



## NEMS-MSO BULLETIN

The latest updates for NEMS Medical Group!

**HAPPY HOLIDAYS! We hope everyone is staying well and healthy!**

### **NEMS CLINICS REOPEN: 82 LELAND AVENUE AND 3431 TARAVAL STREET**

NEMS has reopened the Visitacion Valley Clinic at 82 Leland Avenue and Outer Sunset/Parkside Clinic at 3431 Taraval Street to better serve our patient's needs. The 82 Leland Avenue Clinic offers Primary Medical Care for adults and Acupuncture (NEW). The 3431 Taraval Street Clinic offers Primary Medical Care for adults.

The clinic hours are **Monday – Friday from 8:00 AM – 12:00 PM, 1:00 PM – 5:00 PM** (closed for lunch 12:00 PM – 1:00 PM). Patients are encouraged to **CALL IN ADVANCE** to make an in-person appointment.

### **NEMS NEW CALL CENTER HOURS**

The Call Center hours have been extended to better serve and provide more accessibility for our patients. The new hours are Monday – Friday, 7:30 AM – 9:00 PM; Saturday – Sunday, 8:00 AM – 5:00 PM. We recently updated our automated phone system options to make accessing our Call Center easier, including a new Call Back Feature.

### **NEMS – CCHCA THIRD-PARTY TRANSITION**

Effective January 1, 2021, NEMS MSO will no longer be the Third-Party Administrator (TPA) for Chinese Community Health Care Association (CCHCA) for the San Francisco Health Plan (SFHP) line of business and will transfer Utilization Management and Claims Processing services back to CCHCA. See below for significant changes starting January 1, 2021.

#### **Utilization Management and authorizations request for CCHCA SFHP Patients:**

- Authorization requests **up until December 31, 2020**, should be submitted to NEMS MSO for processing using CCHCA's current authorization request form.
- Authorization requests **on or after January 1, 2021**, should be submitted to CCHCA. Please visit CCHCA's website (<https://www.cchca.com/links-and-downloads.php>) for the Authorization Request Form (ARF) or contact [provider.relations@CCHCA.com](mailto:provider.relations@CCHCA.com) for access to the CCHCA provider portal.

#### **Claims Processing for CCHCA SFHP Patients:**

- **NEMS will continue to process claims with date of service prior to January 1, 2021.** Claim inquiries with date of service prior to this January 1, 2021 may be directed to NEMS MSO.
- **CCHCA will process claims with date of service starting January 1, 2021.** Claim inquiries on or after this date shall be directed to CCHCA.
- There are no changes to where electronic claims and paper claims should be submitted.

For additional information regarding the business transition with CCHCA, please visit their website ([www.cchca.com](http://www.cchca.com)) or contact [provider.relations@CCHCA.com](mailto:provider.relations@CCHCA.com).

If you have any questions or would like to provide updates/news to future newsletters, please feel free to contact NEMS Provider Relations at [provider.relations@nems.org](mailto:provider.relations@nems.org).

### December 2020

#### TOPICS

1. NEMS CLINICS REOPEN
2. NEMS NEW CALL CENTER HOURS
3. NEMS - CCHCA TPA TRANSITION
4. 2020 PAAS Survey
5. MSO CORNER



## **Reminder! 2020 PROVIDER APPOINTMENT AVAILABILITY SURVEY (PAAS)**

SFHP administers the PAAS to measure patient access to care against Department of Managed Health Care's (DMHC) requirements. A random sample of primary care providers, specialists, and ancillary providers such as physical therapy and imaging vendors will be selected for the survey.

- The survey continues until **December 31, 2020**.
- The survey will be delivered by either email and/or fax and surveys that are not responded to within five business days will be followed-up by a phone survey
- Refusal or non-participation of the survey will be deemed non-compliant with the Timely Access Regulations.
- Please review the attached NEMS Timely Access Standard document, or visit the DHCS website at <http://www.dmhc.ca.gov/HealthCareinCalifornia/YourHealthCareRights/TimelyAccessToCare.aspx> and ensure your frontline office staff and answering service are aware of the Timely Access Regulation
- If your office is at over-capacity, please notify NEMS MSO so we can communicate to the PCP and redirect new referrals to minimize access issues. You may contact NEMS Provider Relations at 415-352-5186 or email [provider.relations@nems.org](mailto:provider.relations@nems.org).

## **MSO CORNER**

### **UTILIZATION MANAGEMENT (UM)**

**UM Affirmative Statement:** Decision to approve or deny a service is based only on appropriateness of care, service, and existence of coverage. NEMS does not reward practitioners or other individuals for issuing denials of coverage or service care. Financial incentives for decision makers do not encourage decisions that result in underutilization. Members and providers may request a copy of the policies, procedures, and criteria used to decide for a specific procedure or condition by contacting NEMS UM at 1(415) 352-5186, option 1.

