request for reconsideration of a claim related to a complete denial of payment for services.
- Dispute - Written request for reconsideration of the amount paid on a claim after the claim has been adjudicated and payment has been remitted.

All Claim reconsiderations must be submitted on the Senior Whole Health Claim Reconsideration Form found on the Provider [website](#). The form must be filled out completely in order to be processed. Additionally, the item(s) being resubmitted should be clearly marked as reconsideration and must include the following documentation:

- Any documentation to support the adjustment and a copy of the Authorization form (if applicable) must accompany the reconsideration request.
- The Claim number clearly marked on all supporting documents.

All Appeals and Disputes must be submitted to Senior Whole Health through one (1) of the following channels:

- [Availity](#) portal
- Faxed to: (562) 499-0610

**Please Note:** Requests for adjustments of Claims paid by a delegated medical group/IPA must be submitted to the group responsible for payment of the original Claim.

The Provider will be notified of Senior Whole Health's decision in writing within sixty (60) calendar days of receipt of the Claim Reconsideration request.

Note: Corrected claims are to be directed through the original claim's submission process, clearly identified as a corrected claim.

All questions pertaining to claim redetermination requests are to be directed to the Provider Contact Center at 855-838-7999.

## Provider Reconsideration of Delegated Claims – Contracted Providers

Providers requesting a reconsideration, correction or reprocessing of a Claim previously adjudicated by an entity that is delegated for Claims payment must submit their request to the delegated entity responsible for payment of the original Claim.

## Balance Billing

Pursuant to Law and CMS guidance, Members who are dually eligible for Medicare and Medicaid and classified as Qualified Medicare Beneficiaries (QMB) shall not be held liable for Medicare Part A and B cost sharing when the State or another payor is responsible for paying such amounts. The Provider is responsible for verifying eligibility and obtaining approval for those services that require prior authorization.

Providers agree that under no circumstance shall a Member be liable to the Provider for any sums that are the legal obligation of Senior Whole Health to the Provider. Balance billing a Member for Covered Services is prohibited, except for the Member's applicable copayment, coinsurance and deductible amounts.

## Fraud, Waste, and Abuse

Failure to report instances of suspected fraud, waste, and abuse is a violation of the Law and subject to the penalties provided by Law. For additional information please refer to the Compliance section of this Provider Manual.

## Encounter Data

Each Provider, capitated Provider, or organization delegated for Claims processing is required to submit Encounter data to Senior Whole Health for all adjudicated Claims. The data is used for many purposes, such as regulatory reporting, rate setting and risk adjustment, hospital rate setting, the Quality Improvement program and HEDIS® reporting.

Encounter data must be submitted within 180 days from the date of service in order to meet State and CMS encounter submission threshold and quality measures. Encounter data must be submitted via HIPAA compliant transactions, including the ANSI X12N 837I – Institutional, 837P – Professional, and 837D – Dental. Data must be submitted with Claims level detail for all non-institutional services provided.

Senior Whole Health has a comprehensive automated and integrated Encounter data system capable of supporting all 837 file formats and proprietary formats if needed.

Providers must correct and resubmit any encounters which are rejected (non-HIPAA compliant) or denied by Senior Whole Health. Encounters must be corrected and resubmitted within fifteen (15) days from the rejection/denial.

Senior Whole Health has created 837P, 837I, and 837D Companion Guides with the specific submission requirements available to Providers.

When Encounters are filed electronically Providers should receive two (2) types of responses:

- First, Senior Whole Health will provide a 999 acknowledgement of the transmission.
- Second, Senior Whole Health will provide a 277CA response file for each transaction.



## 14. MEDICARE MEMBER GRIEVANCES AND APPEALS

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### Distinguishing between Appeals Involving Provider Liability and Appeals Involving Member Liability

All Member liability denials are subject to the Member Appeals terms of this Provider Manual described below. The Member will receive the appropriate denial notice with appeal rights (e.g., Integrated Denial Notice, Notice of Denial of Medicare Prescription Drug Coverage, Important Message from Medicare (IM), Notice of Medicare Non-Coverage (NOMNC), or Explanation of Benefits (EOB)). When Member liability is assigned, the Member Appeals process must be followed.

Disputes between Senior Whole Health and a contracted Provider that do not result in an adverse determination or liability for the Member are subject to the Claims Appeals provisions of this Provider Manual. The Parts C & D Enrollee Grievances, Organization/Coverage Determinations, and Appeals Guidance of the Medicare Managed Care Manual specifically states that contracted Providers do not have appeal rights on their own behalf under the Medicare Member appeals process. Contracted Provider disputes involving plan payment denials are governed by the appeals and dispute resolution provisions of the relevant Provider Agreement. When Senior Whole Health determines that a contracted Provider failed to follow the terms and conditions of the relevant Provider Agreement or Provider Manual, either administratively or by not providing the clinical information needed to substantiate the services requested, the contracted Provider is prohibited from billing the Member for the services unless Senior Whole Health assigned Member liability and issued the appropriate notice with Member appeal rights. Additional information on the contracted Provider Claims appeal process can be found in the Claim Reconsideration subsection located in the Claims and Compensation section of this Provider Manual.

### Definition of Key Terms used in the Medicare Member Grievances and Appeals Process

**Appeal:** Medicare defines an appeal as the procedures that deal with the review of adverse initial determinations made by the Plan on health care services or benefits under Part C or Part D that the Member believes they are entitled to receive, including a delay in providing, arranging for, or approving health care services or drug coverage (when a delay would adversely affect the Member's health), or on any amounts the Member must pay for a service or drug. These appeals procedures include a Plan reconsideration (Part C) or redetermination (Part D) (also referred to as a Level 1 appeal), a reconsideration by an independent review entity (IRE), adjudication by an Administrative Law Judge (ALJ) or attorney adjudicator, review by the Medicare Appeals Council (Council), and judicial review.

**Applicable Integrated Plan (AIP):** A type of D-SNP in which State policy limits the D-SNP's membership to enrollees whose Medicaid benefits are covered under a Medicaid managed care organization contract between the State and the D-SNP's Medicare Advantage organization (or

another entity related to the D-SNP's Medicare Advantage organization as specified in federal rules) (also known as "exclusive alignment"). AIPs are subject to federal rules providing a unified, integrated process for Appeals and Grievances for the enrollee's Medicare and Medicaid benefits.

**Authorized Representative:** An individual appointed by the Member or authorized under State law to act on behalf of the Member in filing a Grievance or Appeal. An Authorized Representative has all of the rights and responsibilities of the Member. For Medicare, a Member may be appointed using the CMS Appointment of Representative Form found at <https://www.cms.gov/cmsforms/downloads/cms1696.pdf>.

**Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO or QIO):** Organizations comprised of practicing doctors and other health care experts under contract to the federal government to monitor and improve the care given to Medicare enrollees. The BFCC-QIOs review beneficiary complaints about the quality of care provided by physicians, inpatient hospitals, hospital outpatient departments, hospital emergency rooms, skilled nursing facilities (SNFs), home health agencies (HHAs), Medicare managed care plans, Medicare Part D prescription drug plans, and ambulatory surgical centers. The BFCC-QIOs also review continued stay denials in acute inpatient hospital facilities as well as coverage terminations in SNFs, HHAs, and comprehensive outpatient rehabilitation facilities (CORFs). In some cases, the BFCC-QIO can provide informal dispute resolution between the health care provider (e.g., physician, hospital, etc.) and the beneficiary.

**Dual Eligible Special Needs Plan (D-SNP):** A Medicare Advantage Prescription Drug (MAPD) plan that enrolls individuals who are entitled to both Medicare and Medicaid. D-SNPs coordinate the delivery of the Member's Medicare and Medicaid benefits.

**Grievance:** An expression of dissatisfaction with any aspect of the operations, activities, or behavior of a Medicare Advantage Plan or its delegated entity in the provision of health care items, services, or prescription drugs, regardless of whether remedial action is requested or can be taken. A Grievance does not include and is distinct from, an Appeal. Examples of a Grievance include but are not limited to the quality of care, aspects of interpersonal relationships such as rudeness of a Provider or Plan employee, waiting times for an appointment, cleanliness of contracted Provider facilities, failure of the Plan or a contracted Provider to respect the Member's rights under the Plan, involuntary disenrollment, Plan benefit design, the coverage decision or Appeals process, the Plan formulary, or the availability of contracted Providers.

**Integrated Appeal:** The procedures for an Appeal for an Applicable Integrated Plan. An Integrated Appeal includes an **Integrated Reconsideration** (a Level 1 Appeal by an Applicable Integrated Plan for other than a Part D drug). An Integrated Appeal is applicable for the Member's Medicare (Part C) and Medicaid benefits, whether the request involves coverage by Medicare, Medicaid, or both. Integrated Appeals follow procedures outlined in federal rules and the D-SNP's contract with the State Medicaid Agency. (Part D Appeals for Applicable Integrated Plans continue to follow Part D procedures.)

## Medicare Member Liability Appeals: How to File an Appeal

For Expedited Appeals: Call the Senior Whole Health Contact Center

For Standard Appeals (non-Part D): Mail or fax their written Appeal\* to:

Senior Whole Health, LLC  
Attn: Grievance and Appeals  
P.O. Box 22816  
Long Beach, CA 90801-9977

Fax: (562) 499-0610

For information on Part D appeals/redeterminations, please see the Medicare Part D section in this Provider Manual.

Members and their Authorized Representatives (and treating providers acting on their behalf) have sixty (60) days from the date of the denial to file an Appeal. This timeframe may be extended for good cause.

*\*A verbal standard Integrated Appeal will be accepted for D-SNPs that are Applicable Integrated Plans (AIPs). The following plans are AIPs:*

- Senior Whole Health (HMO D-SNP)
- Senior Whole Health NHC (HMO D-SNP)

## Medicare Member Liability Appeals: Participating Provider Responsibilities in the Medicare Member Appeals Process

Appeals should include the Member's name, contact information, Member ID number, health plan name, the reason for appealing, and any evidence to support the request.

Providers can request Appeals on behalf of Members; however, if the Appeal is not requested by a treating physician, an Appointment of Representative (AOR) Form may be required. The AOR Form can be found online and downloaded at <https://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf>.

Please provide all medical records and/or supporting documentation with the Appeal request.

Expedited Appeals should only be requested if waiting the timeframe for a standard Appeal could jeopardize the Member's life, health, or ability to regain maximum function.

## Medicare Member Liability Appeals: Timeframes

Appeal decisions are made as expeditiously as the Member's health condition requires and within regulatory timeframes.

Expedited Pre-Service (non-Part B, non-Part D drug)	72 hours
Expedited Pre-Service Part B drug	72 hours
Expedited Pre-Service Part D drug	72 hours
Standard Pre-Service (non-Part B, non-Part D drug)	30 calendar days
Standard Pre-Service Part B drug	7 calendar days
Standard Pre-Service Part D drug	7 calendar days
Standard Post-Service (Part C)	60 calendar days*
Standard Post-Service Part D drug	14 calendar days

*\*30 calendar days for Senior Whole Health (HMO D-SNP) and Senior Whole Health NHC (HMO D-SNP).*

Extensions may be allowed under specific conditions (except requests involving a Part B or Part D drug).

## Medicare Member Liability Appeals: Continuation of Benefits (aka “Aid Continuing”)

### The following section applies to Senior Whole Health (HMO D-SNP) & Senior Whole Health NHC (HMO D-SNP) ONLY:

Senior Whole Health (HMO D-SNP) and Senior Whole Health NHC (HMO D-SNP) are Applicable Integrated Plans that conduct Integrated Reconsiderations that consider the Member’s Medicare and Medicaid benefits together. Members in an Applicable Integrated Plan may be entitled to continue benefits pending appeal if authorization for services is terminated, suspended, or reduced before the expiration of the authorization period. This typically occurs with Medicaid-covered services such as personal care services but can be applied to other Medicare or Medicaid services when the services are terminated, suspended, or reduced before the expiration of the authorization period. The right to continue benefits is subject to the filing of the Integrated Reconsideration and/or providing a written request for continuation of benefits within ten (10) calendar days of the date of the notice of termination, suspension, or reduction or the effective date of the termination, suspension or reduction, whichever is later. The right to request continuation of benefits typically resides with the Member. When providers are allowed to request continuation of benefits for a Member in an Applicable Integrated Plan, they must provide the written consent of the Member to file the Integrated Reconsideration.

If the Integrated Reconsideration is upheld by the Plan, the Member’s notice of the adverse Integrated Reconsideration decision will contain any instructions for continuation of benefits pending State Fair Hearing and/or any External Appeal.

Federal and State rules determine whether recovery of costs applies if the Integrated

Reconsideration or State Fair Hearing results in a decision adverse to the Member.

### **Medicare Member Appeals: Further Appeal Rights**

If the Plan upholds the initial adverse determination, in whole or in part, for a Part C item or service (including a Part B drug), the Appeal will be forwarded to an Independent Review Entity (IRE). (For Part D upholds, the Member must request a review by the IRE.) The IRE is a CMS contractor independent of Senior Whole Health. If the IRE upholds the initial adverse determination and the amount in controversy requirements are met, the Member may continue to an additional level of Appeal with an Administrative Law Judge (ALJ) or attorney adjudicator. Additional levels of Appeal are available to the Member if the amount in controversy requirements are met, including an appeal to the Medicare Appeals Council (MAC) and federal court.

### **For Members in Senior Whole Health (HMO D-SNP) or Senior Whole Health NHC (HMO D-SNP) ONLY:**

Senior Whole Health (HMO D-SNP) and Senior Whole Health NHC (HMO D-SNP) are Applicable Integrated Plans that conduct Integrated Reconsiderations that consider the Member's Medicare and Medicaid benefits together. Members in these D-SNPs have additional appeal rights related to their Medicaid benefits. If Senior Whole Health upholds an initial adverse determination involving items and services that are or could be covered by Medicaid or Medicare and Medicaid, the Member can request a State Fair Hearing. The Member's notice of the Appeal decision will tell them how to file for a State Fair Hearing.

