The Geisinger Health Plan Family (GHP Family) HealthChoices Provider Manual (Manual), as may be amended from time to time, is incorporated by reference to the Agreement. The Manual is designed for use by, and applicable to, all GHP Family Participating Providers. The Manual supports all applicable federal and state laws, DHS regulations and policies as promulgated through Medical Assistance Bulletins and the specifications of the HealthChoices RFP and HealthChoices Agreement.

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ABOUT GEISINGER HEALTH PLAN FAMILY

Geisinger Health Plan Family (GHP Family) is a Geisinger Health Plan Medicaid managed care plan serving the entire state of Pennsylvania for the HealthChoices managed care program offered to Medical Assistance recipients by the Commonwealth of Pennsylvania Department of Human Services.

Geisinger Health Plan is recognized as a national leader among managed care organizations and, through GHP Family, brings a physician-led, patient-centered approach to health care delivery for the Medical Assistance enrollees of Pennsylvania. A model for healthcare reform, with documented success in innovative patient management programs and performance-based provider reimbursement, Geisinger Health Plan consistently ranks among America's top health plans.

This manual pertains to the participation with GHP Family and the HealthChoices Physical Health Program in the Northwest, Northeast, Southeast, Lehigh/Capital, and Southwest Zone. These 5 zones include all 67 counties in the state of Pennsylvania.

This manual is intended to be used as an extension of the Participating Provider Agreement and a reference guide for Participating Providers and their office staff. While this manual contains basic information about the Commonwealth of Pennsylvania Department of Human Services (DHS) and the Centers for Medicare and Medicaid Services (CMS), providers are required to fully understand and apply DHS and CMS requirements when administering covered services. Please refer to http://www.dhs.pa.gov/ and www.cms.hhs.gov.
CONTACT INFORMATION
All paper Claims should be submitted to:

Claims Department
Geisinger Health Plan
PO Box 853910
Richardson, TX 75085-3910

Visit GHP Family Provider Web portal at www.ghpfamily.com or visit GHP at NaviNet to utilize the following online tools:

- Member eligibility and authorizations
- View Claims
- EDI enrollment
- Prior authorization list, medical policies, and clinical guidelines
- Pay-for-Quality data
- Provider and formulary searches

ADDITIONAL GHP FAMILY CONTACT INFORMATION:

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Number [Fax Number]</th>
<th>Hours of Operation</th>
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<tbody>
<tr>
<td>Case Management</td>
<td>(800) 883-6355 or (570) 271-8763</td>
<td>Monday - Friday 8:00 a.m. - 4:30 p.m.</td>
</tr>
<tr>
<td></td>
<td>Fax: (570) 271-7860</td>
<td></td>
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<tr>
<td>Customer Service</td>
<td>(855) 227-1302</td>
<td>Monday, Tuesday, Thursday, Friday 8:00 a.m. - 5:00 p.m.</td>
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<td></td>
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<td>Wednesday 8:00 a.m. - 8:00 p.m.</td>
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<td>Customer Service - Interactive Voice Response System</td>
<td>(855) 227-1302</td>
<td>24 Hours/Day, 7 Days/Week</td>
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<tr>
<td>Durable Medical Equipment Network</td>
<td>(800) 883-6355 or (570) 271-8763</td>
<td>Monday - Friday 8:30 a.m. - 4:30 p.m.</td>
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<tr>
<td></td>
<td>Fax: (570) 271-7860</td>
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<tr>
<td>Home Health &amp; Hospice Network</td>
<td>(877) 466-3001 or (570) 271-5506</td>
<td>Monday - Friday 8:30 a.m. - 4:30 p.m.</td>
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<td>Fax: (570) 271-5507</td>
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<tr>
<td>Medical Management</td>
<td>(800) 544-3907 or (570) 271-6497</td>
<td>Monday – Friday 8:00 a.m. - 5:00 p.m.</td>
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<td></td>
<td>Fax: (570) 271-5534</td>
<td></td>
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<tr>
<td>Service</td>
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<td>Hours of Operation</td>
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| Outpatient Rehabilitation Therapy Network| (800) 270-9981 or (570) 271-5301  
Fax: (570) 271-5302 | Monday – Friday  
8:30 a.m. - 5:00 p.m. |
| Pharmacy                                 | (855) 552-6028 or (570) 214-3554  
Fax: (570) 271-5610 | Monday – Friday  
8:00 a.m. - 5:00 p.m. |
| Provider Account Manager                 | (800) 876-5357 or GHPAccountMngt@geisinger.edu   | Monday – Friday  
8:00 a.m. - 5:00 p.m. |
| Special Needs Program                    | (855) 214-8100                                      | Monday – Friday  
8:30 a.m. - 5:00 p.m. |
| TDD for the Hearing Impaired             | (800) 447-2833 or 711 for PA Relay services       | Monday – Friday  
8:30 a.m. – 4:30 p.m.  
PA Relay Services available  
24 Hours/Day, 7 Days/Week |

**DHS CONTACT INFORMATION:**

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Numbers</th>
<th>Hours of Operation</th>
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<tr>
<td>Department of Human Services</td>
<td>DHS HelpLine: (800) 692-7462</td>
<td>24 Hours/Day, 7 Days/Week</td>
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| Department of Human Services              | DHS ChildLine: (800) 932-0313  
TDD: (866) 872-1677 | 24 Hours/Day, 7 Days/Week                |
| Department of Human Services              | (800) 798-2339                                      | Monday – Friday  
8:30 a.m. - 4:30 p.m.               |
| OMAP - HealthChoices Program Complaints, Grievance, and Fair Hearings | (800) 766-5EVS (5387) | 24 Hours/Day, 7 Days/Week                |
| Eligibility Verification System (EVS)     | (800) 766-5EVS (5387) | 24 Hours/Day, 7 Days/Week                |
| Medical Assistance Provider Compliance Hotline (Formerly Fraud and Abuse Hotline) | (866) 379-8477 | Monday – Friday  
9:00 a.m. - 3:30 p.m.               |
| Provider Inquiry Hotline                  | (800) 537-8862 Prompt 4                           | Monday - Friday  
8:00 a.m. - 4:30 p.m.               |
<table>
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<tr>
<th>Medical Assistance Provider Enrollment Applications InProcess (Inpatient and Outpatient Providers)</th>
<th>(800) 537-8862 Prompt 1</th>
<th>Monday-Friday 8:30 a.m. - 12:00 noon and 1:00 p.m. – 3:30 p.m.</th>
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<td>Medical Assistance Provider Enrollment Changes</td>
<td>(800) 537-8862 Prompt 1</td>
<td>Monday - Friday 8:00 a.m. - 4:30 p.m.</td>
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<tr>
<td>Outpatient Providers Practitioner Unit</td>
<td>(800) 537-8862 Prompt 1</td>
<td>Monday - Friday 8:00 a.m. - 4:30 p.m.</td>
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<tr>
<td>Pharmacy Hotline</td>
<td>(800) 558-4477 Prompt 1</td>
<td>Monday – Friday 8:00 a.m. - 4:30 p.m.</td>
</tr>
</tbody>
</table>

**BEHAVIORAL HEALTH CONTACT INFORMATION:**
For referrals to a Behavioral Health Provider, please use the information below which is current as of the published date of this manual.

