



From the Senior Medical Director:

I would like to thank you all again for making Virginia Premier Health Plan (Virginia Premier) one of the best managed care organizations in the country. Virginia Premier has had excellent reviews by the National Committee for Quality Assurance (NCQA). As the NCQA celebrates its 20 years, Virginia Premier is proud to applaud many successful NCQA audits. We owe our success to each of you.

HEDIS (Healthcare Effectiveness Data Information Set)

This year, in keeping with previous years, all of our providers cooperated fully with our nurses as they collected necessary data for reporting our HEDIS measures. Thank you again for your continued assistance. So far, the preliminary results look great. Virginia Premier will inform you of our final scores once they return.

Pharmacy

Virginia Premier now has its own Pharmacy and Therapeutics (P&T) Committee, co-chaired by our AVP of Pharmacy and our Chief Medical Officer. The P&T Committee has a broad representation of physicians, pharmacist and representatives from across the state of Virginia. Our Pharmacy Benefits Manager (PBM), EnvisionsRX, is also an integral part of the P&T Committee. If you have any questions about our pharmacy services please call 804-819-5151 and ask for the Pharmacy department.

Disease Management

Virginia Premier Disease Management programs can help your patients better understand their chronic conditions and keep them updated on the latest health information. Our program staff can provide patients with self-management education on their conditions as well as help them understand any factors that could impact them. These programs are designed to reinforce your treatment plans for your patient.

You may refer your patients to our Disease Management program by contacting us directly at 1-866-243-0937, or by completing the Care Management Request form available on our website. You can access this form by following [this link](#).

Virginia Premier looks forward to the continued partnerships with our Provider Network. Virginia Premier appreciates the compassion and excellence of care given by our physicians and providers, along with their staff.

Melvin T. Pinn, Jr. M.D., M.P.H.,FAAFP
Senior Medical Director

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Compliance Concerns

How to Report a Concern: The Virginia Premier Compliance Help Line

Your integrity counts. Virginia Premier maintains a confidential compliance help line where you can report any compliance concern. Please call our help line at 1-800-620-1438. This call is toll-free, anonymous and available 24/7, every day of the year. Bilingual representatives are available if needed.

To report directly to the health plan, dial 1-800-727-7536, ext. 55173 or ext. 55011. You can also submit a report online by following [this link](#).

Billing a Member

Please remember that providers are prohibited from billing a member for covered services, regardless of whether the provider was paid in full, partially or not at all for the services. Please also keep in mind that a Medicaid member cannot be billed for missing an appointment.



Finance

4th of July Fee for Service Check Schedule

Due to the Friday, July 3, 2015 holiday, the fee for service check schedule will resume on Monday July 6, 2015.

Electronic Funds Transfer (Direct Deposit)

To avoid delays in payment receipt, we encourage Virginia Premier payees to elect the Electronic Funds Transfer (EFT) payment method. This method ensures that you will be paid by a direct deposit into your bank account on the actual payment date of Friday (with the exception of holidays) or Monday. This depends on where you bank. If you would like to set up EFT payments, please go to the Virginia Premier [website](#) and download the EFT Set-Up form. Further instructions will be on that form.

Reminders for Calendar Year-End

If you changed your tax identification number, address, Medicaid provider number, legal business name, or if you have any other contractual changes, please forward a W-9, along with your changes to the Virginia Premier Contracting department. Doing so will help to avoid possible IRS regulated fines and/or withholdings from your claim, capitation and/or management fee payments. Any changes made without a W-9 attached will possibly delay your payments.

Also, if you notice that the name on your check is not the name that matches your entity tax identification name submitted to the IRS please contact the Contracting department promptly with the correct information.

For the Virginia Premier CompleteCare line of business you must register with our payment processing partner, PaySpan, to receive payments and remittances electronically. To register, please visit www.payspanhealth.com.

You will need a registration code and PIN, along with your bank routing and account numbers. If you do not know your registration code or PIN, please contact PaySpan Provider Services 8 am – 8 pm ET, at 877-331-7154, Opt. 1 or send an email to providersupport@payspanhealth.com.

Provider Services

VA Premier's Provider Portal - a Single Sign-On Portal

Over the next year, Virginia Premier will be launching a new, single sign-on portal to give providers the access they need with just one log-in.

Through our Provider Portal providers can:

- access eligibility verification, claim status and claim submission (CompleteCare providers only)
- access authorization submission and inquiry- Only available for Durable Medical Equipment (DME), Home Care, Therapy and Outpatient procedures (see below for more information)

Coming Soon to our Provider Portal:

- electronic PCP panel listings (CompleteCare providers only)
- inpatient authorization submission
- PaySpan for Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) (CompleteCare providers only)

Clear Coverage- A faster way to submit authorizations

Virginia Premier launched McKesson's Clear Coverage to help providers submit authorization requests and medical records. This tool is a web-based system that provides a real time, automated method for providers and health plans to manage and receive authorizations for services, coverage decisions and steerage to in-network providers.

What are the benefits of Clear Coverage?

- 24/7 online access
- real-time authorization status
- automatic approvals for many services
- services not automatically approved are immediately uploaded into Virginia Premier's authorization system and queued for clinical review
- ability to upload medical records
- verify member eligibility and benefits
- available for DME, home care, therapy providers and outpatient procedures



Sign up today by going to www.vapremier.com and registering for a VA Premier Provider Portal account. Inpatient authorization submission will be available in fall 2015. Stay tuned to our website for additional information on Clear Coverage implementation!

