



NEMS-MSO BULLETIN

The latest updates for NEMS Medical Group!

June 2020

TOPICS

1. NEMS-MSO HOURS OF OPERATION
2. IHA AND SHA
3. NEMS-MSO CHANGES DURING PUBLIC HEALTH EMERGENCY
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NEW MSO HOURS OF OPERATION AND LOCATION

Our new business hours are Monday – Friday from **8:00AM – 5:30PM**. As a reminder, our new location for Claims, Utilization Management, Case Management, and Provider Relations is now open.

New Mailing Address:

North East Medical Services - MSO
2171 Junipero Serra Boulevard, Suite 600
Daly City, CA 94014

Please note the following:

- Paper claims should be sent to the address listed above
- Indicate respective department when mailing MSO related documents.
- We encourage providers use the NEMS Provider Portal to check for claims, authorization status, and to submit prior authorizations online.
- Please **DO NOT resubmit paper claims submitted to 369 Broadway, San Francisco, CA 94133 during March, April, and May** as they have been forwarded to the new mailing address.

NEW NEMS CLINIC – 650 POLK STREET CLINIC NOW OPEN!

NEMS' Tenderloin Clinic on 518 Ellis Street has officially moved to 650 Polk Street! The new clinic will provide both Adult Medicine and Pediatric health care services. 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). Refer to the enclosed NEMS 650 Polk Clinic flyer for more information.

IHA AND SHA - WHAT IS THIS?

The Staying Healthy Assessment (SHA) is the Department of Health Care Services' (DHCS's) Individual Health Education Behavior Assessment (IHEBA). The SHA consists of seven age-specific pediatric questionnaires and two adult questionnaires. All Primary Care Providers (PCPs) who serve NEMS members are required to use and administer the SHA to all Medi-Cal beneficiaries **within 120 days of enrollment** as part of the Initial Health Assessment (IHA) and periodically re-administer it according to contract requirements.

Benefits of administering the SHA:

- Identify members' high-risk behaviors, like smoking or poor diet.
- Patients benefit from anticipator guidance and health education referrals targeted to their questions and current behaviors.
- Identifying members physical and mental health history
- Preventative screening or services and health education

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.



There are nine (9) different age groups for the SHA form and it is available in 12 languages. Most languages can be downloaded from the State website below

How do I offer the SHA? For a provider guide to the SHA and the most current SHA (IHEBA) forms, please visit the DHCS website: www.dhcs.ca.gov/formsandpubs/forms/pages/stayinghealthy.aspx

MSO CHANGES DURING THE PUBLIC HEALTH EMERGENCY

NEMS-MSO continues to operate with a decreased workforce during the current COVID-19 public health emergency and social distancing requirements. During this time, we have suspended specific services such as claim status inquires and interpretation services and to expect a five (5) business day delay for processing mailed-in paper claims to appear in the NEMS-MSO Provider Portal.

To reduce the risk of exposure to the novel coronavirus clinicians are encouraged to continue providing services to new and established patients through telehealth. For Medicare members, providers can waive Medicare copayments for these telehealth services for beneficiaries in Original Medicare.

For more details, please refer to the following documents:

1. DHCS's Guidance on Telehealth and Virtual/Telephonic Communications Relative to COVID-19:
https://www.dhcs.ca.gov/Documents/COVID-19/Telehealth_Other_Virtual_Telephonic_Communications_V3.0.pdf
2. CMS's Guidance on Physicians and Other Clinicians: CMS Flexibilities to Fight COVID-19:
<https://www.cms.gov/files/document/covid-19-physicians-and-practitioners.pdf>

TEMPORARY OFFICE CLOSURES



If you are temporarily closing your clinic or office for any reason during the COVID-19 public health emergency, please let us know so that we may help refer patient care accordingly. Please also let us know the approximate date your office plans to be returning.

MSO CORNER

CLAIMS

Providers are encouraged to submit claims for payment to avoid denial for untimely submission. Contracted or in-network providers must submit claims 90-days post-service and Non-contracted or out-of-network providers must submit claims within 180 days post-service. Claims submitted after the appropriate filing deadline, and claims submitted prior to the actual date of service or delivery of supplies will be denied.