### Behavioral Health Services County Phone Numbers and Websites

<table>
<thead>
<tr>
<th>County</th>
<th>Behavioral Health Provider</th>
<th>Contact Information</th>
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</thead>
<tbody>
<tr>
<td>Allegheny</td>
<td>Community Care Behavioral Health Organization</td>
<td>1-800-553-7499 TTY: 711; Request 1-833-545-9191 Spanish line: 1-866-229-3187 <a href="http://www.ccbh.com">www.ccbh.com</a></td>
</tr>
<tr>
<td>Armstrong</td>
<td>Beacon Health Options of PA Beacon Health Options of PA</td>
<td>1-888-204-5581 TTY: 711</td>
</tr>
<tr>
<td>Beaver</td>
<td>Beacon Health Options of PA</td>
<td>1-888-204-5581 TTY: 711 <a href="https://beaconhealthoptions.com">https://beaconhealthoptions.com</a></td>
</tr>
<tr>
<td>Bedford</td>
<td>Community Care Behavioral Health Organization</td>
<td>1-800-553-7499 TTY: 711; Request 1-833-545-9191 Spanish line: 1-866-229-3187 <a href="http://www.ccbh.com">www.ccbh.com</a></td>
</tr>
<tr>
<td>Berks</td>
<td>Community Care Behavioral Health Organization</td>
<td>1-800-553-7499 TTY: 711; Request 1-833-545-9191 Spanish line: 1-866-229-3187 <a href="http://www.ccbh.com">www.ccbh.com</a></td>
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<tr>
<td>County</td>
<td>Provider Name</td>
<td>Contact Number</td>
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<tr>
<td>Blair</td>
<td>Community Care Behavioral Health Organization</td>
<td>1-800-553-7499</td>
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<tr>
<td>Bradford</td>
<td>Community Care Behavioral Health Organization</td>
<td>1-800-553-7499</td>
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<tr>
<td>Butler</td>
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<td>1-888-204-5581</td>
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<td>Cameron</td>
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<td>Chester</td>
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<td>Clearfield</td>
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<td>Crawford</td>
<td>Beacon Health Options of PABeacon Health Options of PA</td>
<td>1-888-204-5581 TTY: 711</td>
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<tr>
<td>Cumberland</td>
<td>PerformCare</td>
<td>1-888-722-8646 TTY: 1-800-654-5984 or PA Relay 711</td>
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<tr>
<td>Dauphin</td>
<td>PerformCare</td>
<td>1-888-722-8646 TTY: 1-800-654-5984 or PA Relay 711</td>
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<td>Fayette</td>
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<td>1-888-204-5581 TTY: 711</td>
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<td>Franklin</td>
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<td>1-866-773-7917 TTY: 1-800-654-5984 or PA Relay 711</td>
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<td>1-866-773-7917 TTY: 1-800-654-5984 or PA Relay 711</td>
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<td>Greene</td>
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<td>Huntingdon</td>
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<td>Indiana</td>
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<td>Jefferson</td>
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<td>1-888-722-8646</td>
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<td>Luzerne</td>
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<td>1-800-553-7499</td>
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<td>Lycoming</td>
<td>Community Care Behavioral Health Organization</td>
<td>1-800-553-7499&lt;br&gt;TTY: 711; Request 1-833-545-9191&lt;br&gt;Spanish line: 1-866-229-3187</td>
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<tr>
<td>McKean</td>
<td>Community Care Behavioral Health Organization</td>
<td>1-800-553-7499&lt;br&gt;TTY: 711; Request 1-833-545-9191&lt;br&gt;Spanish line: 1-866-229-3187</td>
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<tr>
<td>Mercer</td>
<td>Beacon Health Options of PA</td>
<td>1-888-204-5581&lt;br&gt;TTY: 711&lt;br&gt;<a href="https://beaconhealthoptions.com">https://beaconhealthoptions.com</a></td>
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<tr>
<td>Mifflin</td>
<td>Community Care Behavioral Health Organization</td>
<td>1-800-553-7499&lt;br&gt;TTY: 711; Request 1-833-545-9191&lt;br&gt;Spanish line: 1-866-229-3187</td>
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<td>Monroe</td>
<td>Community Care Behavioral Health Organization</td>
<td>1-800-553-7499&lt;br&gt;TTY: 711; Request 1-833-545-9191&lt;br&gt;Spanish line: 1-866-229-3187</td>
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<td>Montour</td>
<td>Community Care Behavioral Health Organization</td>
<td>1-800-553-7499&lt;br&gt;TTY: 711; Request 1-833-545-9191&lt;br&gt;Spanish line: 1-866-229-3187</td>
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<td>Northumberland</td>
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<td>1-800-553-7499&lt;br&gt;TTY: 711; Request 1-833-545-9191&lt;br&gt;Spanish line: 1-866-229-3187</td>
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<tr>
<td>Perry</td>
<td>PerformCare</td>
<td>1-888-722-8646&lt;br&gt;TTY: 1-800-654-5984&lt;br&gt;or PA Relay 711&lt;br&gt;<a href="https://pa.performcare.org">https://pa.performcare.org</a></td>
</tr>
<tr>
<td>Philadelphia</td>
<td>Community Behavioral Health</td>
<td>1-888-545-2600&lt;br&gt;TTY: 1-888-436-7482&lt;br&gt;CBHphilly.org</td>
</tr>
<tr>
<td>Pike</td>
<td>Community Care Behavioral Health Organization</td>
<td>1-800-553-7499&lt;br&gt;TTY: 711; Request 1-833-545-9191&lt;br&gt;Spanish line: 1-866-229-3187</td>
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<td>County</td>
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<tr>
<td>Potter</td>
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<td>Beacon Health Options of PA</td>
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<tr>
<td>Adams</td>
<td>York/Adams MH/IDD</td>
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<td>Website: <a href="http://www.yorkcountypa.gov/health-human-services/mental-health-mental-retardation-program.html">www.yorkcountypa.gov/health-human-services/mental-health-mental-retardation-program.html</a></td>
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<td>Phone: 717-771-9618</td>
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<td>Crisis Services:</td>
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<td>York Hospital Crisis Intervention Services: 717-851-5320</td>
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<td>Hanover Hospital: 717-637-3711</td>
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<td>Adams/Hanover Counseling Crisis Intervention Services: 717-632-4900</td>
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<td>Phone: 412-350-4456</td>
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<td>Crisis Services: 1-888-796-8226 (888-7-YOU CAN)</td>
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<td>Cameron</td>
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<td>Chester</td>
<td><strong>Chester County Dept. Of Mental Health/Intellectual &amp; Developmental Disabilities</strong></td>
<td><a href="http://www.chesco.org/615/Mental-HealthIntellectual-Dev-Disabiliti">www.chesco.org/615/Mental-HealthIntellectual-Dev-Disabiliti</a></td>
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<td><a href="http://www.co.lancaster.pa.us/1091/Behavioral-Health-Developmental-Services">www.co.lancaster.pa.us/1091/Behavioral-Health-Developmental-Services</a></td>
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<td>Luzerne-Wyoming Counties Mental Health And Developmental Services</td>
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<td><strong>Schuylkill County Administrative Offices Of MH/DS/D&amp;A</strong></td>
<td><a href="www.co.schuylkill.pa.us/Offices/HumanServices/MHMR/index.asp">www.co.schuylkill.pa.us/Offices/HumanServices/MHMR/index.asp</a></td>
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### Westmoreland County Behavioral Health & Dev. Svcs.
Website: [www.co.westmoreland.pa.us/841/Behavioral-Health-Developmental-Services](http://www.co.westmoreland.pa.us/841/Behavioral-Health-Developmental-Services)
Phone: 1-800-353-6467
Crisis Services: 1-800-836-6010

### Wyoming-Wyoming Counties Mental Health And Developmental Services
Website: [www.mhdslw.org](http://www.mhdslw.org)
Phone: 1-800-816-1880
Crisis Services: 1-888-829-1341

### York/Adams MH/IDD
Website: [www.yorkcountypa.gov/health-human-services/mental-health-mental-retardation-program.html](http://www.yorkcountypa.gov/health-human-services/mental-health-mental-retardation-program.html)
Phone: 717-771-9618
Crisis Services:
- York Hospital Crisis Intervention Services: 717-851-5320
- Gettysburg Hospital: 717-334-2121
- Hanover Hospital: 717-637-3711
- Adams/Hanover Counseling Crisis Intervention Services: 717-632-4900

## MEDICAL ASSISTANCE TRANSPORTATION PROGRAM (MATP) COUNTY CONTACT INFORMATION:

The Medical Assistance Transportation Program, also known as MATP, provides non-emergency transportation to medical appointments for Medical Assistance Members who do not have transportation available to them. The individual’s county of residence will provide the type of transportation that is the least expensive while still meeting their needs.

### Medical Assistance Transportation Program (MATP) County Phone Numbers

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<tr>
<th>County</th>
<th>Local Number</th>
<th>Toll-Free</th>
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<td>Adams</td>
<td>717-846-RIDE (7433)</td>
<td>1-800-632-9063</td>
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<tr>
<td>Allegheny</td>
<td>412-350-4476</td>
<td>1-888-547-6287</td>
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<td>Armstrong</td>
<td>724-548-3408</td>
<td>1-800-468-7771</td>
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<td>Beaver</td>
<td>724-375-2895</td>
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<td>814-623-9129</td>
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<td>814-695-3500</td>
<td>1-800-458-5552</td>
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<td>Bradford</td>
<td>570-888-7330</td>
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<td>Cambria</td>
<td>814-535-4630</td>
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<td>717-846-RIDE (7433)</td>
<td>1-800-632-9063</td>
</tr>
<tr>
<td>County</td>
<td>Phone Number</td>
<td>Fax Number</td>
</tr>
<tr>
<td>---------------</td>
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</tr>
<tr>
<td>Venango</td>
<td>814-432-9767</td>
<td>1-877-836-4699</td>
</tr>
<tr>
<td>Warren</td>
<td>814-723-1874</td>
<td>Same as local number</td>
</tr>
<tr>
<td>Washington</td>
<td>724-223-8747</td>
<td>1-800-331-5058</td>
</tr>
<tr>
<td>Wayne</td>
<td>570-253-4280</td>
<td>1-800-662-0780</td>
</tr>
<tr>
<td>Westmoreland</td>
<td>724-832-2706</td>
<td>1-800-242-2706</td>
</tr>
<tr>
<td>Wyoming</td>
<td>570-278-6140</td>
<td>1-866-278-9332</td>
</tr>
<tr>
<td>York</td>
<td>717-846-RIDE (7433)</td>
<td>1-800-632-9063</td>
</tr>
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</table>

**PROVIDER RESPONSIBILITIES**

**GENERAL PROVISIONS**

Participating Provider and GHP Family agree to abide by the following General Provisions:

**Assignment.** The Agreement or any part, articles or sections thereof may not be assigned during the term of the Agreement by any of the parties without the prior written consent of the other party(s), except (i) as may otherwise be provided for in the Agreement and (ii) each party may at any time assign its rights and obligations under the Agreement to any corporation controlled by, in control of or under common control of the assigning party provided, however, it provides the non-assigning party(s) with thirty (30) days prior written notice of said assignment.

**Compliance.** The parties agree to comply with all applicable federal and state laws and rules including, but not limited to (i) Title VII of the Civil Rights Act of 1964; (ii) The Age Discrimination Act of 1975; (iii) The Rehabilitation Act of 1973; (iv) The Americans With Disabilities Act; (v) other laws applicable to recipients of Federal funds; (vi) Medicare laws, regulations and Centers for Medicare and Medicaid Services (“CMS”) instructions; (vii) Patients’ bill of Rights in accordance with OPM; (viii) the Genetic Information Nondiscrimination Act of 2008; (ix) Health Insurance Portability and Accountability Act of 1996 (HIPAA); and all other applicable laws and rules. Furthermore, Participating Provider hereby warrants and represents that it shall comply and shall be responsible for requiring any party that it may subcontract with to furnish services to Members to comply with GHP Family’s policies and procedures and all other terms and conditions of the Agreement. Additionally, it is hereby disclosed that payments made by GHP Family to related entities, contractors and subcontractors are, in whole or in part, from federal funds received by the GHP Family through its contracts with the Centers for Medicare and Medicaid Services.

**Entire Agreement/Amendments/Multiple Originals.** The Agreement, together with any attachments, exhibits, or applicable Provider Manual(s), as amended from time to time, set forth the entire Agreement between the parties with respect to the subject matter. Any prior purchase orders, agreements, promises, negotiations, or representations, whether oral or written, not expressly set forth in the Agreement, are of no force or effect. The Agreement shall be executed in multiple originals, one for Participating Provider and the other for GHP Family. The parties agree that the Agreement shall be automatically amended to comply with applicable federal and state laws and regulations; otherwise, the Agreement may not be amended except in writing, signed by the parties.

**Exhibits.** All exhibits within the Agreement are incorporated by reference and made part of the Agreement as if they were fully set forth in the text of the Agreement.

**Governing Law.** The Agreement shall be deemed to have been made and shall be construed and interpreted in accordance with the laws of the Commonwealth of Pennsylvania, and the parties hereto agree to the jurisdiction of the Commonwealth of Pennsylvania.
Indemnification. Participating Provider and GHP Family agree to protect, indemnify and hold harmless the other party(s) from and against any and all loss, damage, cost and expense (including attorneys’ fees) which may be suffered or incurred under the Agreement as a result of the negligent or intentional acts of the indemnifying party, its employees, agents, consultants or subcontractors. Said indemnity is in addition to any other rights that the indemnified party may have against the indemnifying party and will survive the termination of the Agreement.