**UM Staff Availability:** NEMS UM staff is available to members and providers during regular business hours (Monday through Friday, 8:00am - 5:30pm) to discuss UM issues, including denial decisions, request a copy of the policies, procedures and UM criteria, by calling 1(415) 352-5186, option 1. TTY services 1(800) 735-2929 is available for the hearing impaired. NEMS provides language assistance for members whose primary language is not English. After normal business hours, UM staff can receive secure voicemail, fax, and email. Our fax number is 1(415)-398-2895. Members and providers can email us at [MSO-UM@nems.org](mailto:MSO-UM@nems.org) for any UM questions. Messages received are returned within one business day. Our staff is identified by name, title and organization name when initiating or returning calls regarding UM issues.

**UM Prior Authorizations:** As a reminder, all requests for Prior Authorization (PA) must be sent to NEMS MSO either by fax to 1(415) 398-2895 to include all supporting clinical documentation/ medical records to assist NEMS MSO's clinical reviewers with determining whether the request meet NEMS MSO criteria coverage. Visit our NEMS MSO Provider Portal to submit Treatment Authorization Requests (TARs) online for faster determination. Visit the NEMS MSO website <https://www.nems.org/mso/providerportal.html> for additional information on how to create an account for the NEMS MSO Provider Portal. **An updated Treatment Authorization Form is attached with the newsletter.**



# North East Medical Services (NEMS) Visitacion Valley Clinic Now Open Starting November 2, 2020

東北醫療中心位於三藩市訪谷區的診所  
由 11 月 2 日 開始 開放 營業



82 Leland Avenue, San Francisco, CA 94134  
三藩市Leland街82號

Open Monday to Friday  
8:00 AM to 12:00 PM and  
1:00 PM to 5:00 PM

週一至週五營業  
早上8點至中午12點  
及下午1點至5點

Now offering Primary Medical Care for  
adults and Acupuncture (NEW)!

PLEASE CALL TO MAKE AN APPOINTMENT:  
415-391-9686

我們現提供成人科基本醫療保健服務及針灸科服務  
(新增服務)!

請致電 415-391-9686 與我們聯繫安排門診預約



a californiah<sup>h</sup>center

NEMS complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

**Spanish** ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (415) 391-9686 ext. 8160 (TTY: 1-800-735-2929).

**Chinese** 注意：如果您使用中文，您可以免費獲得語言援助服務。請致電 (415) 391-9686 轉內線 8160 (TTY: 1-800-735-2929)。

**Vietnamese** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

Gọi số (415) 391-9686 ext. 8160 (TTY: 1-800-735-2929).

NEMS - Rev. 10/2020



# North East Medical Services (NEMS) Outer Sunset/Parkside Clinic Now Open Starting November 2, 2020

東北醫療中心位於三藩市外日落區的診所  
由 11 月 2 日 開始 開放 營業

 3431 Taraval Street, San Francisco, CA 94116  
(between 44<sup>th</sup> & 45<sup>th</sup> Avenue)  
三藩市 Taraval 街 3431 號 (夾 44 街和 45 街)

Open Monday to Friday                      週一至週五營業  
8:00 AM to 12:00 PM and                      早上8點至中午12點  
1:00 PM to 5:00 PM                              及下午1點至5點

Now offering Primary Medical Care for adults!  
PLEASE CALL TO MAKE AN APPOINTMENT:  
415-391-9686

我們現提供成人科基本醫療保健服務!  
請致電 415-391-9686 與我們聯繫安排門診預約



NEMS complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.  
**Spanish** ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (415) 391-9686 ext. 8160 (TTY: 1-800-735-2929).  
**Chinese** 注意：如果您使用中文，您可以免費獲得語言援助服務。請致電 (415) 391-9686 轉內線 8160 (TTY: 1-800-735-2929)。  
**Vietnamese** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.  
Gọi số (415) 391-9686 ext. 8160 (TTY: 1-800-735-2929).