### **For Members in Senior Care Options (SCO) who have only Medicaid benefits:**

Level 1 Appeals for these Members are not forwarded to the IRE. These Members have a benefit package that aligns with the benefit package provided to Members in Senior Whole Health (HMO D-SNP); however, because they are not entitled to Medicare, they cannot proceed with further Medicare Appeals. These Members do, however, have the right to a State Fair Hearing. The Member's notice of the Appeal decision will tell them how to file for a State Fair Hearing.

### **Member Liability Appeals: Hospital Discharge Appeals**

Hospital discharges are subject to an expedited Member appeal process. Members receive their appeal rights through the delivery of the Important Message from Medicare (IM, Form CMS-10065) by the hospital. For additional information on delivery of the IM, see the Termination of Inpatient Hospital Services section of this Provider Manual.

Members disputing their discharge decision may request an immediate appeal to the QIO for the service area (Livanta or Kepro). The Member must appeal to the QIO as soon as possible and no later than the planned discharge date and before the Member leaves the hospital. The QIO will typically respond within one (1) day after it receives all necessary information.

If the QIO agrees with the discharge decision, the Member will be responsible for payment for continued care beginning at noon of the calendar day following the day the QIO provides notice of its decision to the Member. The Member may request a reconsideration from the QIO if they remain in the hospital. If the QIO continues to agree with the discharge decision, the Member may appeal to an Administrative Law Judge (ALJ) or attorney adjudicator.

If the QIO disagrees with the discharge decision, the Member is not responsible for any continued care (aside from any applicable deductibles or copayments) without proper notification that includes their appeal rights located within the IM. The Member will then have an opportunity to appeal that subsequent discharge determination.

If the Member misses the deadline to file an appeal with the QIO and is still in the hospital, the Member (or their Authorized Representative) may request an expedited pre-service Appeal with the Plan. In this case, the Member does not have financial protection during the course of the expedited pre-service Appeal and may be financially liable for the cost of additional hospital days beyond the discharge date if the original decision to discharge is upheld.

### **Member Liability Appeals: SNF, CORF, and HHA Termination of Services Appeals**

Discharges from care provided by a skilled nursing facility (SNF) (including a swing bed in a hospital providing Part A and Part B services), comprehensive outpatient rehabilitation facility (CORF), or home health agency (HHA) are subject to an expedited (fast track) Member appeal process. For this purpose, a discharge means the complete termination of services and not the termination of a single service when other services continue (e.g., when the Member is receiving skilled nursing, skilled therapy, and home health aide services from an HHA and only the home health aide services are terminated while the other services continue). When a single service is terminated and other services continue, an Integrated Denial Notice (IDN) with Member appeal rights is issued to the Member. Members receive their discharge appeal rights through the delivery of the Notice of Medicare Non-Coverage (NOMNC) by the SNF, CORF, or HHA. For additional information on delivery of the NOMNC, see the Termination of SNF, CORF, and HHA Services section of this Provider Manual.

Members disputing their discharge decision may request an expedited (fast-track) appeal to the QIO for the service area (Livanta or Kepro). The Member must appeal to the QIO by noon of the calendar day after the NOMNC is delivered. The QIO will typically respond by the effective date provided in the NOMNC (the last covered day).

If the QIO agrees with the discharge decision, the Member will be responsible for payment for continued care received beyond the last covered day provided in the NOMNC. The Member has an opportunity to request a reconsideration from the QIO if they remain in the SNF or continue to receive services from the CORF or HHA beyond the last covered day provided in the NOMNC. If the QIO continues to agree with the discharge decision, the Member may appeal to an Administrative Law Judge (ALJ) or attorney adjudicator.

If the QIO disagrees with the discharge decision, the Member is not responsible for any

continued care (aside from any applicable deductibles or copayments) without proper notification that includes their appeal rights located within the NOMNC. The Member will then have an opportunity to appeal that subsequent termination of services (discharge) determination.

If the Member misses the deadline to file an appeal with the QIO and is still in the SNF or continuing to receive services from the CORF or HHA beyond the last covered day provided in the NOMNC, the Member (or their Authorized Representative) may request an expedited pre-service Appeal with the Plan. In this case, the Member does not have financial protection during the course of the expedited pre-service Appeal and may be financially liable for the cost of additional services provided beyond the discharge date (last covered day) if the original decision to discharge is upheld.

### **Member Liability Appeals: Obtaining Additional Information about the Member Appeal Process**

For additional information about Member Appeal rights, call Senior Whole Health's Provider Contact Center toll free at (855) 838-7999, or 711, for persons with hearing impairments (TTY/TDD). A detailed explanation of the Appeal process is also included in the Member's Evidence of Coverage (EOC) (or Member Handbook), which is available on Senior Whole Health's web site. If Members have additional questions, please refer them to Senior Whole Health's Member Contact Center.

### **Medicare Member Grievances**

A Member may file a Grievance verbally or in writing within sixty (60) days of the event precipitating the Grievance. (Members enrolled in **Senior Whole Health (HMO D-SNP)** or **Senior Whole Health NHC (HMO D-SNP)** may file a Grievance at any time, except a Part D Grievance. Part D Grievances must be filed within sixty (60) days of the event precipitating the Grievance.)

Grievances are typically responded to by the Plan within thirty (30) days. The Plan may also be allowed to take an extension under certain circumstances.

Medicare allows an expedited grievance only if the Plan diverts an expedited request for a coverage decision or Appeal to the standard timeframe or if the Plan takes an extension in making a coverage decision or deciding an Appeal (when allowed). These expedited grievances are decided within twenty-four (24) hours.

Members may file a Grievance by calling Senior Whole Health's Member Contact Center at (888) 794-7268 (SCO, Medicare Complete Care, and NHC Products) or (833) 685-2108 (Medicare Choice Care Product) or by writing to:

Senior Whole Health, LLC  
Attn: Grievance and Appeals  
PO Box 22816

Long Beach, CA 90801-9977

Fax: (562) 499-0610



## 15. CREDENTIALING AND RECREDENTIALING

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The purpose of the Credentialing Program is to assure that Molina Healthcare and its subsidiaries (Senior Whole Health) network consists of quality Providers who meet clearly defined criteria and standards. It is the objective of Senior Whole Health to provide superior health care to the community. Additional information is available in the Credentialing Policy and Procedure which can be requested by contacting your Senior Whole Health Provider Services representative.

The decision to accept or deny a credentialing applicant is based upon primary source verification, secondary source verification and additional information as required. The information gathered is confidential and disclosure is limited to parties who are legally permitted to have access to the information under State and Federal Law.

The Credentialing Program has been developed in accordance with State and Federal requirements and the standards of the National Committee for Quality Assurance (NCQA). The Credentialing Program is reviewed annually, revised, and updated as needed.