Insurance. The parties agree to maintain, at its own cost and expense, insurance coverage as necessary and reasonable to insure itself and its employees and agents in connection with the performance of its duties and responsibilities under the Agreement. Upon request, the parties agree to provide one another with a Certificate of Insurance evidencing said insurance coverage. Participating Provider shall notify GHP Family within ten (10) days of the cancellation or material alteration of such coverage.

Notices. All notices and communications hereunder shall be in writing and deemed given, when personally delivered to or upon receipt when deposited with the United States Postal Service, certified or registered mail, return receipt requested, postage prepaid; a nationally recognized overnight courier, with all fees prepaid; or e-mail addressed as set forth on the first page of the Agreement or to such other person and/or address as the party to receive may designate by notice to the other.

Notification of Incidents. The parties agree to notify the other party(s) within twenty-four (24) hours after the discovery of any incidents, occurrences, Claims or other causes of action involving the Agreement. Upon receipt of discovery by any party of any incident, occurrence, Claim (either asserted or potential), notice of lawsuit or lawsuit involving the Agreement, said party agrees to immediately notify the other party(s). The parties hereto agree to provide complete access, as may be provided by law, to records and other relevant information as may be necessary or desirable to resolve such matters. This Section shall survive the termination of the Agreement.

Other Parties. The Agreement is solely between the parties hereto and is not intended to be enforceable by any other party or to create any express or implied rights hereunder of any nature whatsoever in any other party.

Partial Invalidity/Interpretation. If any term or provision of the Agreement is determined to be invalid or unenforceable, the remainder of the Agreement will not be affected thereby. The section headings in the Agreement are solely for reference purposes. Participating Provider acknowledges that portions of the Agreement are subject to review by Governmental Agencies and/or their designated representatives, as applicable, and in the event that such Governmental Agencies and/or their designated representatives require any material change to the terms and conditions of the Agreement, Participating Provider agrees to renegotiate the affected terms and conditions upon being notified of such required change by GHP Family.

Promotional Materials. Participating Provider consents to GHP Family’s use of its name, address and the names and professional designations of its healthcare professionals in traditional membership and marketing materials. The parties hereto agree not to use the name of or any trademark, service mark or design registered to the other parties or their affiliates or any other party in any additional publicity, promotional or advertising material, unless review and written approval of the intended use shall first be obtained from the releasing party(s) prior to the release of any such material. Said approval shall not be unreasonably withheld by any of the parties. Notwithstanding anything to the contrary in the preceding sentences, GHP Family shall have the right to publish Participating Provider’s summary rating as part of GHP Family’s Physician Quality Summary Program without obtaining the consent by Participating Provider prior to the release of such rating.
Relationship Among Parties. The parties hereto expressly acknowledge and agree that: (i) GHP Family’s duties and responsibilities under the Agreement apply solely to GHP Family Members; (ii) in its capacity as third-party administrator, Company’s duties and responsibilities under the Agreement apply to Members of an Employer- Sponsored Program; and (iii) with the exception of (ii) of this Section, Company’s duties and responsibilities under the Agreement apply to Company Members. Each party hereto shall be considered independent entities with respect to each other. None of the provisions of the Agreement are intended to create nor shall be deemed or construed to create any relationship between the parties other than that of independent entities contracting with each other solely for the purpose of effecting the provisions of the Agreement. Neither the parties nor any of their respective agents or employees shall be construed to be the agent, employee, joint Employer or representative of the other. The parties shall not have any express or implied rights or authority to assume or create any obligation or responsibility on behalf of or in the name of the other, except as may be otherwise set forth in the Agreement.

Release of Information. The provisions of the Agreement are confidential and protected from disclosure to any other party unless: (i) otherwise provided for in the Agreement; (ii) disclosure is required by GHP Family, an Employer or Participating Provider to meet any federal, state or local rule, law or regulation; or (iii) any party hereto engages a third party for purposes such as quality assurance or auditing.

Unforeseen Circumstances. In the event either party’s operations are substantially interrupted by war, fire, insurrection, the elements, earthquakes, acts of God or, without limiting the foregoing, any other cause beyond the control of the affected party (including the GHP Family no longer meeting all material requirements imposed on GHP Family by Federal or State law resulting in a significant impact on the GHP Family’s operations), the affected party shall be relieved of its obligations only as to those affected portions of this Agreement for the duration of such interruption. In the event that the performance of the affected party hereunder is substantially interrupted pursuant to such event, the other party shall have the right to terminate this Agreement upon ten (10) days’ prior written notice to the affected party.

Waiver. Failure of a party to complain of any act or omission on the part of another party shall not be deemed to be a waiver. No waiver by a party of a breach of the Agreement will be deemed a waiver of any subsequent breach. Acceptance of partial payment will be deemed a part payment on account and will not constitute an accord and satisfaction.

PRIMARY CARE PROVIDERS (PCP)
A Primary Care Practitioner (PCP) is a specific physician, physician group or a Certified Registered Nurse Practitioner (CRNP) operating under the scope of his/her licensure, and who is responsible for supervising, prescribing, and providing primary care services; locating, coordinating and monitoring other medical care and rehabilitative services and maintaining continuity of care on behalf of the Member. Additional PCP responsibilities include, but are not limited to:

- Providing primary and preventive care and acting as the Member’s advocate, providing, recommending, and arranging for care.
- Documenting all care rendered in a complete and accurate encounter record that meets or exceeds the DHS data specifications.
- Maintaining continuity of each Member’s health care.
- Communicating effectively with the Member by using sign language interpreters for those who are deaf or hard of hearing and oral interpreters for those individuals with LEP when needed by the Member. Services must be free of charge to the Member.
• PCPs are responsible for initiating and coordinating referrals of Members for Medically Necessary services beyond the scope of their contract of practice. PCPs must monitor the progress of the referred Members’ care.

• Maintaining a current medical record for the Member, including documentation, of all the services provided to the Member by the PCP, as well as any specialty or referral services.

• Arranging for Medically Necessary Behavioral Health Services for Members by appropriate referrals to a HealthChoices Behavioral Health – Managed Care Organization (BH-MCO) in accordance with the specifications of the provider agreement.

MEMBER ASSIGNMENT TO PCP
Upon enrollment, Members may choose a PCP for themselves and any other eligible family Members. Any Member who does not select a PCP within fourteen (14) Business Days of enrollment will automatically be assigned to a PCP.

If the Member is dissatisfied with the auto-selection assignment or wishes to change their PCP for any other reason, the Member may choose an alternative PCP at any time by calling Customer Service. GHP Family will promptly grant the request and process the PCP change in a timely manner.

GHP Family manages each PCP’s panel to automatically stop accepting new Members after the limit of 1,000 Members has been reached. Upon contracting with GHP Family, if the PCP/PCP Site employs Certified Registered Nurse Practitioners/Physician Assistants, then the Provider/Provider Site will be permitted to add an additional 1,000 Members to the practice’s panel. Other exceptions to the 1,000 Member panel policy will be considered on a case-by-case basis. Please contact your GHP Family Provider Account Manager for more information.

Assignment of Newborns
Newborns are immediately enrolled in the program and all Medically Necessary services are provided to newborns. GHP Family makes every effort to identify what PCP/pediatrician the mother chooses to use for the newborn prior to the birth, so that the provider chosen by the parent can be assigned to the newborn on the date of birth.

Hospitals need to notify the Member’s County Assistance Office (CAO) as soon as the Member gives birth to ensure that the newborn will be appropriately enrolled in Medical Assistance and in GHP Family. Payment for deliveries will be delayed to the extent that accurate enrollment can be confirmed.

CHANGING PCPS
If a Member is dissatisfied with the auto-selection assignment or wishes to change their PCP for any other reason, the Member may choose an alternative PCP at any time by calling the Customer Service number on the back of their GHP Family identification card. GHP Family will promptly grant the request and process the PCP change in a timely manner. Members will receive a new ID card indicating the new PCP’s name.

GHP Family maintains policies and procedures allowing Members to select or be assigned to a new PCP whenever requested by the recipient when a PCP is terminated from the Network or when a PCP change is required as part of the resolution to a Grievance or Complaint proceeding.

In cases where a PCP has been terminated for reasons other than cause, GHP Family informs
Members assigned to that PCP within thirty (30) days prior to the effective date of the PCPs termination to allow them to select another PCP prior to the PCP’s termination effective date. In cases where a Member fails to select a new PCP, the Member is reassigned to another compatible PCP prior to their previous PCP’s termination date, informing the Member of the change in writing.

Please Note: Upon notification from DHS that a Participating Provider is suspended or terminated from participation in the Medicaid or Medicare Programs, GHP family will immediately act to terminate the provider from participation. Terminations for loss of licensure and criminal convictions must coincide with the MA effective date of the action.

**SPECIALTY CARE PROVIDERS (SCP)**

The PCP is responsible for initiating, coordinating and documenting referrals to Specialty Care Providers (SCPs) within the GHP Family Network. Members may request a second opinion from providers within the Network. If there is not a second provider with the same specialty in the Network, Members may request a second opinion from a provider out of Network at no charge to the Member.

SCPs must coordinate with the PCP when Members need a referral to another provider. Upon request, such records must be shared with the appropriate providers and forwarded at no cost to the Member or other providers. SCPs are responsible for obtaining referrals from referral physicians and bringing referred Members into compliance with medical treatment plans.

Members with a disease or condition that is life threatening, degenerative, or disabling may request a medical evaluation. If evaluation standards are met, Members will receive one of the below:

- A standing referral to a SCP for treatment of their disease or condition. If a Member needs ongoing care from a SCP, GHP Family will authorize, if Medically Necessary, a standing referral to the SCP with clinical expertise in treating the Member’s disease or condition. In these cases, GHP Family may limit the number of visits or the period during which such visits are authorized and may require the SCP to provide the PCP with regular updates on the specialty care provided, as well as all necessary medical information.
- A designated SCP to provide and coordinate both primary and specialty care for the Member. The SCP treating the Member’s disease or condition will serve as the Member’s PCP, coordinating care and making referrals to other SCPs, as needed.

Please refer to Medical Management & Prior Authorizations section of Manual for more information.

**SCP AS PCP**

A Member may qualify to select a SCP to act as PCP if she/he has a disease or condition that is life threatening, degenerative, or disabling The SCP as a PCP must agree to provide or arrange for all primary care, consistent with GHP Family preventive care guidelines, including routine preventive care, and to provide those specialty health care services consistent with the Member’s "special need" in accordance with GHP Family’s standards and within the scope of the specialty training and clinical expertise. To accommodate the full spectrum of care, the SCP as a PCP also must have admitting privileges at a hospital in GHP Family’s Network.

