March 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!

NEMS MSO IS MOVING!
We are excited to announce that effective April 1st, 2020, we will open our new location for Claims, Utilization Management, Case Management, and Provider Relations. See below for significant changes taking place starting April 1st:

New Mailing Address:
North East Medical Services - MSO
2171 Junipero Serra Boulevard 6th Floor
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.
- There will be no disruption to services during the transition.
- We encourage providers to utilize the NEMS Provider Portal to check for claims, authorization status, and to submit prior authorizations online.
- Please DO NOT resubmit paper claims that are submitted to 369 Broadway, San Francisco, CA 94133 during the month of March, as they will be forwarded to the new mailing address.

For more information about NEMS-MSO’s new office and mailing address, refer to the enclosed memorandum. You may also contact Provider Relations at 415-352-5186 Option 3 or at Provider.Relations@nems.org if there are any questions.

NEMS-MSO PROVIDER PORTAL
Signing up for a NEMS-MSO Provider Portal account saves you time! Sign up today for access to:

- Submit Treatment Authorization Requests
- Verify authorization and claims status (REAL TIME UPDATES!)
- Print Explanation of Benefits (EOB)

Contact provider.relations@nems.org to request access to the provider portal. If you already have access to the portal, please bookmark https://eznet.nems.org.

NEMS AFTER HOURS CLINIC (AHC)
NEMS After Hours Clinic is located at 1450 Noriega and 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.

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.
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 primary care
- Well Child Checks (WCC) and school forms (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

NEMS PHYSICAL THERAPY & REHABILITATION CENTER

NEMS Physical Therapy and Rehabilitation Center is located at 728 Pacific Avenue, Suite 301 and is open Monday – Friday from 8:30 AM – 5:00 PM with the last appointment at 4:00 PM. The clinic is closed for lunch from 12:00 PM – 1:00 PM.

Services offered

- Evaluate and treat diagnosed ailments
- Patient education such as:
  - Strength and stretching exercises
  - Understanding and managing pain
  - Proper Body Mechanics and Ergonomics
  - Family and caregiver education
- Functional, balance, and gait training
- Manual Therapy
- Other methods such as ultrasound, electrical stimulation, and mechanical traction

For additional information about the NEMS Physical Therapy and Rehabilitation Clinic call 415-391-9686.

NEMS-MSO CONTACT INFORMATION

- A list of MSO’s contact information and email is attached for your reference!
- Not sure who to contact? Reach out to provider.relations@nems.org with your inquiry and we will direct you to the appropriate person!

If you have any questions or would like to provide updates/news in future newsletters, please feel free to contact NEMS Provider Relations at provider.relations@nems.org!
March 6, 2020

RE: NEMS-MSO New Office and Mailing Address

Dear Vendors and Providers,

NEMS-MSO is moving to a new office and will have a new mailing address. Effective April 1st, 2020, all mailed communication documents for NEMS-MSO including claims, forms, appeals and grievance letters need to be mailed directly to our new address indicated below:

<table>
<thead>
<tr>
<th>OLD ADDRESS</th>
<th>NEW ADDRESS</th>
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</table>
| North East Medical Services – MSO  
369 Broadway Street  
San Francisco, CA 94133  
Attn: Claims / UM / Provider Relations / Case Management | North East Medical Services – MSO  
2171 Junipero Serra Boulevard  
6th Floor  
Daly City, CA 94014  
Attn: Claims / UM / Provider Relations / Case Management |

***Effective 4/1/2020***

There will be no disruption to the NEMS-MSO services. We encourage providers and provider offices to utilize the NEMS Provider Portal to check for real-time claims and authorization status and to submit prior authorizations online.

To request access to our NEMS MSO Provider Portal, please complete the form linked here: https://www.nems.org/mso/forms/Provider_Portal_User_Access_Form.pdf

*** Please DO NOT send duplicate claims!***

Claims mailed to the old address will be forwarded to the new mailing address. You DO NOT need to resubmit.

If you have any questions, please feel free to contact Provider Relations at 415-352-5186 Opt. 3.

Sincerely,

NEMS MSO Provider Relations
Now Open
現已營業

AFTER HOURS CLINIC
at 1450 Noriega Clinic in San Francisco

三藩市日落區 1450 NORIEGA 街診所

We are open until 9 PM weekdays!
Schedule an appointment that fits your busy school or work schedule.

