



NEMS-MSO BULLETIN

The latest updates for NEMS Medical Group!

January 2020

REMINDERS & RESOURCES:

- ✓ **MSO Website is updated!**
Please visit our website at www.nems.org/mso for valuable resources!
- ✓ **The MSO Specialist Roster** of contracted providers is now uploaded on a monthly basis! Get a copy of the most up to date roster on our website now!

Wishing everyone a Happy New Year and Lunar New Year of the Rat!

NEMS AFTER HOURS Clinic (AHC)

NEMS After Hours Clinic is located at 1450 Noriega is open Monday – Friday from 5:00 PM – 9:00 PM. Schedule an appointment that fits your busy school or work schedule. Drop-ins and walk-ins are available.

Services offered

- AHC is equipped to treat urgent needs such as:
 - Colds, coughs, fevers, headaches, and ear infections
 - Stomach aches, vomiting, and diarrhea
 - Sports injuries and sprains
 - Allergies, rashes, minor skin infections, and burns
- Adult and pediatric care
- Well Child Checks (WCC) and school form (Pediatrics only)
- Laboratory testing, routine blood work, Pharmacy Services, and more!

Forms of Accepted Payments

- Managed Medi-Cal HMO* and Medicare
- Commercial HMO/PPO Plans
- Self-Pay on a sliding fee scale

**SFHP-NEMS accepted. Not accepting other managed Medi-Cal HMO plans*

NEMS After Hours Clinic is not a hospital and does not provide emergency services. If you have a serious or life-threatening emergency, **CALL 9-1-1 IMMEDIATELY OR GO TO THE NEAREST EMERGENCY ROOM.** Refer to the enclosed NEMS After Hours flyer for more information.

NOTE: RADIOLOGY SERVICES ARE NOT AVAILABLE AT THIS TIME

HEALTH NET MEDICARE ADVANTAGE PLAN

NEMS is partnered with Health Net to better serve our Medicare & Medi-Cal (Medi-Medi) dual eligible NEMS members. If you are a provider currently having trouble with authorizations, you may contact the NEMS MSO Utilization management department to discuss continuity of care, and same day approvals for out-of-network office visits, follow-up visits, and consultations.

Resources for participating providers

- The Health Net MA Benefit and Authorization Grid and the NEMS-HN Specialist Roster can be found in the NEMS MSO website under the “Forms & Resources” tab
<http://www.nems.org/mso/forms.html>.
- Access to EZ-Net Provider Portal
https://www.nems.org/mso/forms/Provider_Portal_User_Access_Form.pdf.



NORTH EAST MEDICAL SERVICES 東北醫療中心

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www.nems.org/mso

- We would like to remind all providers to verify member eligibility at <https://www.healthnet.com/portal/provider/home.ndo>. Members without a referral or authorization on file please contact **NEMS-MSO UM hotline at 415-352-5186 option 1**. All authorization and claims will go through NEMS-MSO. For general questions, contact NEMS Provider Relations by email provider.relations@nems.org or call **415-352-5186 option 3**.

CLAIMS CORNER

Friendly reminders to prevent delays in claims processing and payment!

➤ **Claim Status Inquiry: Save time, use the Provider Portal!**

- To obtain fast and real-time claim status, inform your billing service to use the Provider Portal
- You can also find video tutorials on the NEMS MSO EZ-NET website on how to navigate the provider portal. Provider Relations staff are available if you need further assistance.
- Contact provider.relations@nems.org, to apply for access to the provider portal.
- If you already have access to the portal, please bookmark <https://eznet.nems.org>.