PCPs are responsible for initiating and coordinating referrals of Members for Medically Necessary services beyond the scope of their contract of practice. PCPs and SCPs must monitor the progress of the referred Members’ care and SCPs must see that Members are returned to the PCP’s care as soon as medically appropriate.
**APPOINTMENT STANDARDS**

GHP Family works with providers to outreach to HealthChoices Members concerning appointments for Medically Necessary care, preventive care and scheduled screenings and examinations. Contracted GHP Family providers are responsible to adhere to the appointment availability standards for Members. Providers must monitor the adequacy of their appointment processes and reduce unnecessary emergency room visits.

<table>
<thead>
<tr>
<th>Appointment Type</th>
<th>Member</th>
<th>Provider Type</th>
<th>Appointment Standard(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency</td>
<td>All</td>
<td>PCP</td>
<td>Recipients must be seen immediately or referred to an emergency facility.</td>
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<tr>
<td></td>
<td></td>
<td>SCP</td>
<td>Appointments immediately upon referral.</td>
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<tr>
<td></td>
<td></td>
<td>SCP</td>
<td>Appointments within 24 hours of referral.</td>
</tr>
<tr>
<td>Routine</td>
<td>All</td>
<td>PCP</td>
<td>Appointments must be scheduled within 10 Business Days.</td>
</tr>
<tr>
<td>Specialty</td>
<td>All</td>
<td>SCP:</td>
<td>Appointments must be scheduled within 15 Business Days.</td>
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<td></td>
<td></td>
<td>Dentist</td>
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<td>Orthopedic Surgery</td>
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<td>Pediatric</td>
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<td>Endocrinology</td>
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<td>Pediatric General Surgery</td>
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<td>Pediatric</td>
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<td>Pediatric Infectious Disease</td>
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<td>Pediatric Neurology</td>
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<td>Pediatric Pulmonology</td>
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<td>Pediatric</td>
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<td>Gastroenterology</td>
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<td>Pediatric</td>
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<td>Rheumatology</td>
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<td>Pediatric Hematology</td>
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<td>Pediatric Oncology</td>
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<td>Pediatric Rehab</td>
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<td>Medicine Pediatric</td>
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<td></td>
<td>Urology</td>
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<td>Pediatric Dentistry</td>
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<td>Pediatric Allergy &amp; Immunology</td>
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<td>Pediatric Nephrology</td>
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<td>Pediatric Otolaryngology</td>
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<td></td>
<td>Pediatric Dermatology</td>
<td></td>
</tr>
<tr>
<td>Specialty</td>
<td>All</td>
<td>All Other Specialty</td>
<td>Appointments must be scheduled within 10 Business Days.</td>
</tr>
<tr>
<td>Health Assessment</td>
<td>All</td>
<td>PCP</td>
<td>Appointments must be scheduled within three (3) weeks of enrollment.</td>
</tr>
<tr>
<td>Initial Appointment</td>
<td>HIV/AIDS Recipients</td>
<td>PCP or SCP</td>
<td>Appointments must be scheduled within seven (7) days of enrollment unless the Member is already in an active care with a PCP or SCP.</td>
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<tr>
<td>SSI Recipients</td>
<td>PCP or SCP</td>
<td></td>
<td>Appointments must be scheduled within 45 days of enrollment unless the Member is already in an active care with a PCP or specialist.</td>
</tr>
<tr>
<td>Initial Prenatal Care Appointment</td>
<td>Pregnant Recipients</td>
<td>OB/GYN or Certified Nurse Midwife</td>
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<tr>
<td></td>
<td>First Trimester</td>
<td></td>
<td>Appointments must be scheduled within 10 Business Days of the Member identified as being pregnant.</td>
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<td></td>
<td>Second Trimester</td>
<td></td>
<td>Appointments must be scheduled within five (5) Business Days of Member being identified.</td>
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<tr>
<td></td>
<td>Third Trimester</td>
<td></td>
<td>Appointments must be scheduled within four (4) Business Days of Member identified as being pregnant.</td>
</tr>
<tr>
<td></td>
<td>High Risk Pregnancy</td>
<td></td>
<td>Appointments must be scheduled within 24 hours of identification of high risk or immediately if an emergency exist.</td>
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<tr>
<td>EPSDT Screens</td>
<td>All under the age of 21</td>
<td>PCP</td>
<td>Appointments must be scheduled within 45 days of enrollment unless the child is already under the care of a PCP and current with screens.</td>
</tr>
</tbody>
</table>

GHP Family’s appointment availability standards reflect minimum requirements. GHP Family routinely monitors providers for compliance with these standards. Noncompliance may result in the initiation of a corrective action plan or further corrective actions.

**PCP WAIT TIMES**

Waiting time standards for PCPs require that Members, on average, should not wait at a PCP office for more than thirty (30) minutes for an appointment for routine care. On rare exceptions, if a physician encounters an unanticipated urgent visit or is treating a Member with a difficult medical need, the waiting time may be expanded to one (1) hour. GHP Family monitors compliance with appointment and waiting time standards and works with providers to ensure that these standards are met.

**APPOINTMENT NOTIFICATION AND FOLLOW-UP**

GHP Family requires that PCP’s, Dentists, and Specialists conduct affirmative outreach whenever a Member misses an appointment and to document this in the medical record. Such an effort shall be deemed to be reasonable if it includes three (3) attempts to contact the Member. Such attempts may include, but are not limited to: written attempts, telephone calls, and home visits. At least one (1) such attempt must be a follow up telephone call. Communications with the Member should take the language and literacy capabilities of Members into consideration.
EARLY PERIODIC SCREENING, DIAGNOSIS, AND TREATMENT (EPSDT)

Early Periodic Screening, Diagnosis, and Treatment (EPSDT) services are federally mandated services intended to provide preventive health care to children and young adults (under the age of 21 years) at periodic intervals which are based on the recommendations of the American Academy of Pediatrics (AAP), and the Centers for Disease Control and Prevention (CDC). All PCPs who provide services to Members under age twenty-one (21) are required to provide comprehensive health care, screening and preventive services. GHP Family requires Network PCPs to provide all EPSDT services in compliance with federal and state regulations and periodicity schedules.

EPSDT screens for any new Member under the age of twenty-one (21) must be scheduled within forty-five (45) days from the effective date of Enrollment unless the child is already under the care of a PCP and the child is current with screens and immunizations. Members with suspected developmental delays under the age of five (5) are required to be referred by their PCP through CONNECT [(800) 6927288] for referral for local Early Intervention Program services.

GHP Family will distribute quarterly lists to each PCP that identify Members who have not had an encounter during the first six (6) months of enrollment or Members who have not complied with EPSDT periodicity and immunization schedules for children. PCPs shall be responsible to contact all Members who have not had an Encounter during the previous twelve (12) months or within the MA appointment time frames. These EPSDT Member lists are also available upon request from GHP Family.

Please reference the most recent periodicity guidelines published on the Pennsylvania DHS Web site at: http://www.dhs.pa.gov/.

SCHOOL-BASED HEALTH SERVICES

School-based health services can play a pivotal role in ensuring children receive the health care they need. PCPs are required, with the assistance of GHP Family, to coordinate and/or integrate into the PCP's records any health care services provided by school-based health services. GHP Family's Special Needs Unit can assist PCPs with the coordination of services among the PCP, parents or guardians, and other providers.

SUSPECTED CHILD ABUSE OR NEGLECT

When the County Children and Youth Agency system notifies GHP Family or a Participating Provider suspects a potential case of child neglect and/or abuse of a HealthChoices Member, GHP Family works with the agency and the Participating Providers to ensure that the Member receives timely physical examinations for the abuse or neglect in accordance with the Child Protective Services Law, 23 Pa. C.S. 6301 et seq. and DHS regulations. If a Participating Provider determines that a mental health assessment is needed, the Participating Provider must inform the Member or the County Children Youth Agency representative of how to access mental health services and coordinate access to these services, when necessary. GHP Family’s Special Needs Unit can assist providers as necessary to connect with local county agencies to remain compliant with mandatory reporting requirements.

In addition to conducting physical examinations, providers must proactively report suspected abuse and/or neglect of HealthChoices Members. Participating Providers can report abuse to the DHS’s ChildLine at: (800) 932-0313; TDD: 866-872-1677. ChildLine accepts calls from the public and professional sources 24 hours/day, 7 days/week. The ChildLine provides information, counseling, and referral services for families and children to ensure the safety and well-being of the children of Pennsylvania.

Professionals who have reasonable cause to suspect that a child has been abused are required to file a report. The individual may remain anonymous. Each call to ChildLine is answered by a trained intake specialist who will interview the caller to determine the most appropriate course of action. Actions include forwarding a report to a county agency for investigation as child abuse or general protective services,
forwarding a report directly to law enforcement officials or refer the caller to local social services (such as counseling, financial aid and legal services).

For additional information on how to assist children and families, please visit the Child Welfare Services section of the DHS's Web site http://www.dhs.pa.gov.
REPORTABLE CONDITIONS
In accordance with 28 Pennsylvania Code 27.1 Providers must comply with mandatory reporting requirements for Members with identified communicable diseases. A complete listing of responsibilities and disciplinary actions for failure to comply with said requirements by the Pennsylvania licensing boards can be found at:


A quick summary of the provider responsibilities includes requirements to:

- Report an outbreak within 24 hours in accordance with § 27.4 (relating to reporting cases).
- Report a suspect public health emergency or an unusual occurrence of a disease, infection or condition not listed as reportable in Subchapter B (relating to reporting of diseases, infections, 24 and conditions) or defined as an outbreak, within 24 hours, and in accordance with § 27.4.
- Report any unusual or group expression of illness which the Department designates as a public health emergency within 24 hours, and in accordance with § 27.4.

GHP Family will conduct random chart audits on an annual basis to verify compliance with this requirement. For assistance in contacting the designated local county/municipal health department, please contact the Special Needs Unit.

INFECTION CONTROL MEASURES
GHP Family wants to ensure providers exercise approved and effective infection control practices. The Guide to Infection Control Prevention for Outpatient Settings: Minimum Expectations for Safe Care, produced by the Centers for Disease Prevention can be found at:


RETURN COMMUNICATION
Participating Providers are responsible for providing the Member’s PCP with information pertaining to the Member’s recent episode of care or treatment after each visit or as often as necessary according to federal and/or state laws. PCPs should accurately file written correspondence in the Member’s medical record and review such material to assure coordination of the Member’s care.