### Non-Discriminatory Credentialing and Recredentialing

Senior Whole Health does not make credentialing and recredentialing decisions based on an applicant's race, ethnic/national identity, gender, gender identity, age, sexual orientation, ancestry, religion, marital status, health status, or patient types (e.g. Medicaid) in which the Practitioner specializes. This does not preclude Senior Whole Health from including in its network Practitioners who meet certain demographic or specialty needs; for example, to meet cultural needs of Members.

### Types of Practitioners Credentialed & Recredentialed

Practitioners and groups of Practitioners with whom Senior Whole Health contracts must be credentialed prior to the contract being implemented. Senior Whole Health credentials occupational and physical therapists at the facility level.

Practitioner types requiring credentialing include but are not limited to:

- Acupuncturists
- Addiction medicine specialists
- Audiologists
- Behavioral health care practitioners who are licensed, certified or registered by the State to practice independently
- Chiropractors
- Clinical Social Workers
- Dentists
- Doctoral or master's-level psychologists
- Licensed/Certified Midwives (Non-Nurse)

- Massage Therapists
- Master’s-level clinical social workers
- Master’s-level clinical nurse specialists or psychiatric nurse practitioners
- Medical Doctors (MD)
- Naturopathic Physicians
- Nurse Midwives
- Nurse Practitioners
- Ophthalmologist
- Oral Surgeons
- Osteopathic Physicians (DO)
- Pharmacists
- Physician Assistants
- Podiatrists
- Psychiatrists and other physicians
- Speech and Language Pathologists
- Telemedicine Practitioners

## Criteria for Participation in the Senior Whole Health Network

Senior Whole Health has established criteria and the sources used to verify these criteria for the evaluation and selection of Practitioners for participation in the Senior Whole Health network. These criteria have been designed to assess a Practitioner’s ability to deliver care. This policy defines the criteria that are applied to applicants for initial participation, recredentialing and ongoing participation in the Senior Whole Health network. To remain eligible for participation, Practitioners must continue to satisfy all applicable requirements for participation as stated herein and in all other documentations provided by Senior Whole Health.

Senior Whole Health reserves the right to exercise discretion in applying any criteria and to exclude Practitioners who do not meet the criteria. Senior Whole Health may, after considering the recommendations of the Professional Review Committee, waive any of the requirements for network participation established pursuant to these policies for good cause if it is determined such waiver is necessary to meet the needs of Senior Whole Health and the community it serves. The refusal of Senior Whole Health to waive any requirement shall not entitle any Practitioner to a hearing or any other rights of review.

Practitioners must meet the following criteria to be eligible to participate in the Senior Whole Health network. The Practitioner shall have the burden of producing adequate information to prove they meet all criteria for initial participation and continued participation in the Senior Whole Health network. If the Practitioner does not provide this information, the credentialing application will be deemed incomplete and it will result in an administrative denial or administrative termination from the Senior Whole Health network. Practitioners who fail to provide this burden of proof do not have the right to submit an appeal.

- **Application** – Practitioners must submit to Senior Whole Health a complete credentialing

application either from CAQH ProView or other State mandated practitioner application. The attestation must be signed within 120 days. Application must include all required attachments.

- **License, Certification or Registration** – Practitioners must hold a current and valid license, certification or registration to practice in their specialty in every State in which they will provide care and/or render services for Senior Whole Health Members. Telemedicine practitioners are required to be licensed in the state where they are located and the State the member is located.
- **DEA or CDS Certificate** – Practitioners must hold a current, valid, unrestricted Drug Enforcement Agency (DEA) or Controlled Dangerous Substances (CDS) certificate. Practitioners must have a DEA or CDS in every State where the Provider provides care to Senior Whole Health Members. If a Practitioner has a pending DEA/CDS certificate and never had any disciplinary action taken related to their DEA and/or CDS or chooses not to have a DEA and/or CDS certificate, the Practitioner must then provide a documented process that allows another Practitioner with a valid DEA and/or CDS certificate to write all prescriptions requiring a DEA number.
- **Specialty** – Practitioners must only be credentialed in the specialty in which they have adequate education and training. Practitioners must confine their practice to their credentialed area of practice when providing services to Senior Whole Health Members.
- **Education** – Practitioners must have graduated from an accredited school with a degree required to practice in their designated specialty.
- **Residency Training** – Practitioners must have satisfactorily completed residency training from an accredited program in the specialties in which they are practicing. Senior Whole Health only recognizes programs that have been accredited by the Accreditation Council of Graduate Medical Education (ACGME) and the American Osteopathic Association (AOA) in the United States or by the College of Family Physicians of Canada (CFPC), the Royal College of Physicians and Surgeons of Canada. Oral Surgeons must complete a training program in Oral and Maxillofacial Surgery accredited by the Commission on Dental Accreditation (CODA). Training must be successfully completed prior to completing the verification. It is not acceptable to verify completion prior to graduation from the program. As of July 2013, podiatric residencies are required to be three (3) years in length. If the podiatrist has not completed a three (3)-year residency or is not board certified, the podiatrist must have five (5) years of work history practicing podiatry.
- **Fellowship Training** – Fellowship training is verified when a practitioner will be advertised in the directory in their fellowship specialty. Senior Whole Health only recognizes fellowship programs accredited by ACGME, AOA, CFPC, and CODA.
- **Board Certification** – Board certification in the specialty in which the Practitioner is practicing is not required. Initial applicants who are not board certified will be considered for participation if they have satisfactorily completed residency training from an accredited program in the specialty in which they are practicing. Senior Whole Health recognizes certification only from the following Boards:
  - American Board of Medical Specialties (ABMS)
  - American Osteopathic Association (AOA)

- American Board of Foot and Ankle Surgery (ABFAS)
- American Board of Podiatric Medicine (ABPM)
- American Board of Oral and Maxillofacial Surgery
- American Board of Addiction Medicine (ABAM)
- College of Family Physicians of Canada (CFPC)
- Royal College of Physicians and Surgeons of Canada (RCPSC)
- Behavioral Analyst Certification Board (BACB)
- National Commission on Certification of Physician Assistants (NCCPA)
- **General Practitioners** – Practitioners who are not board certified and have not completed training from an accredited program are only eligible to be considered for participation as a General Practitioner in the Senior Whole Health network. To be eligible, the Practitioner must have maintained a primary care practice in good standing for a minimum of the most recent five (5) years without any gaps in work history. Senior Whole Health will consider allowing a Practitioner who is/was board certified and/or residency trained in a specialty other than primary care to participate as a General Practitioner, if the Practitioner is applying to participate as a Primary Care Physician (PCP), or as an Urgent Care or Wound Care Practitioner. General Practitioners providing only wound care services do not require five (5) years of work history as a PCP.
- **Nurse Practitioners & Physician Assistants** – In certain circumstances, Senior Whole Health may credential a Practitioner who is not licensed to practice independently. In these instances, the Practitioner providing the supervision and/or oversight must also be contracted and credentialed with Senior Whole Health.
- **Work History** – Practitioners must supply the most recent five (5)-years of relevant work history on the application or curriculum vitae. Relevant work history includes work as a health professional. If a gap in employment exceeds six (6) months, the Practitioner must clarify the gap verbally or in writing. The organization will document a verbal clarification in the Practitioner's credentialing file. If the gap in employment exceeds one (1) year, the Practitioner must clarify the gap in writing.
- **Malpractice History** – Practitioners must supply a history of malpractice and professional liability claims and settlement history in accordance with the application. Documentation of malpractice and professional liability claims, and settlement history is requested from the Practitioner on the credentialing application. If there is an affirmative response to the related disclosure questions on the application, a detailed response is required from the Practitioner.
- **State Sanctions, Restrictions on Licensure or Limitations on Scope of Practice** – Practitioners must disclose a full history of all license/certification/registration actions including denials, revocations, terminations, suspension, restrictions, reductions, limitations, sanctions, probations and non-renewals. Practitioners must also disclose any history of voluntarily or involuntarily relinquishing, withdrawing, or failure to proceed with an application to avoid an adverse action or to preclude an investigation or while under investigation relating to professional competence or conduct. If there is an affirmative response to the related disclosure questions on the application, a detailed response is required from the Practitioner. At the time of initial application, the Practitioner must not have any pending or open investigations from any State or governmental professional