Appointments and drop-ins are available for urgent needs such as:
如果您急需以下服務，我們接受提前預約及即日門診:

- Headaches 頭痛
- Colds 感冒
- Fevers 發燒
- Coughs 咳嗽
- Allergies 過敏
- Rashes 出疹
- Skin Infections 皮膚感染
- Burns 燒傷
- Stomach Aches 胃痛
- Sports Injuries 運動損傷
- Sprains 扭傷

... AND MORE!
... 及更多！

Call (415) 391-9686
to schedule an appointment. If you are calling after 6 PM, please press option "1" to be transferred directly to the clinic. You may also drop-in to the clinic without an appointment and patients are encouraged to call in advance to verify availability. Available to all NEMS San Francisco and Daly City patients.

請致電 (415) 391-9686
預約時間，如果您於傍晚 6 時後致電，請按 “1” 轉接到晚間門診服務中心。就算沒有預約，您也可以使用我們的即日門診服務，請提前致電查詢即日門診空檔。

NEMS Noriega Clinic: 1450 Noriega St., San Francisco, CA 94122  Tel: (415) 391-9686
Monday - Friday 8:30am - 12:00pm & 1:00pm - 9:00pm; Saturday 8:30am - 12:00pm & 1:00pm - 5:00pm
What conditions can be treated at the After Hours Clinic?

Providers at the NEMS After Hours Clinic can treat many common conditions such as:

- Colds, coughs and fevers
- Sports injuries and sprains
- Allergies, rashes, minor skin infections and burns
- Minor cuts
- Stomach aches, headaches and ear infections
- Vomiting and Diarrhea
- Urinary tract infections (UTI)
- Tuberculosis (TB) screening
- PAP and STI testing (by appointment)

...and more!

How late is the clinic open?

The After Hours Clinic is open from 5 PM-9 PM, Mondays through Fridays. The last appointment is at 8:45 PM.

What are the services offered onsite?

The After Hours Clinic currently offers the following services:

- Adult and pediatric care
- Laboratory
- Member services
- Pharmacy services - onsite prescriptions for common medications
- Tetanus and other common vaccinations

At this time, select services may not be available every day. Please call us at (415) 391-9686 to verify.

What is the cost of a visit to the After Hours Clinic?

Visits will cost the same as a standard NEMS visit, and the exact amount will depend on your insurance type or our sliding fee scale if you do not have health insurance. There is no additional cost or co-pay to be seen at the After Hours Clinic.

Will I receive the same quality of care?

Yes. The After Hours Clinic is staffed by experienced, bilingual NEMS physicians and staff.

Our After Hours Clinic does not provide emergency services. If you have a serious or life threatening injury, CALL 9-1-1 IMMEDIATELY OR GO TO THE NEAREST EMERGENCY ROOM.
## NEMS MSO Phone Numbers

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<th>Option 1</th>
<th>Utilization Management</th>
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<tr>
<td>Option 2</td>
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<td>Option 3</td>
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<tr>
<td>Option 4</td>
<td>All Other Inquiries</td>
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</table>

### Secured Provider Portal URL

[https://eznet.nems.org](https://eznet.nems.org)

### Referrals and Authorizations

- **Phone**: 415-352-5045
- **Fax**: 415-398-2895

### Claim Payments and Payment Disputes

- **Fax**: 866-930-2290

### MSO Case Management

- **Phone**: 415-352-5179
- **Email**: CaseManagement@nems.org

### Provider Relations

- **Fax**: 415-233-4892
- **Email**: Provider.Relations@nems.org

### MSO Provider Portal Account Setup

**EDI Claims Submission Inquiries**

- **Wendy Miao**
- **Phone**: 415-352-5041
- **Email**: wendy.miao@nems.org

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**NEMS MSO**

- **Address**: 369 Broadway Street, San Francisco, CA 94133
- **Phone**: 415-391-3686

**San Francisco Health Plan**

- **Address**: 201 Third Street, 7th floor, San Francisco, CA 94103
- **Phone**: 415-547-7800
- **Fax**: 415-547-7824

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Last update: February 2020