GHP Family provides the "Obstetrical Needs Assessment Form" (OBNA) and the "Retinal Evaluation/Examination Form" to applicable Participating Providers. Contact your Provider Account Manager for a supply of these forms.

PCP PRACTICE ACCEPTANCE STATUS AND MEMBER LIMITATIONS
In the event a PCP determines it is necessary to limit their clinical practice to new Health Plan membership because of the PCP practice member capacity, the following conditions are required:

Advanced written notification of a minimum of thirty (30) Business Days prior to effective date of the limitation.

- PCP acknowledges that they will continue to accept all current Health Plan membership and will continue to provide Medical Services to assigned Member(s), regardless of a pre-existing physician-patient relationship.

- PCP acknowledges that changing to “accepting existing patients only” status represents that they will continue to accept all patients who may change to Health Plan coverage and the change will not be published in written Member and/ or provider material until next acceptable printing.
PCP must concurrently establish a limited membership acceptance status with all other managed
care plans with which PCP participates.

REFERRALS
GHP Family has established and maintains a referral process to effectively utilize and manage the care of
Members. GHP Family may require a referral for any health care services, which cannot be provided by
the PCP except where specifically provided for in this manual.

Participating Providers should submit and retrieve referrals through GHP Family’s online referral tool
available at www.ghpfamily.com. Provider Account Managers are available to provide information
regarding the online referral process and applicable setup.

DIRECT ACCESS AND SELF-REFERRAL
The following services do not require a referral from the PCP:

- Vision
- Dental care
- Obstetrical and Gynecological (OB/GYN) services
- Chiropractic services may be accessed in accordance with the process set forth in Medical Assistance
  Bulletin 15-07-01
- Physical therapy services may be accessed in accordance with the amended Physical Therapy Act
  (63 P.S. 1301 et seq.)

Please Note: To be self-referred, the Member must obtain these self-referred services from GHP Family’s
Network.

Family Planning Services do not require Prior Authorization or referral. Members may access
Family Planning Services from any qualified provider. Family Planning Services include, but are not limited
to:

- Health Education
- Counseling necessary to make an informed choice about contraceptive methods
- Pregnancy testing and breast and cervical cancer screening services
- Contraceptive supplies such as oral birth control pills, diaphragms, foams, creams, jellies, condoms
  (male and female), Norplant, injectables, intrauterine devices, and other family planning procedures
- Diagnostic screens, biopsies, cauterizations, cultures, and assessments
- Members have direct access to OB/GYN services and have the right to select their own OB/GYN
  provider; this includes nurse midwives participating in GHP Family’s Network. They can obtain
  maternity and gynecological care without prior approval from a PCP. This includes:
    - Selecting a provider to give an annual well-woman gynecological visit
    - Primary and preventive gynecology care
    - PAP smear and referrals for diagnostic testing related to maternity and gynecological care, and
      Medically Necessary follow-up care
    - Perinatal and Postpartum maternity care
In situations where a new pregnant Member is already receiving care from an out-of-Network OB-GYN SCP at the time of enrollment, the Member may continue to receive services from that SCP throughout the pregnancy and postpartum care related to the delivery.

**SUBSTANCE ABUSE AND BEHAVIORAL HEALTH REFERRALS**
Many behavioral health disorders such as depression, anxiety and substance abuse often occur in Members who present for medical care. PCPs and all non-behavioral health practitioners are encouraged to recommend behavioral health services to Members when deemed appropriate. Substance abuse and behavioral health services are available to all GHP Family Members through the Member’s local county mental health office or that office’s sub-contracted provider. PCP must inform the Member or the County Children and Youth Agency representative how to access these mental health services and coordinate access to these services, when necessary. To refer GHP Family Members for these services, please reference the behavioral health contact information table in the Contact Information section of this manual for county, provider, and contact details. Members may also self refer.

For statewide information visit: [http://pa.networkofcare.org](http://pa.networkofcare.org)

To search for a Community Care Behavioral Health Organization provider visit: [http://www.ccbh.com](http://www.ccbh.com)

**MEDICAL MANAGEMENT & PRIOR AUTHORIZATIONS**

**MEDICAL MANAGEMENT PLAN**
The Medical Management Plan defines and clarifies the structure and function of the Medical Management Department. This document provides a definition of authority and accountability for medical management activities within the organization, articulates the scope and content of the Medical Management program, identifies the roles and responsibilities of individuals involved, and outlines the program evaluation process. A copy of the complete MM Plan can be requested from GHP Family’s Medical Management Department.

**MEDICAL MANAGEMENT STATEMENT**
Participating Providers are reminded that utilization criteria is available upon request. Participating Providers may request a copy of the applicable criteria as part of the utilization decision phone conversation, by fax or U.S. mail, or through discussion with the respective Medical Director. Criteria can be requested in writing from the Medical Management Department at:

Medical Management Department
100 N. Academy Ave.
Danville, Pa 17822-3220.
Phone: (800) 544-3907 or (570) 271-6497 Mon. through Fri., 8 a.m. to 5 p.m.
Fax: (570) 271-5534

**QUALITY MANAGEMENT PLAN**
The Geisinger Health System’s mission is to enhance the quality of life through an integrated health service organization based on balanced patient care, education, research, and community service. GHP Family supports the overall mission of Geisinger Health System. The GHP Family Quality Management (QM) Plan provides the structure and processes for continuously monitoring, analyzing, and improving the clinical care and services provided under GHP Family products to further that mission.

The scope of the QM Plan is comprehensive in nature, allowing for improvement, and is consistent with the DHS’s goals related to access, availability, and quality of care.
A copy of the complete QM Plan can be requested from GHP Family’s Quality Improvement Department.

POPULATION MANAGEMENT PROGRAMS
GHP Family’s Case Management Department offers Population Management Programs for Members across the healthcare continuum including Case Management and Disease Management programs to assist Members with chronic conditions.

GHP Family’s Case Management Department engages patients as part of a collaborative process that assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet an individual’s health needs, using communication and available resources to promote quality and cost-effective outcomes.

GHP’s Family Case Management Department is responsible for the delivery of Case Management/Disease Management programs to Insured Individuals. GHP Family provides the following services and programs:

Case Management
Case Managers work in collaboration with the PCP to manage patients with complex co-morbid conditions. The Case Manager completes a comprehensive assessment and prioritizes the patient’s needs that allow the provider, Member and/or Member representative, and Case Manager to develop a patient centric plan of care and self-management action plan. Post discharge transitions of care are integral to this patient centered model and include medication reconciliation, confirmation that services are in place (i.e., home health and durable medical equipment), and that there is adequate social support in place. Case Managers facilitate a five (5) to seven (7) day follow-up appointment with the PCP as this is essential to the continuity of care.

For advanced illness, case managers will facilitate palliative care, home health and hospice referrals and the Physician Orders for Life-Sustaining Treatment (POLST) form, if appropriate. Contact your Provider Account Manager for a supply of this form. Advanced directives are facilitated for all Members and are discussed further in the Advanced Directives section of this manual.

Heart failure and COPD are progressive conditions that are managed by case managers in collaboration with the PCP/SCP.

Heart Failure
An ongoing combination of education and management that provides patient education and activation, teaching Members the importance of medications, symptom monitoring that includes daily weights and exacerbation management. Diuretic protocols may be implemented as part of the treatment plan that can be initiated by the Member or family, if determined appropriate by the provider. Diet and life-style habits are also part of the education process to improve the management of heart failure. Overall effort is to manage the condition and improve the Member’s quality of life.

Chronic Obstructive Pulmonary Disease (COPD)
The Chronic Obstructive Pulmonary Disease (COPD) Program helps Members with COPD to better manage the condition through the inclusion of pulmonary function testing, education, medication management and symptom monitoring including COPD Rescue Kits, if appropriate, in the treatment plan. Information about tobacco cessation and life-style modification is provided by a Case Manager.

Complement the Care provided by the PCP and/or SCP
Case Managers/Health Managers work with Members and the PCP/SCP to assist Members in the community with chronic health/social problems. The Case Managers/Health Managers also provides
monitoring and education to help Members better manage the following health conditions: The following programs are available for all Members:

**Adult and Pediatric Asthma**
Education is a key factor in the Asthma Care Program. Nurse Case Managers/Health Managers work with Members and their families to help them understand and manage asthma triggers and symptoms and adhere to treatment plans. Case Managers/Health Managers work with Members to educate them about medications, proper use of inhalers, spacers, nebulizers, and peak flow monitoring. The Case Manager/Health Manager collaborates with the PCP/SCP to develop an individualized Asthma Action Plan with the Member.

**Chronic Kidney Disease (CKD)**
The purpose of the CKD program is to improve the coordination of appropriate services with a PCP or nephrologist for Members with kidney disease. Case Managers/Health Managers provide education about the importance of proper nutrition, medications, blood pressure control, and other important health care information.

**Diabetes**
Members in the Diabetes Care Program work with a Case Manager/Health Manager who provides education including pathophysiology, medications, dietary management, exercise and other selfcare strategies that will assist Members in taking control of their diabetes. The Case Managers/Health Managers coordinate services for Members that facilitate standards of care and HEDIS® measures to ensure quality.

**Coronary Artery Disease (CAD)**
Managing risk factors and promoting proper medication management is the focus of the CAD program for Members with heart disease. Cholesterol and blood pressure management are key aspects of the program. Case Managers/Health Managers also provide education about diet and exercise strategies, and work with providers to coordinate recommended therapies.

**Hypertension**
Case Managers/Health Managers assist Members in learning what they can do to control blood pressure and reduce the risk of developing other health problems that can result from poorly controlled blood pressure. Education and optimizing a treatment plan are key to "moving a Member to Goal".

**Osteoporosis**
This program provides education to women and men at risk for osteoporosis, as well as those who have already been diagnosed. Case Managers/Health Managers outline steps to prevent osteoporosis and to reduce the risk of complications. Case Managers/Health Managers work with providers to facilitate Dexa Scans and appropriate therapy with patients, as appropriate.

**Tobacco Cessation (teen and adult)**
In the Tobacco Cessation Program, professional support is provided by Case Managers/Health Managers/Wellness Coaches through phone, group, web-based, or individual coaching. The program goal is to help break the addiction to tobacco products such as cigarettes, pipes and smokeless tobacco, and help Members quit.