disciplinary body<sup>3</sup>. This would include Statement of Charges, Notice of Proposed Disciplinary Action or the equivalent.

- **Medicare, Medicaid and other Sanctions and Exclusions** – Practitioners must not be currently sanctioned, excluded, expelled or suspended from any State or Federally funded program including but not limited to the Medicare or Medicaid programs. Practitioners must disclose all Medicare and Medicaid sanctions. If there is an affirmative response to the related disclosure questions on the application, a detailed response is required from the Practitioner. Practitioner must disclose all debarments, suspensions, proposals for debarments, exclusions or disqualifications under the non-procurement common rule, or when otherwise declared ineligible from receiving Federal contracts, certain subcontracts, and certain Federal assistance and benefits. If there is an affirmative response to the related disclosure questions on the application, a detailed response is required from the Practitioner.
- **Medicare Opt Out** – Practitioners currently listed on the Medicare Opt-Out Report may not participate in the Senior Whole Health network for any Medicare or Duals (Medicare/Medicaid) lines of business.
- **Social Security Administration Death Master File** – Practitioners must provide their Social Security number. That Social Security number should not be listed on the Social Security Administration Death Master File.
- **Medicare Preclusion List** – Practitioners currently listed on the Preclusion List may not participate in the Senior Whole Health network for any Medicare or Duals (Medicare/Medicaid) lines of business.
- **Professional Liability Insurance** – Practitioner must have and maintain professional malpractice liability insurance with limits that meet Senior Whole Health criteria. This coverage shall extend to Senior Whole Health Members and the Practitioners activities on Senior Whole Health’s behalf. Practitioners maintaining coverage under Federal tort or self-insured policies are not required to include amounts of coverage on their application for professional or medical malpractice insurance.
- **Inability to Perform** – Practitioners must disclose any inability to perform essential functions of a Practitioner in their area of practice with or without reasonable accommodation. If there is an affirmative response to the related disclosure questions on the application, a detailed response is required from the Practitioner.
- **Lack of Present Illegal Drug Use** – Practitioners must disclose if they are currently using any illegal drugs/substances.
- **Criminal Convictions** – Practitioners must disclose if they have ever had any of the following:

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<sup>3</sup> If a practitioner’s application is denied solely because a practitioner has a pending Statement of Charges, Notice of Proposed Disciplinary Action, Notice of Agency Action or the equivalent from any state or governmental professional disciplinary body, the practitioner may reapply as soon as practitioner is able to demonstrate that any pending Statement of Charges, Notice of Proposed Disciplinary Action, Notice of Agency Action, or the equivalent from any state or governmental professional disciplinary body is resolved, even if the application is received less than one year from the date of original denial.

- Criminal convictions, including guilty convictions, pleas, or adjudicated pretrial diversions for crimes against person such as murder, rape, assault and other similar crimes.
- Financial crimes such as extortion, embezzlement, income tax evasion, insurance fraud and other similar crimes.
- Any crime that placed the Medicaid or Medicare program or its beneficiaries at immediate risk, such as a malpractice suit that results in a conviction of criminal neglect or misconduct.
- Any crime that would result in mandatory exclusion under section 1128 of the Social Security Act.
- Any crime related to fraud, kickbacks, healthcare fraud, claims for excessive charges, unnecessary services or services which fail to meet professionally recognized standards of healthcare, patient abuse or neglect, controlled substances, or similar crimes.

At the time of initial credentialing, Practitioners must not have any pending criminal charges in the categories listed above.

- **Loss or Limitations of Clinical Privileges** – At initial credentialing, Practitioners must disclose all past and present issues regarding loss or limitation of clinical privileges at all facilities or organizations with which the Practitioner has had privileges. If there is an affirmative response to the related disclosure questions on the application, a detailed response is required from the Practitioner. At recredentialing, Practitioners must disclose past and present issues regarding loss or limitation of clinical privileges at all facilities or organizations with which the Practitioner has had privileges since the previous credentialing cycle.
- **Hospital Privileges** – Practitioners must list all current hospital privileges on their credentialing application. If the practitioner has current privileges, they must be in good standing.
- **NPI** – Practitioners must have a National Provider Identifier (NPI) issued by the Centers for Medicare & Medicaid Services (CMS).

## Notification of Discrepancies in Credentialing Information & Practitioner’s Right to Correct Erroneous Information

Senior Whole Health will notify the Practitioner immediately in writing if credentialing information obtained from other sources varies substantially from that submitted by the Practitioner. Examples include but are not limited to actions on a license, malpractice claims history, board certification actions, sanctions or exclusions. Senior Whole Health is not required to reveal the source of information if the information is obtained to meet organization credentialing verification requirements or if disclosure is prohibited by Law.

Practitioners have the right to correct erroneous information in their credentials file. Practitioner’s rights are published on the Senior Whole Health website and are included in this Provider Manual.

The notification sent to the Practitioner will detail the information in question and will include

instructions to the Practitioner indicating:

- Their requirement to submit a written response within ten (10) calendar days of receiving notification from Senior Whole Health.
- In their response, the Practitioner must explain the discrepancy, may correct any erroneous information and may provide any proof that is available.
- The Practitioner's response must be sent to:  
Molina Healthcare, Inc.  
Attention: Credentialing Director  
PO Box 2470  
Spokane, WA 99210

Upon receipt of notification from the Practitioner, Senior Whole Health will document receipt of the information in the Practitioner's credentials file. Senior Whole Health will then re-verify the primary source information in dispute. If the primary source information has changed, correction will be made immediately to the Practitioner's credentials file. The Practitioner will be notified in writing that the correction has been made to their credentials file. If the primary source information remains inconsistent with the Practitioner's information, the Credentialing department will notify the Practitioner.