If you would like to schedule training for Clear Coverage, please contact Provider Services at 1-800-727-7536 Monday through Friday, 8 am - 5 pm or contact your local provider services representative.

Claims

On Reconsiderations

Claim reconsideration is defined as any payment dispute (paid or denied) that the provider wants Virginia Premier to review. All reconsiderations must be submitted in writing on the Virginia Premier Claims Adjustment Form. Reconsiderations for denied claims must be sent within 60 days of the original date of the denial remittance.

All providers are encouraged to contact Claims Customer Service as soon as a disputed claim is identified. You can contact Claims Customer Service at 1-800-727-7236, Opt. 4. They can assist with claims questions such as:

- verifying a claim status
- researching a claim issue or denial
- status of submitted reconsiderations
- resolving a simple claim issue over the phone

Claim denials subject to reconsiderations are considered administrative (non-medical) denials. Some examples include timely filing, duplicate claims, ungroupable codes, coordination of benefits, and bundled services.

If a provider issue cannot be resolved by Claims Customer Service, or the provider has additional questions on the submission of reconsiderations, the provider should contact their Provider Service Representative.

Do you have questions about ICD-10?

If you have questions specific to Virginia Premier, please email us at ICD10Communications@vapremier.com. For a list of frequently asked questions, visit our website at www.vapremier.com. Stay tuned to our website for additional information and updates on ICD-10.

Medical Management

Glucose Testing Supplies- Effective July 20, 2015

Virginia Premier is changing the authorization process for glucose testing supplies. Effective July 20, 2015, Virginia Premier will cover glucose test strips as a pharmacy benefit for our members.

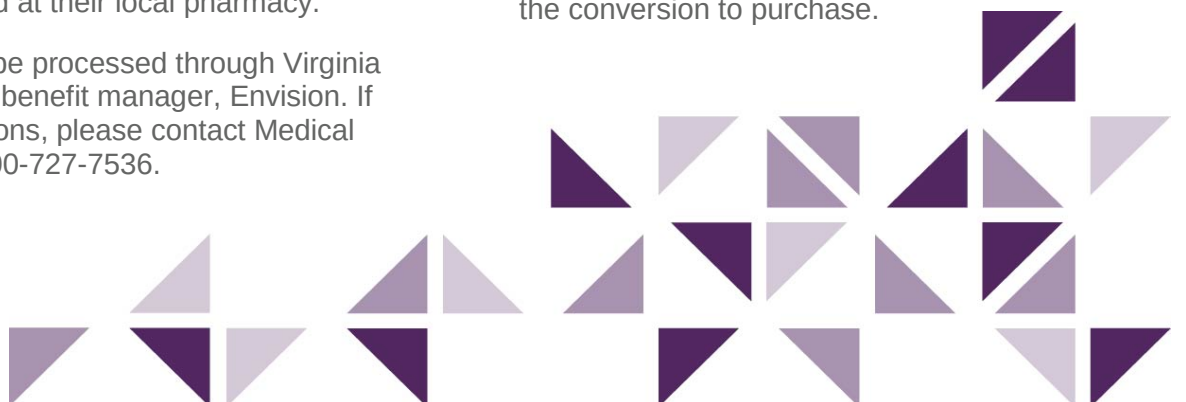
Due to this change, authorizations for glucose test strips for members with insulin pumps will need to go through our Pharmacy Department. Our members will need to get a prescription from their physician for the amount of test strips being requested, then have that prescription filled at their local pharmacy.

These requests will be processed through Virginia Premier's pharmacy benefit manager, Envision. If you have any questions, please contact Medical Management at 1-800-727-7536.

Authorization Improvements- HCPCS A Codes and CPAP and Bi-PAP

Virginia Premier improved the authorization process for HCPCS A Codes and CPAP and Bi-PAP for both Virginia Premier and Virginia Premier CompleteCare lines of business.

HCPCS A codes do not require an authorization until the DMAS maximum limit is met. CPAP and Bi-PAP do not require an authorization for the two month rental period. Authorizations will only be required for the conversion to purchase.



Contact Us

AT&T Language Line 1-800-774-4344
Compliance Helpline 1-800-620-1438
EnvisionRxOptions 1-855-872-0005
FAMIS Central Processing Unit (CPU) 1-866-873-2647
Managed Care Helpline 1-800-643-2273
McKesson Nurseline 1-800-256-1982
Member Services 1-800-727-7536, Option 1
Smiles for Children 1-888-912-3456
TDD (Voice Service) 1-800-828-1140
Transportation 1-800-727-7536, Option 2
TTY (Text Service) 1-800-828-1120
VSP 1-800-877-7195 / 1-800-852-7600

Corporate Office 600 E. Broad St., Suite 400 | Richmond, VA 23219
Bristol Office 105 Village Circle | Bristol, VA 24201
Roanoke Office 4910 Valley View Blvd, NW, Suite 202 | Roanoke, VA 24008
Tidewater Office 825 Greenbrier Circle | Chesapeake, VA 23320

Virginia Premier Health Plan

PO Box 5307
Richmond, VA 23219

[Recipient]

Address Line 1
Address Line 2
Address Line 3
Address Line 4