**Well on Your Weigh (weight management)**
Designed for both adults and children, the program focuses on developing a healthy lifestyle rather than dieting. Members work with Case Managers/Health Managers/Wellness Coaches to set manageable goals, eat healthy and stay active to control their weight long term.
To refer a Member to a Case Management/Disease Management Program, or to learn more about a specific Case Management/Disease Management Program, Participating Providers should visit GHP Family’s Provider Information Center at www.ghpfamily.com or contact the Case Management Department at (570) 271-8763 or toll free (800) 883-6355, Monday through Friday from 8:00 a.m. to 4:30 p.m.

**DISEASE MANAGEMENT PROGRAM DEVELOPMENT**

Case Management conducts an analysis of the disease under consideration prior to the development of a Case Management/Disease Management program. The following criteria are evaluated:

- Disease prevalence
- Disease complexity
- Potential for reducing complications, improving quality
- Current cost of managing the disease
- Existence of an evidence-based clinical guideline to assist practitioners in the management of the disease
- Value to the Participating Provider, Member and GHP Family if the program is implemented

Case Management leadership determines the need for a specific Case Management/Disease Management program based upon the criteria listed above and submits a proposal to GHP Family’s Medical Management Administrative Committee and Quality Improvement Committee for review and approval. Actively practicing practitioners are participating Members of Case Management/Disease Management teams and assist in the development, implementation, and monitoring of new and established Case Management/Disease Management programs.

**PRACTITIONER PROGRAM CONTENT**

The design of all Case Management/Disease Management programs includes but is not limited to: evidence-based clinical guidelines, Member identification, passive or active enrollment, stratification, interventions based on stratification level, practitioner decision support and evaluation of program effectiveness.

Evidence-based clinical guidelines are a core component of all Disease Management programs. Board certified SCPs and/or PCPs are involved in the review and approval of evidenced-based guidelines.

Clinical guidelines are reviewed every two years or when the appropriate guideline team, GHP Family’s Guideline Committee and the Quality Improvement Committee make recommendations. Identified primary and SCPs are involved in the development and review of new Case Management/Disease Management programs.

GHP Family’s Case Management Department and the accompanying teams are responsible for program content that is consistent with current clinical practice guidelines.

Evidence-based guidelines are posted online at www.ghpfamily.com, and announcements are made in the monthly provider update, to inform practitioners of their availability. Printed copies or electronic PDF files are available upon request for practitioners who do not have Internet access by contacting GHP Family’s Case Management department at (570) 271-8763 or toll free (800) 883-6355, Monday through Friday from 8:00 a.m. to 5:00 p.m.

Identification of Members who benefit from Case Management/Disease Management programs is accomplished through Claims analysis using standard clinical specifications from criteria such as the Health Plan Employer Data & Information Set (HEDIS®). Member identification is also facilitated by direct referrals.
from primary and SCPs, the Member and/or family, and from various GHP Family departments including Medical Management, Customer Service, Appeals, and Quality Improvement.

**ENROLLMENT AND PATIENT PARTICIPATION**

All Members with a disease-specific diagnosis are identified by Claims analysis and/or HEDIS® criteria and mailed a disease-specific informational newsletter. Members are informed of their enrollment in the program and can "opt out" by contacting GHP Family’s Case Management Department.

All enrollees receive disease-specific informational newsletters each year to increase their knowledge of disease self-management. Each newsletter also encourages the Members to become “active” participants in the disease management program(s).

A Member becomes actively enrolled in the appropriate disease management program when the Member contacts GHP Family’s Case Management Department directly, is referred by a Health Care Provider or a GHP Family department, or accepts an invitation extended by GHP Family’s Case Management Department (through disease-specific Member newsletters or direct Member invitation by letter or phone as the result of Claims analysis information).

A Case Manager/Health Manager reviews the referral information and contacts the Member to either schedule an office appointment with the Proven Health Navigator Health/Case Manager or to arrange to routinely communicate with the Member telephonically. After the Member’s verbal and/or written consent for participation is obtained, the Member is actively enrolled in the appropriate program.

**RISK STRATIFICATION**

Case Managers/Health Managers stratify active Members based on clinical criteria according to low, moderate, or high risk. For example, Members enrolled in the Congestive Heart Failure program are stratified according to the American College of Cardiology (ACC). Members with diabetes are stratified using glycosolated hemoglobin (A1c) control and the presence of risk factors.

**INTERVENTIONS**

The degree of intervention is based on the Member’s risk stratification. For example, a Member classified as low risk receives a minimum of one (1) program informational newsletter each year, self-management education, a plan of care, and one or more follow-up office or phone appointments. A Member with a high-risk stratification receives these interventions in addition to more frequent office/phone visits and referrals for necessary specialty or case management services.

**PRACTITIONER DECISION SUPPORT**

The Case Management/Disease Management decision support model includes evidence-based clinical guidelines (previously described), Case Managers/Health Managers, the plan of care, and the Practitioner Quality Feedback Report. The program is designed for actively practicing PCPs.

Case Managers/Health Managers are key to providing collaborative “real time” decision support to PCPs. The Case Manager/Health Manager follow internally developed education Care Paths (Algorithms) that complement the clinical guidelines. The education Care Paths (Algorithms) provide a framework for self-management education, the recommended laboratory/diagnostic studies, and targeted clinical goals.

The plan of care includes information regarding the Member’s self-management of their condition, barriers, special considerations or exceptions, review of medical test results, management of co-morbidities,
collaborative goal-setting and problem-solving, medication review, plans for follow-up, and preventive health monitoring. The plan of care is reviewed and discussed by the PCP and/or SCP and the Case Manager/Health Manager in person, by phone, or through an electronic medical record messaging process.

Additional decision support information is mailed to Participating Providers annually from the Case Management administrative staff in the form of a letter accompanied by the Practitioner Quality Feedback Report.

The involvement of the practitioner is integral in the design of program content for all Case Management/Disease programs. Practitioner participation ensures program content is appropriate for the actively practicing PCP. All PCPs are surveyed annually to elicit feedback regarding the program(s).

**EVALUATION OF PROGRAM EFFECTIVENESS**

Program effectiveness is measured by conducting a pre-and post-analysis of pertinent clinical measures, annual Member/practitioner program satisfaction surveys and pre- and post-comparisons of services utilized by Members in the programs.

**PRACTITIONER’S RIGHTS**

Practitioners who care for Members have the right to:

- Obtain information regarding Case Management/Disease Management programs and services in conjunction with GHP Family as outlined herein; and
- Obtain information regarding the qualifications of the Case Management staff; and
- Obtain information regarding how the Case Management staff facilitates interventions via treatment plans for individual Members; and
- Know how to contact the Case Managers/Health Managers responsible for managing and communicating with their patients; and
- Request the support of the Case Manager/Health Manager to make decisions interactively with Members regarding their health care; and
- Receive courteous and respectful treatment from Case Management staff at all times; and
- File a Complaint when dissatisfied with any component of the Case Management/Health Management programs by contacting the Case Management Department at (570) 271-8763, toll free at (800) 883-6355, or the customer service team at the number listed on your patient’s insurance card.

**PRIOR AUTHORIZATION (PRECERTIFICATION)**

Precertification is GHP Family’s response to information presented relating to a request for specified health care services.

Precertification does not guarantee a Member’s coverage or GHP Family payment.

A Member’s coverage is pursuant to the terms and conditions of coverage set forth in a Member’s applicable benefit document. Please contact the Customer Service Department (CST) at (855) 2271302 for verification of precertification requirements.
A Member is not financially responsible for a Participating Provider’s failure to (i) obtain precertification, or (ii) provide required and accurate information to GHP Family. Copayments are the financial responsibility of the Member, when applicable.

A complete list of services requiring Prior Authorization is available online at www.ghpfamily.com.

PRECERTIFICATION DETERMINATION AND COMMUNICATION PROCESS
Precertification of services may be required and will be performed by GHP Family Medical Management staff, or through delegated vendor relationships. Delegated vendors may review services such as, but not be limited to, radiology, and non-emergent ambulance transportation.

Precertification staff, which includes appropriate practitioner reviewers, utilizes nationally recognized medical guidelines as well as internally developed medical benefit policies, individual assessment of the Member, and other resources to guide precertification, Concurrent Review, and Retrospective Review processes in accordance with the Member’s eligibility and benefits.

Upon submission of required information, the precertification staff will provide the Member, the Member’s PCP, and the prescribing provider with notification of the determination of coverage as expeditiously as the Member’s health condition requires, or at least orally, within two (2) Business Days of receiving the request, unless additional information is needed. If no additional information is needed, GHP Family will mail written notice of the decision to the Member, the Member’s PCP, and the prescribing provider within two (2) Business Days after the decision is made.

If additional information is needed to decide, GHP Family will request such information from the appropriate provider within forty-eight (48) hours of receiving the request and allow fourteen (14) days for the provider to submit the additional information. If GHP Family requests additional information, GHP Family will notify the Member on the date the additional information is requested, using the Request for Additional Information Letter template supplied by the Department. If the requested information is provided within fourteen (14) days, GHP Family will make the decision to approve or deny the service, and notify the Member orally, within two (2) Business Days of receipt of the additional information. GHP Family will mail written notice of the decision to the Member, the Member’s PCP, and the prescribing provider within two (2) Business Days after the decision is made. If the requested information is not received within fourteen (14) days, the decision to approve or deny the service will be made based upon the available information and the Member will be notified orally within two (2) Business Days after the additional information was to have been received. GHP Family will mail a written notice of the decision to the Member, the Member’s PCP, and the prescribing provider within two (2) Business Days after the decision is made. In all cases, the decision to approve or deny a covered service or item will be made and the Member must receive written notification of the decision no later than twenty-one (21) days from the date GHP Family receives the request, or the service or item is automatically approved.

When Precertification results in a denial of services, as defined in this manual’s Glossary, GHP Family will issue a written notice of denial to the Member, and copy the Participating Provider, using the appropriate notice which includes the Member’s appeal rights. In addition, the notice will be available in accessible formats for individuals with visual impairments and for persons with limited English proficiency.

CONCURRENT REVIEW DETERMINATION AND COMMUNICATION PROCESS
As it relates to urgent Concurrent Review approvals, GHP Family has a process with Participating Providers that, once approval has been given it remains in effect until GHP Family notifies the provider otherwise. This means that as Concurrent Review of care is ongoing and the case continues to meet criteria for approval, GHP Family does not provide repeated notices of approval.
When Concurrent Review results in a denial of services, as defined in this manual’s Glossary, GHP Family will issue a written notice of denial to the Member, and copy the Participating Provider, using the appropriate notice which includes the Member’s appeal rights. In addition, the notice will be available in accessible formats for individuals with visual impairments and for persons with limited English proficiency.