If the Practitioner does not respond within ten (10) calendar days, their application processing will be discontinued and network participation will be administratively denied or terminated.

### **Practitioner's Right to Review Information Submitted to Support Their Credentialing Application**

Practitioners have the right to review their credentials file at any time. Practitioner's rights are published on the Senior Whole Health website and are included in this Provider Manual.

The Practitioner must notify the Credentialing department and request an appointment time to review their file and allow up to seven (7) calendar days to coordinate schedules. A Medical Director and the Director responsible for Credentialing or the Quality Improvement Director will be present. The Practitioner has the right to review all information in the credentials file except peer references or recommendations protected by Law from disclosure.

The only items in the file that may be copied by the Practitioner are documents, which the Practitioner sent to Senior Whole Health (e.g., the application and any other attachments submitted with the application from the Practitioner). Practitioners may not copy any other documents from the credentialing file.

### **Practitioner's Right to be Informed of Application Status**

Practitioners have the right, upon request, to be informed of the status of their application by telephone, email, or mail. Practitioner's rights are published on the Senior Whole Health website and included in this Provider Manual. Senior Whole Health will respond to the request

within five (5) working days. Senior Whole Health will share with the Practitioner where the application is in the credentialing process to include any missing information or information not yet verified.

## Notification of Credentialing Decisions

Initial credentialing decisions are communicated to Practitioners via letter or email. This notification is typically sent by the Senior Whole Health Medical Director within two (2) weeks of the decision. Under no circumstance will notifications letters be sent to the Practitioners later than sixty (60) calendar days from the decision. Notification of recredentialing approvals are not required.

## Recredentialing

Senior Whole Health recredentials every Practitioner at least every twenty-four (24) months.

## Excluded Providers

Excluded Provider means an individual Provider, or an entity with an officer, director, agent, manager or individual who owns or has a controlling interest in the entity who has been convicted of crimes as specified in section 1128 of the SSA, excluded from participation in the Medicare or Medicaid program, assessed a civil penalty under the provisions of section 1128, or has a contractual relationship with an entity convicted of a crime specified in section 1128.

Pursuant to section 1128 of the SSA, Senior Whole Health and its Subcontractors may not subcontract with an Excluded Provider/person. Senior Whole Health and its Subcontractors shall terminate subcontracts immediately when Senior Whole Health and its Subcontractors become aware of such excluded Provider/person or when Senior Whole Health and its Subcontractors receive notice. Senior Whole Health and its Subcontractors certify that neither it nor its Provider is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency. Where Senior Whole Health and its Subcontractors are unable to certify any of the statements in this certification, Senior Whole Health and its Subcontractors shall attach a written explanation to this Agreement.

## Ongoing Monitoring of Sanctions and Exclusions

Senior Whole Health monitors the following agencies for Practitioner sanctions and exclusions between recredentialing cycles for all Practitioner types and takes appropriate action against Practitioners when instances of poor quality are identified. If a Senior Whole Health Practitioner is found to be sanctioned or excluded, the Practitioner's contract will be immediately terminated effective the same date as the sanction or exclusion was implemented.

- **The United States Department of Health & Human Services (HHS), Office of Inspector General (OIG) Fraud Prevention and Detection Exclusions Program** – Monitor for



individuals and entities that have been excluded from Medicare and Medicaid programs.

- **The OIG High Risk List** – Monitor for individuals or facilities who refused to enter into a Corporate Integrity Agreement (CIA) with the federal government on or after October 1, 2018.
- **State Medicaid Exclusions** – Monitor for state Medicaid exclusions through each state’s specific Program Integrity Unit (or equivalent).
- **Medicare Exclusion Database (MED)** – Monitor for Medicare exclusions through the Centers for Medicare & Medicaid Services (CMS) MED online application site.
- **Medicare Preclusion List** – Monitor for individuals and entities that are reported on the Medicare Preclusion List.
- **National Practitioner Database** – Senior Whole Health enrolls all credentialed Practitioners with the NPDB Continuous Query service to monitor for adverse actions on license, DEA, hospital privileges and malpractice history between credentialing cycles.
- **System for Award Management (SAM)** – Monitor for Practitioners sanctioned by SAM.

Senior Whole Health also monitors the following for all Practitioner types between the recredentialing cycles.

- Member Complaints/Grievances
- Adverse Events
- Medicare Opt Out
- Social Security Administration Death Master File

## Provider Appeal Rights

In cases where the Professional Review Committee suspends or terminates a Practitioner’s contract based on quality of care or professional conduct, a certified letter is sent to the Practitioner describing the adverse action taken and the reason for the action, including notification to the Practitioner of the right to a fair hearing when required pursuant to Laws or regulations.

## 16. DELEGATION

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Delegation is a process that gives another entity the ability to perform specific functions on behalf of Senior Whole Health. Senior Whole Health may delegate:

1. Utilization Management
2. Credentialing and Recredentialing
3. Claims
4. Complex case management
5. CMS Preclusion List Monitoring
6. Other clinical and administrative functions

When Senior Whole Health delegates any clinical or administrative functions, Senior Whole Health remains responsible to external regulatory agencies and other entities for the performance of the delegated activities, including functions that may be sub-delegated. To become a delegate, the Provider/Accountable Care Organization (ACO)/vendor must be in compliance with Senior Whole Health's established delegation criteria and standards. Senior Whole Health's Delegation Oversight Committee (DOC), or other designated committee, must approve all delegation and sub-delegation arrangements. To remain a delegate, the Provider/ACO/vendor must maintain compliance with Senior Whole Health's standards and best practices.

### Delegation Reporting Requirements

Delegated entities contracted with Senior Whole Health must submit monthly and quarterly reports. Such reports will be determined by the function(s) delegated and will be reviewed by Senior Whole Health Delegation Oversight staff for compliance with performance expectations within the timeline indicated by Senior Whole Health.

### Corrective Action Plans and Revocation of Delegated Activities

If it is determined that the delegate is out of compliance with Senior Whole Health's guidelines or regulatory requirements, Senior Whole Health may require the delegate to develop a corrective action plan designed to bring the delegate into compliance. Senior Whole Health may also revoke delegated activities if it is determined that the delegate cannot achieve compliance or if Senior Whole Health determines that is the best course of action.

If you have additional questions related to delegated functions, please contact your Senior Whole Health Contract Manager.

## 17. MEDICARE PART D

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A Part D coverage determination is a decision about whether to provide or pay for a Part D drug, a decision concerning a tiering exception request, a formulary exception request, a decision on the amount of cost sharing for a drug, or whether a Member has or has not satisfied a prior authorization or other UM requirement.

Any party to a coverage determination, (e.g., a Member, a Member's representative, or a Member's prescriber) may request that the determination be appealed. A Member, a Member's representative, or Provider are the only parties who may request that Senior Whole Health expedite a coverage determination or redetermination.

Coverage determinations are either standard or expedited depending on the urgency of the Member's request.

