



NEMS-MSO BULLETIN

The latest updates for NEMS Medical Group!

Wishing everyone a Happy Lunar New Year of the OX! In observance of the Lunar New Year, we will be CLOSED on Friday, February 12, 2021. We will resume regular business hours on Monday, February 15, 2021.

2021 NEMS SUMMARY OF KEY INFORMATION

The 2021 NEMS Summary of Key Information has been updated. Please refer to the attached document to review the document.

COVID-19 VACCINE REIMBURSEMENT

The Department of Health Care Services (DHCS) has released information and guidance for Covid-19 Vaccine reimbursement. Covid-19 Vaccines are provided by the Federal Government at no charge and reimbursement for vaccines administered to Medi-Cal beneficiaries will be processed by the Medi-Cal fee-for-service (FFS) system and should be billed directly to the State.

February 2021

TOPICS

1. 2021 NEMS SUMMARY OF KEY INFORMATION
2. COVID-19 VACCINE REIMBURSEMENT
3. CAQH
4. NEMS - CCHCA TPA TRANSITION
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Reimbursement information for Pfizer-BioNtech and Moderna vaccines is listed below.

Pfizer-BioNTECH COVID-19 Vaccine (NDC 59267100001)

- Administered only to patients **16 years of age and older** starting on or after **December 11, 2020**.
- Bill Administration Code 0001A for Dose 1.
- Bill Administration Code 0002A for Dose 2 administered **no earlier than 17 days** after the first dose.
- Reimbursements may be submitted either on a CMS-1500 or UB-04 form.

Moderna COVID-19 Vaccine (NDC 80777027310)

- Administered only to patients **18 years of age and older** starting on or after **December 18, 2020**.
- Bill Administration Code 0011A for Dose 1.
- Bill Administration Code 0002A for Dose 2 administered **no earlier than 24 days** after the first dose.
- Reimbursements may be submitted either on a CMS-1500 or UB-04 form.

For additional information about the administering of Covid-19 Vaccine and reimbursement, please visit the DHCS website (https://filessysdev.medi-cal.ca.gov/pubsdoco/newsroom/newsroom_30717_18.aspx?cldee=d2VuZHkubGV3QG5lbXMub3Jn&recipientid=contact-a85220c3edf5ea11a815000d3a5bbb60-eea688f4e5084fb08a14e9fa102ca509&esid=57c3ff92-7149-eb11-a813-000d3a5c0e3c)

NEMS-MSO AND CAQH

NEMS MSO is using Council for Affordable Quality Healthcare, Inc. (CAQH) to eliminate redundant administrative processes with our credentialing functions. Providers actively using CAQH are encouraged to send NEMS

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.



Provider Relations their CAQH ID to access your credentialing documents. Please send your CAQH ID by email to NEMS Provider Relations at provider.relations@nems.org.

To ensure that NEMS Provider Relations can access your CAQH information, please do the following:

- Provide NEMS-MSO your CAQH ID
- Authorize “North East Medical Services – MSO” to access your profile, if you have not enabled Global Authorization in CAQH.
- Attest to your CAQH profile every 120 days.

NEMS – CCHCA THIRD-PARTY TRANSITION

As a reminder, **effective January 1, 2021**, NEMS MSO is no longer the Third-Party Administrator (TPA) for Chinese Community Health Care Association (CCHCA) for the San Francisco Health Plan (SFHP) line of business and transferred Utilization Management and Claims Processing services back to CCHCA.

For additional information regarding the business transition with CCHCA, please visit their website (<https://www.cchca.com/links-and-downloads.php>) or contact provider.relations@CCHCA.com.

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. 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: All requests for Prior Authorization (PA) must be sent to NEMS MSO by fax to 1(415) 398-2895 or submitted using the EZ-NET provider portal. PA requests must include all supporting clinical documentation/ medical records to assist the clinical reviewers determining whether the request meets coverage criteria. Visit our EZ-NET Provider Portal to create an account to submit Treatment Authorization Requests (TARs) for faster determination. Link: <https://eznet.nems.org/EZ-NET60/Login.aspx>