Participating Providers are verbally notified of any pending medical review denial(s) and are offered the opportunity to discuss pending adverse decision(s) directly with an appropriate practitioner reviewer making the initial determination, or reviewer available at a time convenient for the Participating Provider. The Participating Provider’s request to discuss the pending determination is required to occur within one (1) Business Day of GHP Family’s pending verbal denial notification to meet stringent regulatory timelines for the generation of denial notices. The Participating Provider can supply additional supportive information for discussion.

Please note: The Member only bears potential copay liability for a given service. Depending on whether the Member exercises their appeal rights and the timeframe in which the Member does so, the Member may bear potential payment for a given service only if the Member decides to receive a service after having been informed before receiving the service that the Member will be liable to pay for the service.

Medical Management’s IVR system is available 24 hours/day, 7 days/week at (800) 544-3907 or (570) 271-6497. Participating Providers may call this number to request precertification or to leave a message for the Medical Management staff. For a listing of delegated vendors, please contact the customer service number on the back of the Member’s identification card.

**AUTHORIZATION REQUIRED FOR PAYMENT**

Any service, with or without an authorization, rendered by a Participating Provider and determined to be clinically inappropriate by the Medical Director will be paid at an appropriate alternate level of care or payment will be denied completely. Medical Director determinations are in accordance with individual Member’s needs, characteristics of the local delivery system, applicable medical criteria and clinical expertise. At the time of a claim payment denial, the Participating Provider is verbally notified of the option to speak with a Medical Director regarding such payment denial. The Provider Appeal process is also available to Participating Providers for claims payment issues.

**MEDICAL BENEFIT POLICIES**

A medical policy is the written description of GHP Family’s position concerning the use or application of a biologic, device, pharmaceutical, or procedure, based on any or all of the following: Regulatory guidelines, clinical practice guidelines, nationally accepted standards, and the findings and conclusions drawn from a complete Technology Assessment (TA). Additionally, a medical policy is an informational resource that establishes the Medical Necessity criteria for the biologic, device, pharmaceutical, or procedure. It also functions as an informational resource by describing any special requirements for Claims processing.

New and revised medical benefit policies, which include services deemed to require precertification, are communicated in the monthly provider update newsletter. The monthly provider update is accessible on the GHP plan central page on NaviNet. A hard copy may be obtained from your Provider Account Manager. A minimum of thirty (30) days advance notice is provided regarding those services, which have been added to GHP Family’s precertification list. For a current listing refer to the GHP Family web site at www.GHPfamily.com.

Participating Providers with questions about the above medical policies can contact the Medical Management Department at the number listed below:

Phone: (800) 544-3907 or (570) 271-6497, Monday through Friday 8:00 a.m. to 4:30 p.m.
VERIFICATION OF ELIGIBILITY AND BENEFIT LIMIT

Prior to coordinating health care services, a Member’s eligibility and benefits should always be verified through the online Provider Service Center at www.ghpfamily.com (registration required; contact your Provider Account Manager to register) or by contacting the DHS Eligibility Verification System (EVS) at (800) 766-5EVS (5387), or by calling the applicable Customer Service Team. Providers, acting upon a referral from the Member’s PCP, should contact the GHP Family Customer Service Team at (855) 227-1302 to verify eligibility and benefits.

Except in an Emergency or as otherwise permitted in accordance with the terms and conditions of coverage set forth in a Member’s benefit document, all healthcare services for a Member must be provided by and rendered in a Participating Provider or must be approved in advance by the GHP Family Medical Director.

INPATIENT HOSPITALIZATION

Requests for precertification of a planned inpatient hospital admission are the responsibility of the admitting Participating Provider.

Requesting Precertification

Prior to a planned inpatient admission to a hospital provider, the admitting Participating Provider is responsible for initiating precertification by contacting the Medical Management Department anytime by faxing the requested information to the number below.

GHP Family Medical Management Department Fax: (570) 271-5534

Hospitals should verify authorization has occurred by contacting either the admitting Participating Provider or by calling GHP Family’s Medical Management Department at (800) 544-3907 or (570) 271-6497.

Inpatient admissions excluded from precertification:

- Emergency and/or Urgent Care inpatient admissions, which may be an (i) admission from an emergency room that results in a direct admission, (ii) a direct admission from an ambulatory surgery center or (iii) an admission directly from a physician’s office.

- An inpatient admission to a hospital provider where GHP Family is secondary to another payer who requires precertification and authorization has been obtained from the primary carrier. However, notification for Concurrent Review is required.

- A full-term pregnancy with intent to deliver, either vaginal or cesarean section. Please note: Inpatient hospital admissions unrelated to the course of pregnancy may require precertification.

- A transfer from one hospital Participating Provider to another hospital Participating Provider where the first inpatient admission was precertified and/or followed by GHP Family Concurrent Review and has been determined appropriate for an acute inpatient level of care.

- Retrieval of a Member from a non-participating facility to a Participating Facility through GHP Family’s out-of-Network retrieval process. Transfer may only occur at such time when the Member’s condition has
stabilized, and the Member can be transported safely to a Participating Facility without suffering detrimental consequences or aggravating the Member’s condition.

- Observation services furnished by a hospital provider in an outpatient setting that include the use of a bed and periodic monitoring by a hospital provider’s nursing or other staff and does not exceed a maximum of twenty-three (23) hours in duration.

**Planned Inpatient Admission**
GHP will only require prior authorization for planned hospital admissions under the following circumstances:

- If any provider involved in a GHP patient’s care is considered a non-participating provider with that patient’s plan
- If the procedure being performed is an outpatient procedure, but the provider requests an acute inpatient level of care
- If a GHP patient is being admitted to an acute inpatient rehabilitation or skilled nursing facility
- If the procedure being performed is a non-covered service under the GHP patient’s plan
- If the procedure being performed is a covered service designated as requiring prior authorization on GHP’s prior authorization list

If any of the exceptions listed above hold true, prior authorization is required no less than two (2) business days prior to the planned date of admission.

The GHP prior authorization list and inpatient prior authorization forms are available online through the GHP plan central page on [NaviNet](#):

- For the prior authorization list, check under Resources on the right navigation bar.
- For inpatient authorization and notification forms, look under the Forms section on the left side of your screen. Click more under Medical prior authorization forms & information and choose inpatient.

**Observation Services**
Precertification is required for observation services expected to exceed twenty-three (23) hours.

**Information Required when Requesting Precertification**
The following information should be readily available when the admitting Participating Provider initiates the request for precertification:

- Requestor name and contact information
- Member name, date of birth, and ID number
- Name of the admitting Physician
- Admitting Physician’s Fax Number
- Admitting facility name
- Admission date (not to exceed 30 days from the date of request)
- Diagnosis and associated diagnosis codes
- Procedure and associated procedure codes
- Any additional/supportive information
**Concurrent Review**
Participating Providers are required to initiate Concurrent Review with the Medical Management Department within one (1) Business Day of any inpatient admission (planned or unplanned). This information can be submitted via fax to (570) 271-5534 or by emailing the information to GHP.MM.AUTH@thehealthplan.com. Each inpatient admission is subject to the Concurrent Review process, including instances where a case rate/MS-DRG may apply.

During Concurrent Review, a determination of continued coverage and a subsequent assigned Concurrent Review date will be provided by the Medical Management Department staff.

Information required from hospital providers to conduct Concurrent Review:

- Date and time
- Authorization number
- Member name, date of birth, and ID number
- Admitting facility and admitting Physician
- Date of admission and admission diagnosis
- Reviewer’s name and contact information
- Abnormal vital signs
- Abnormal lab results including cultures
- Imaging results including CXR, CT, MRI/MRA
- Current Orders/Plans/Management
- Any unplanned surgeries, complications, etc.
- Anticipated length of stay
- Discharge plans/needs
- Needed outpatient referrals

**Newborn Notification**
Information required from hospital providers to give notice of new births:

- **Mother’s information**
  - Mother’s name, Member ID number, date of birth and contact information
  - Facility name
  - Reviewer’s name and contact information
  - Date of admission
  - Date of Discharge
  - Diagnosis (vaginal or c-section delivery)
  - Attending physician

- **Baby’s information:**
  - Mother’s name and Member ID number
  - Baby’s name, sex, and date of birth
  - Baby’s weight and Apgar score
  - Discharge/NICU/Detained
  - Attending physician
  - Baby’s primary care physician (if known)
Preferred Modes of Data Submission to GHP Family Medical Management

- **Electronic Medical Record (EMR)** – If your office or facility has EMR capability and would like to coordinate precertification and Concurrent Review with GHP Family using EMR, please contact your assigned GHP Family Medical Management Reviewer. *Please note: Do not send the entire chart.* Only send the applicable information such as admission history and physical, pertinent lab and test information, physician progress notes, etc.

- **E-mail** – Send a brief email containing only pertinent information to GHP_MM_AUTH@geisinger.edu. In the subject line of the email, please identify your submission as one of the following:
  - Inpatient Planned Precertification
  - Inpatient Admission Notification
  - Concurrent Review
  - Newborn Notification

- **Facility Specific Forms** – If your facility currently uses a form that captures the required data, GHP Medical Management will accept these forms via fax at (570) 271-5534 or email at GHP_MM_AUTH@geisinger.edu.

Please note: GHP Family Medical Management staff is available to assist with discharge planning, especially for complex or hard to place Members.

**INPATIENT REHABILITATION ADMISSIONS**

Request for precertification of an inpatient rehabilitation admission is the responsibility of the admitting Participating Provider.

Please note: Precertification is not required when GHP Family is secondary to another payer who requires precertification and authorization has been obtained from the primary carrier. However, Concurrent Review is required. Copayments are the financial responsibility of the Member, when applicable. This may be a limited benefit.

**Requesting Precertification**

Inpatient rehabilitation admissions are required to be precertified no less than two (2) Business Days prior to the planned date of admission.

Submit the Inpatient Rehabilitation Precert Worksheet via fax to (570) 271-5534. The Inpatient Rehabilitation Precert Worksheet is available online at www.ghpfamily.com or by calling the Medical Management Department at (800) 544-3907.

GHP Family will only accept the Inpatient Rehabilitation Precert Worksheet as appropriate fax precertification request documentation. Utilization of the Inpatient Rehabilitation Precert Worksheet will ensure GHP Family receives all applicable information. No other forms or alternative fax processes will be accepted unless mutually agreed upon by GHP Family in advance.