### Appeals/Redeterminations

When a Member's request for a coverage determination is denied, Members may choose someone (including an attorney, Provider, or other authorized representative) to serve as their personal representative to act on their behalf. After the date of the denial, a Member has up to sixty (60) days to request a redetermination. This is the first level of appeal for Part D adverse decisions. Appeal data is confidential.

The redetermination request will be responded to within seven (7) days. If an expedited appeal is required for an emergent situation, then the decision will be made within seventy-two (72) hours of the request.

At any time during the appeal process, the Member or personal representative may submit written comments, papers or other data about the appeal in person or in writing. If the appeal/reconsideration is denied, the Member has the right to send the appeal to the Independent Review Entity (IRE) within 60 days of receipt of the appeal. The IRE has seven (7) days to make a decision for a standard appeal/reconsideration and seventy-two (72) hours for an expedited request. The IRE will notify Senior Whole Health and the Member of the decision. When an expedited review is requested, the IRE will make a decision within seventy-two (72) hours.

If the IRE changes the Senior Whole Health decision, authorization for service must be made within seventy-two (72) hours for standard appeals and within twenty-four (24) hours for expedited appeals.

Payment appeals must be paid within thirty (30) days from the date the plan receives notice of the reversal.

If the IRE upholds Senior Whole Health's denial, they will inform the Member of their right to a hearing with the ALJ and will describe the procedures that must be followed to obtain an ALJ

hearing.

CMS's IRE monitors Senior Whole Health's compliance with determinations to decisions that fully or partially reverse an original Senior Whole Health denial. The IRE is currently C2C Innovative Solutions, Inc. (C2C).

## Part D Prescription Drug Exception Policy

CMS defines a coverage determination as the first decision made by a plan regarding the prescription drug benefits a Member 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.

An exception request is a type of coverage determination request. Through the exceptions process, a Member can request an off-formulary drug, an exception to the plan's tiered cost sharing structure, and an exception to the application of a cost UM tool (e.g., step therapy requirement, dose restriction, or prior authorization requirement).

Senior Whole Health is committed to providing access to medically necessary prescription drugs to Members of Senior Whole Health. If a drug is prescribed that is not on Senior Whole Health's formulary, the Member or Member's representative may file for an exception. All exceptions and appeals are handled at the plan level (on-site) and are not delegated to another entity.

Please see below for contact information by plan for personnel who handle the exceptions. Members or the Member's representatives (who can include Providers and pharmacists) may call, write, fax, or e-mail Senior Whole Health's exception contact person to request an exception. Procedures and forms to apply for an exception may be obtained from the contact persons.

Part D Exceptions and Appeals Contact Information: call Senior Whole Health at (800) 665-3086 or fax (866) 290-1309.

The Policy and Procedure for Exceptions and Appeals will be reviewed by a Pharmacy and Therapeutics (P&T) Committee on an annual basis at minimum. Exception/Prior Authorization criteria are also reviewed and approved by a P&T Committee.

1. **Formulary** – A formulary is a list of medications selected by Senior Whole Health in consultation with a team of health care Providers, which represents the prescription therapies believed to be a necessary part of a quality treatment program. Senior Whole Health will generally cover the drugs listed in our formulary as long as the drug is medically necessary, the prescription is filled at a Senior Whole Health network pharmacy, the prescription is being used for a medically accepted indication (i.e., either FDA approved or compendia supported for the diagnosis for which it is being used), and other plan rules are followed.

Formularies may be different depending on the Senior Whole Health plan and will change over time. Current formularies for all products may be downloaded from our website at

<https://www.molinahealthcare.com/providers/ma/swh/resources/pharmacy.aspx>.

2. **Copayments for Part D** – The amount a patient pays depends on which drug tier the drug is in under the plan and whether the patient fills the prescription at a preferred network pharmacy.

- Most Part D services have a co-payment.
- Co-payments cannot be waived by Senior Whole Health per CMS.
- Co-payments for Senior Whole Health may differ by State and plan.

3. **Restrictions on Senior Whole Health’s Medicare Drug Coverage**

Some covered drugs may have additional requirements or limits on coverage. These requirements and limits may include:

- **Prior Authorization:** Senior Whole Health requires prior authorization for certain drugs, some of which are on the formulary and also drugs that are not on the formulary. Without prior approval, Senior Whole Health may not cover the drug.
- **Quantity Limits:** For certain drugs, Senior Whole Health limits the amount of the drug that it will cover.
- **Step Therapy:** In some cases, Senior Whole Health requires patients to first try certain drugs to treat a medical condition before it will cover another drug for that condition. For example, if Drug A and Drug B both treat a medical condition, Senior Whole Health may not cover drug B unless drug A is tried first.
- **Part B Medications:** Certain medications and/or dosage forms listed in this formulary may be available on Medicare Part B coverage depending upon the place of service and method of administration. Newly FDA approved drugs are considered non-formulary and subject to non-formulary policies and other non-formulary utilization criteria until a coverage decision is rendered by the Senior Whole Health Pharmacy and Therapeutics Committee.

4. **Non-Covered Senior Whole Health Medicare Part D Drugs:**

- Agents when used for anorexia, weight loss, or weight gain (no mention of medically necessary).
- Agents when used to promote fertility.
- Agents used for cosmetic purposes or hair growth.
- Agents used for symptomatic relief of cough or colds.
- Prescription vitamins and minerals, except those used for prenatal care and fluoride preparations.
- Non-prescription drugs, except those medications listed as part of Senior Whole Health’s Medicare over-the-counter (OTC) monthly benefit as applicable and depending on the plan.

- Outpatient drugs for which the manufacturer seeks to require that associated tests or monitoring services be purchased exclusively from the manufacturer or its designee as a condition of sale.
  - Senior Whole Health Members with Medicaid coverage may have a limited selection of these excluded medications as part of its Medicaid coverage for Members assigned to Senior Whole Health Medicaid.
  - Prescriptions that are not being used for a medically accepted indication (i.e., prescriptions must either be FDA-approved, or compendia supported for the diagnosis for which they are being used; the Medicare-approved compendia are American Hospital Formulary Service Drug Information (AHFS) and DRUGDEX® Information System).
5. **There may be differences between the Medicare and Medicaid Formularies.** The Senior Whole Health Formulary includes many injectable drugs not typically found in its Medicaid formularies such as those for the aged, blind and disabled.
  6. **Requesting a Senior Whole Health Medicare Formulary Exception –** Senior Whole Health Medicare product drug prior authorizations are called Exceptions, which are required when your patient needs a drug that is not on the Formulary. A Member, a Member’s appointed representative or a Member’s prescribing Provider are permitted to file an Exception. (The process for filing an exception is predominantly a fax based system.) The form for exception requests is available on the Senior Whole Health website.
  7. **Requesting a Senior Whole Health Medicare Formulary Redetermination (Appeal) –** The appeal process involves an adverse determination regarding Senior Whole Health issuing a denial for a requested drug or Claim payment. If the Member received a Notice of Denial of Medicare Prescription Drug Coverage and disagrees with the decision rendered, he/she may request a redetermination (appeal) from Senior Whole Health by completing the appeal form sent with the Notice of Denial.