NOTE: *The timely payment period is the same for both electronic and paper claims.*

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.



NORTH EAST MEDICAL SERVICES

東北醫療中心

Management Services Organization
2171 Junipero Serra Boulevard, 6th Floor
Daly City, CA 94014
(415) 352-5186
www.nems.org/mso

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 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.

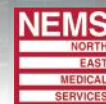
PROVIDER RELATIONS

To ensure timely reimbursement for rendered services and prevent non-payment for services, providers are expected to abide by the following:

- Contracted Providers shall bill NEMS for all covered services within 90 calendar days post service.
- Non-Contracted Providers shall bill NEMS for all covered services within 180 calendar days post service.
- If NEMS MSO is not the primary payer under coordination of benefits, providers shall submit claims to NEMS MSO for secondary payment within 90 days from the date of payment or date of contest, denial or notice from the primary payer.

NORTH EAST MEDICAL SERVICES NEW CLINIC AT 650 POLK STREET

東北醫療中心
田德隆區 650 Polk 街
新診所



NORTH EAST
MEDICAL SERVICES

東北醫療中心

a californiahealth+center

📍 New Clinic Location 新診所位置

650 Polk St, San Francisco, CA 94102
三藩市田德隆區Polk街650號

🚶 Walking Directions 步行路線指示

Head southwest on Ellis Street towards Hyde Street for 0.2 miles; turn left onto Polk Street; cross streets are Turk & Eddy Streets

在Ellis街向西南方向行0.2英里；左轉進入Polk街；
新診所位於Turk街和Eddy街之間



🏠 Clinic Hours 診所營業時間

Monday to Friday
8:00 AM - 12:00 PM, 1:00 PM - 5:00 PM
星期一至星期五
上午8時至中午12時, 下午1時至5時

The following providers can be seen at
650 Polk Street starting June 1, 2020:

下列醫生由2020年6月1日開始
在全新的650 Polk街診所為您服務：

ADULT MEDICINE
成人科

Darren Vo DO
Internal Medicine
English, Vietnamese

武戴倫 醫生
內科
英語、越南語

PEDIATRICS
兒科

Camha (Cami) Le MD
Pediatrics
English, Vietnamese

黎嘉美 醫生
兒科
英語、越南語



Please contact us for more info 查詢詳情, 請聯繫我們：

☎ (415) 391-9686

🌐 www.nems.org

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

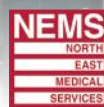
Spanish ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (415) 391-9686 ext. 8160 (TTY: 1-800-735-2929).

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.05/2020

TRUNG TÂM Y TẾ ĐÔNG BẮC (NEMS) CHÂN THÀNH CHÀO MỪNG QUÝ VỊ ĐẾN VỚI PHÒNG KHÁM TẠI SỐ 650 ĐƯỜNG POLK STREET



NORTH EAST
MEDICAL SERVICES

東北醫療中心

a californiah⁺center

Địa chỉ phòng khám mới

Số 650 Đường Polk, San Francisco

Phương hướng đi bộ đến Số 650 Đường Polk Street

Đi về phía tây nam trên đường Ellis hướng đường Hyde cho 0.2 dặm; rẽ trái vào đường Polk; giáp với đường Turk St. và Eddy St.



Giờ làm việc

Thứ Hai đến thứ Sáu

8:00 Sáng - 12:00 Trưa & 1:00 Trưa - 5:00 Chiều

Các bác sĩ sau đây sẽ phục vụ tại
Số 650 Đường Polk Street bắt đầu
từ ngày 1 tháng 6 năm 2020:

NỘI KHOA

Darren Vo DO
Bác sĩ Darren Vo
Tiếng Anh,
tiếng Việt

NHI KHOA

**Camha (Cami)
Le MD**
Bác sĩ Lê Thị
Cầm Hà
Tiếng Anh
tiếng Việt



Vui lòng liên hệ với NEMS để biết thêm chi tiết:

(415) 391-9686



www.nems.org

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