### Access to Care Standards

The California Department of Managed Health Care’s Timely Access Regulations became effective in January 2011. Appointments and triage for various types of medical care should be offered within specified timeframes as follows:

PRIMARY CARE	
Topic	Standard
Initial Health Assessment	Must be completed within 120 calendar days of enrollment if over the age of 18 months  Must be completed within 60 calendar days of enrollment if 18 months or younger
Routine (non-urgent) PCP appointment	Within 10 business days of request
Urgent Care	Within 48 hours of request if no authorization is required  Within 96 hours of request if authorization is required
After Hours Care	Provide or arrange 24/7 coverage
Initial Prenatal Visit	Within 14 calendar days of request
In-Office Wait Time for Scheduled Appointments	Within 30 minutes
Telephone Access and Triage	Must provide 24 hour coverage with the ability to hear from a licensed clinician within 30 minutes of request when members have an urgent (non emergent) medical need.  Triage must include emergency instructions to go to nearest hospital or call 911 if members experience an emergency.
Call Return Time	30 minutes
Time to Answer Call	10 minutes
Language Accessibility	Must provide 24 hour interpretive services through in-person interpretation or telephonic interpretation

SPECIALTY CARE & ANCILLARY CARE	
Topic	Standard
Routine Appointment	Within 15 business days of request
Urgent Care	Within 48 hours of request if no authorization is required  Within 96 hours of request if authorization is required
In-Office Wait Time	Within 30 minutes
Language Accessibility	Must provide 24 hour interpretive services through in-person or telephonic interpretation
Call Return Time	30 minutes
Time to Answer Call	10 minutes





<b>BEHAVIORAL HEALTH</b>	
<b>Topic</b>	<b>Standard</b>
Routine Appointment (does not include MDs)	Within 10 business days of request
Urgent Care	Within 48 hours of request if no authorization is required Within 96 hours of request if authorization is required
In-Office Wait Time	Within 30 minutes
Language Accessibility	Must provide 24 hour interpretive services through in-person or telephonic interpretation
Call Return Time	30 minutes
Time to Answer Call	10 minutes

<b>MEDICAL EMERGENCIES</b>	
<b>Topic</b>	<b>Standard</b>
Emergency Care	Immediately

**Exceptions to the Access to Care Standards**

**Preventive Care Services and Periodic Follow Up Care:** Preventive care services and periodic follow up care are not subject to the appointment availability standards. These services may be scheduled in advance consistent with professionally recognized standards of practice as determined by the treating licensed health care provider acting within the scope of his or her practice. Periodic follow-up care includes but is not limited to, standing referrals to specialists for chronic conditions, periodic office visits to monitor and treat pregnancy, cardiac or mental health conditions, and laboratory and radiological monitoring for recurrence of disease.

**Interpretation Services for Patients with Limited English Proficiency (LEP)**

Language interpretation service is offered to patients with limited English proficiency, even when there is a family member or friend who can provide the interpretation. Use of family members or friends for interpretation is discouraged. Language interpretation service is offered at **NO COST** to members.

Reference(s):  
 Department of Managed Health Care (DMHC) Timely Access Regulations



# 東北醫療中心

Management Services Organization (MSO)  
2171 Junipero Serra Boulevard, Suite 600  
Daly City, CA 94014  
Phone (415) 352-5186 Fax (415) 398-2895

## TREATMENT AUTHORIZATION FORM

Type of Request:

Routine  Urgent  Retro

<b>Member Information</b>	Name: _____ Date of Birth: _____ Member ID #: _____
<b>Requesting Provider</b>	Name: _____ Phone #: _____ Fax #: _____
<b>Rendering Provider</b>	Provider Name: _____ NPI: _____ Specialty: _____ Facility: _____ Contact Person: _____ Phone #: _____ Address: _____ Fax #: _____

Diagnosis Description 1: _____	ICD-10: _____
Diagnosis Description 2: _____	ICD-10: _____
Diagnosis Description 3: _____	ICD-10: _____

For Completion by Referring Provider					
Specific Services Requested	Procedure Code (CPT code)	Units of Service	Specific Services Requested	Procedure Code (CPT code)	Units of Service
1.			4.		
2.			5.		
3.			6.		

**Medical Justification:** *(copy of related medical records/x-ray/lab reports - attach as necessary)*

.....

.....

.....

.....

I certify that the above requests are medically necessary in the care of this patient.

Referring Provider Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Important Note:** Services which have not received an Authorization Number will not be paid. Payment is contingent upon eligibility at the time of service. Providers are responsible for checking patient eligibility prior to rendering services by verifying eligibility directly with member's health plan. Payment to non-contracted/out-of-network providers is based on the current CMS Medicare or DHCS Medi-Cal fee schedule according to member's eligibility at the time of service.

For NEMS-MSO Use Only			
<input type="checkbox"/> Approved	<input type="checkbox"/> Modified	<input type="checkbox"/> Denied	<input type="checkbox"/> Deferred
Comments: _____			
By: _____ Date: _____ By: _____ Date: _____			