A Member, a Member’s appointed representative or a Member’s prescribing Provider (for expedited appeals) may complete the appeal form and submit any information which may help Senior Whole Health with the processing of the appeal. An appeal must be submitted in writing and filed within sixty (60) calendar days from the date that the determination was rendered.

- A standard appeal may be submitted to Senior Whole Health in writing. The appeal will be reviewed upon receipt and the Member will be notified in writing within seven (7) calendar days from the date the request for re-determination is received.
- An expedited appeal can be requested by the Member or by a Provider acting on behalf of the Member in writing or can be taken over the phone. An expedited appeal may be requested in situations where applying the standard time frame could seriously jeopardize the Member’s life, health or ability to regain maximum function. If a Provider supports the request for an expedited appeal, Senior Whole

Health will honor this request.

- If a Member submits an appeal without Provider support, Senior Whole Health will review the request to determine if it meets Medicare's criteria for expedited processing. If the plan determines that the request meets the expedited criteria, Senior Whole Health will render a decision as expeditiously as the Member's health requires, but not exceeding seventy-two (72) hours. If the request does not meet the expedited criteria, Senior Whole Health will render a coverage decision within the standard redetermination time frame of seven (7) calendar days.
- To submit a verbal request, please call (800) 665-3086. Written appeals must be mailed or faxed to (866) 290-1309.

8. **Initiating a Part D Coverage Determination Request** – Senior Whole Health will accept requests from Providers or a Member's appointed representative on the behalf of the Member either by a written or verbal request. The request may be communicated through the standardized Senior Whole Health Medication Prior Authorization Request Form or through telephone via fax and telephone lines. All requests will be determined and communicated to the Member and the Member's prescribing Provider with an approval or denial decision within 72 hours/3 calendar days after Senior Whole Health receives the completed request.

Senior Whole Health will request submission of additional information if a request is deemed incomplete for a determination decision. All requests may be approved by: 1) Senior Whole Health Pharmacy Technician under the supervision of a pharmacist; 2) Senior Whole Health Pharmacist; or, 3) Chief Medical Officer (CMO) of Senior Whole Health. Review criteria will be made available at the request of the Member or their prescribing Provider. Senior Whole Health will determine whether a specific off-label use is a medically accepted indication based on the following criteria:

- a. A prescription drug is a Part D drug only if it is for a medically accepted indication, which is supported by one (1) or more citations included or approved for inclusion with the following compendia:
  - American Hospital Formulary Service Drug Information.
  - DRUGDEX Information System.
- b. Requests for off-label use of medications will need to be accompanied with excerpts from one (1) of the two (2) CMS-required compendia for consideration. The submitted excerpts must cite a favorable recommendation.
- c. Depending upon the prescribed medication, Senior Whole Health may request the prescribing Provider to document and justify off-label use in clinical records and provide information such as diagnostic reports, chart notes, and medical summaries.

Denial decisions are only given to the Member or Member's representative by a Pharmacist or CMO of Senior Whole Health. The written denial notice to the Member (and the prescriber involved) includes the specific rationale for denial; the explanation

of both the standard and expedited appeals process; and, an explanation of a Member's right to, and conditions for, obtaining an expedited appeals process.

If Senior Whole Health denies coverage of the prescribed medication, Senior Whole Health will give the Member a written notice within seventy-two (72) hours explaining the reason for the denial and how to initiate the appeals process. If no written notice is given to the Member within the specified timeframe, Senior Whole Health will start the next level of appeal by sending the Coverage Determination request to the IRE within twenty-four (24) hours.

If a coverage determination is expedited, Senior Whole Health will notify the Member of the coverage determination decision within the twenty-four (24) hour timeframe by telephone and mail the Member a written Expedited Coverage Determination within three (3) calendar days of the oral notification. If Senior Whole Health does not give the Member a written notification within the specified timeframe, Senior Whole Health will start the next level of appeal by sending the Coverage Determination request to IRE within twenty-four (24) hours.

9. **Initiating a Part D Appeal** – If Senior Whole Health's initial coverage determination is unfavorable, a Member may request a first level of appeal, or re-determination within sixty (60) calendar days from the date of the notice of the coverage determination. In a Standard Appeal Senior Whole Health has up to seven (7) days to make the re-determination, whether favorable or adverse, and notify the Member in writing within seven (7) calendar days from the date the request for re-determination is received. Members or a Member's prescribing Provider may request Senior Whole Health to expedite a redetermination if the standard appeal timeframe of seven (7) days may seriously jeopardize the Member's life, health, or ability to regain maximum function. Senior Whole Health has up to seventy-two (72) hours to make the re-determination, whether favorable or adverse, and notify the Member in writing within seventy-two (72) hours after receiving the request for re-determination. If additional information is needed for Senior Whole Health to make a re-determination, Senior Whole Health will request the necessary information within twenty-four (24) hours of the initial request for an expedited re-determination. Senior Whole Health will inform the Member and prescribing Provider of the conditions for submitting the evidence since the timeframe is limited on expedited cases.
10. **The Part D Independent Review Entity (IRE)** – If the re-determination is unfavorable, a Member may request reconsideration by the IRE. The Part D Qualified Independent Contractor is currently C2C, a CMS contractor that provides second level appeals.
  - **Standard Appeal:** The IRE has up to seven (7) days to make the decision.
  - **Expedited Appeal:** The IRE has up to seventy-two (72) hours to make the decision.
  - **Administrative Law Judge (ALJ):** If the IRE's reconsideration is unfavorable, a Member may request a hearing with an ALJ if the amount in controversy requirement is satisfied. Note: Regulatory timeframe is not applicable on this level of



appeal.

- **Medicare Appeals Council (MAC):** If the ALJ's finding is unfavorable, the Member may appeal to the MAC, an entity within the Department of Health and Human Services that reviews ALJ's decisions. Note: Regulatory timeframe is not applicable on this level of appeal.
- **Federal District Court (FDC)** – If the MAC's decision is unfavorable, the Member may appeal to a Federal district court, if the amount in controversy requirement is satisfied. Note: Regulatory timeframe is not applicable on this level of appeal.

## Pain Safety Initiative (PSI) Resources

Safe and appropriate opioid prescribing and utilization is a priority for all of us in health care. Senior Whole Health requires Providers to adhere to Senior Whole Health's drug formularies and prescription policies designed to prevent abuse or misuse of high-risk chronic pain medication. Providers are expected to offer additional education and support to Members regarding Opioid and pain safety as needed.

Senior Whole Health is dedicated to ensuring Providers are equipped with additional resources, which can be found on the Senior Whole Health Provider website. Providers may access additional Opioid-safety and Substance Use Disorder resources at <https://www.molinahealthcare.com/providers/ma/swh/health/cpg.aspx> under the Health Resource tab.

Please consult with your Provider Services representative or reference the medication formulary for more information on Senior Whole Health's Pain Safety Initiatives.