The Inpatient Rehabilitation Precert Worksheet must be legible and all areas applicable to the admission must be completed. GHP Family will be unable to accurately process incomplete or illegible worksheets, which may result in unnecessary denials.
Participating Providers are required to notify GHP Family within one (1) Business Day of an inpatient rehabilitation admission that occurred during non-business hours utilizing the fax process listed above. The Medical Management Department will complete a clinical review and authorize or deny the admission retrospectively pursuant to the Member’s condition at the time of the admission.

**Concurrent Review**

Participating Providers are required to contact the Medical Management Department within one (1) Business Day of any inpatient rehabilitation admission at (800) 544-3907 to verify admission and establish the next review date. Each rehabilitation admission is subject to the Concurrent Review process.

During Concurrent Review a determination of continued coverage and a subsequent assigned Concurrent Review date will be provided by the Medical Management Department staff. The following information will be discussed during the initial Concurrent Review:

- current inpatient care needs
- plan of care
- overall goals and anticipated length of stay (if known)
- discharge planning

**SKILLED LEVEL OF CARE ADMISSIONS**

**Requesting Precertification**

SNF or hospital Participating Providers accepting skilled admissions are responsible for requesting precertification by contacting the Medical Management Department anytime by faxing pertinent clinical information to the fax number below. **Please note:** Only fax the pertinent information; **do not fax an entire chart.**

GHP Family Medical Management Department Fax: (570) 271-5534

Precertification must be requested no less than two (2) Business Days prior to admission unless the Member is being admitted from the Emergency Department or home. Requests received after 3 p.m. may be pended to the next Business Day. **Please note:**

- A three (3) day hospital stay is not required by GHP Family prior to a skilled admission.
- Specialty consultative, surgical, and evaluation/management services provided in the skilled or Intermediate level of Care setting do not require an Outpatient Referral Form to be issued by a Member’s PCP.
- Precertification is also required when GHP Family is not the Member’s primary insurance coverage.
- Copayments are the financial responsibility of the Member, when applicable.

SNF or hospital providers are required to notify GHP Family within one (1) Business Day of a skilled level of care admission that occurred during non-business hours (Monday through Friday 4:30 p.m. to 8:00 a.m., or on a weekend or Holiday (New Year’s Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day).

The Medical Management Department will complete a clinical review and authorize or deny the admission retrospectively pursuant to the Member’s condition at the time of admission. If the admission is denied, GHP Family will send the Member the appropriate denial notice with appeal rights information in the required timeframes; a copy will be sent to the requesting Participating Provider.
GHP Family is responsible for payment for up to thirty (30) days of nursing home care (including hospital reserve or bed hold days) and for notifying the Department in accordance with the Department’s disenrollment guidelines if a Member is admitted to a Nursing Facility. FFS is financially responsible for nursing home care effective on the 31st day following admission to the Nursing Facility.

Information Required when Requesting Precertification
The information below should be readily available when the accepting SNF or hospital provider initiates the request for precertification:

Demographics: Member’s name, GHP Family identification number, admission date, admitting Participating Provider’s full name, SNF or hospital provider and Member’s PCP, with requestor’s name, fax number and telephone number.

Reason for Admission: objective, subjective findings, and Member’s primary diagnosis.
Clinical Findings: current functional status and rehabilitative therapy evaluations or recommendations (if known).

Area Agencies on Aging (AAA)/OPTIONS Assessment and Pre-admission Screening.
Previous Clinical Findings: level of functioning and anticipated disposition (if known). Anticipated plan of care.

Concurrent Review of a Skilled Admission

Initial Concurrent Review: SNF or hospital providers are required to initiate Concurrent Review with the Medical Management Department staff within two (2) Business Days of the skilled admission. All skilled admissions will be subject to the Concurrent Review process, including SNF admissions where GHP Family is not the Member’s primary insurance coverage, as well as a Member who transfers from one SNF or hospital provider to another SNF or hospital provider. During Concurrent Review, a determination for continued coverage at the appropriate level of care and a subsequent assigned Concurrent Review date will be provided by the Medical Management Department staff.
The following Member information will be discussed during the initial Concurrent Review:

- Verification of admission date and attending physician.
- Current skilled needs to include skilled nursing and/or therapies.
- Rehabilitative therapy evaluations and plan of care (if appropriate), and
- Overall goals and anticipated length of stay (if known).

Subsequent Concurrent Review: Subsequent Concurrent Review is required to occur telephonically or by fax with the assigned Medical Management Department staff.
The following Member information will be discussed during each subsequent Concurrent Review:

- Skilled nursing or therapy updates including quantitative progress toward goals (nursing notes, therapy notes or logs may be requested by the Medical Management Department staff).
- A plan of care with anticipated disposition and estimated length of stay.

- The Medical Management Department staff will authorize continued coverage as deemed Medically Necessary, confirm level of care and establish the date for next review.

- Preferred Modes of Data Submission to GHP Family Medical Management
• **Electronic Medical Record (EMR)** – If your office or facility has EMR capability and would like to coordinate precertification and Concurrent Review with GHP Family using EMR, please contact your assigned GHP Family Medical Management Reviewer. *Please note:* Do not send the entire chart. Only send the applicable information such as admission history and physical, pertinent lab and test information, physician progress notes, etc.

• **E-mail** – Send a brief email containing only pertinent information to GHP_MM_AUTH@geisinger.edu. In the subject line of the email, please identify your submission as one of the following:
  - Inpatient Planned Precertification
  - Inpatient Admission Notification
  - Concurrent Review
  - Newborn Notification

• **Facility Specific Forms** – If your facility currently uses a form that captures the required data, GHP Medical Management will accept these forms via fax at (570) 271-5534 or email at GHP_MM_AUTH@geisinger.edu.

**PCP Management**
Members admitted to a SNF or hospital provider under a skilled or intermediate level of care do not require an Outpatient Referral Form for services rendered in the facility setting, however, for services required outside the skilled or intermediate care setting an Outpatient Referral Form issued by a Member’s PCP is required.

**SNF Services Requiring Coordination**

• **Hospice Election**: The SNF or hospital provider is required to notify GHP Family’s Home Health/Hospice Management Department at (877) 466-3001 immediately upon a Member’s decision to invoke their hospice benefit. Notification should also be made to GHP Family’s Medical Management Department at (800) 544-3907.

• **Personal Care Facility**: GHP Family does not consider a Personal Care Facility (PCF) an institutionalized facility, regardless of a PCF’s affiliation with a SNF or hospital provider. A PCF is considered an alternative to home living. Excluding Emergency Services and Direct Access Services, Members residing in a PCF require an Outpatient Referral Form issued by the Member’s PCP for Specialty consultative, evaluation and management and surgical services.

• **Infusion Therapy Services**: Participating Providers are encouraged to refer to their Agreement for specific information regarding the reimbursement inclusions/exclusions for infusion therapy services. Questions regarding infusion therapy services should be reviewed during the Concurrent Review process with the Medical Management Department.

• **Mental Health and Substance Abuse Services**: Participating Providers may assist Members in obtaining authorization and coordinating mental health and substance abuse services. Refer to the reverse side of the Member’s Identification Card for the applicable mental health and substance abuse vendor’s name and telephone number or contact the applicable Customer Service Team for further assistance.
• **Laboratory/Pathology Services:** All laboratory/pathology specimens for Members admitted to a SNF/hospital under any level of care must be forwarded to a Participating Provider for analysis.

• **Home Phlebotomy Services:** Home phlebotomy services for Members residing in a PCF who meet homebound criteria must be coordinated through the Home Health/Hospice Management Department. Please refer to the portion of this section titled “Home Health and Home Phlebotomy Services” for specific information.

• **Radiology Services:** All radiology and mobile radiology services, excluding routine chest x-rays, for Members admitted to a SNF must be coordinated with a radiology Participating Provider. A complete listing of radiology Participating Providers can be located at www.ghpfamily.com.

A Participating Provider rendering outpatient physical, occupational and speech therapy services should refer to the section of this Manual titled “Outpatient Physical, Occupational and Speech Therapy Services” for specific instruction regarding GHP Family’s policy and procedure for coordinating outpatient rehabilitative therapy services.

Precertification of outpatient physical, occupational and speech therapy services is the responsibility of the rehabilitative Participating Provider (or designee) rendering the service.

SNF or hospital providers who do not have an Agreement to provide outpatient physical, occupational and speech therapy services must ensure such services are arranged with an outpatient rehabilitative therapy Participating Provider. A listing of outpatient rehabilitative therapy Participating Providers can be in the current Provider List or at www.ghpfamily.com.

**Notification of a Non-Skilled Admission**

Prior to a non-skilled admission and again upon discharge of a Member, SNF or hospital provider accepting the admission is required to notify the Medical Management Department. Failure to notify GHP Family of a non-skilled admission or discharge may reflect non-compliant behavior and result in GHP Family administrative action.

**HOME HEALTH/HOSPICE, HOME INFUSION AND HOME PHLEBOTOMY SERVICES**

Referrals for home health/hospice services and/or home phlebotomy services are the sole responsibility of the rendering home health/ hospice Provider or home phlebotomy Participating Provider.

Please note:

- Certain Home Infusion services may require precertification. Providers should contact VITALine Pharmacy Services at (800) 527-6249 or fax a Referral to (570) 271-5843.
- Precertification/Referral is also required when GHP Family is not the Member’s primary insurance coverage.
- Copayments are the financial responsibility of the Member, when applicable.

**Home Health/Hospice Services Referral Process**

When a Member requires home care services, a Participating Provider should issue a written or verbal order to the applicable home care services Participating Provider. Home health/hospice providers utilize a referral process to initiate the request for additional visits within one (1) Business Day of completion of the admission assessment.

The mechanism utilized by the home health/hospice provider when initiating a referral to the
The Medical Management Department’s Home Health/Hospice Management Department is the Home Health/Hospice Management Department Referral Form. Home phlebotomy Participating Providers should utilize a mutually agreeable form approved by the Home Health/Hospice Management Department when initiating a referral.

The Medical Management Department’s Home Health/Hospice Management Department requires notice of election, revocation, transfer, or death. Standard CMS or provider forms will be accepted.

**Hospice Election and Notice**

When a Member elects hospice services, the hospice must complete an election notice. In addition, the hospice must complete a change form when the election is for a patient who has changed an election from one hospice to another. The hospice provider is responsible for submitting all hospice forms to GHP Family.

When hospice coverage is elected, the beneficiary waives all rights to standard coverage payments for services that are related to the treatment and management of his/her terminal illness during any period his/her hospice benefit election is in force, except for professional services of an attending physician, which may include a nurse practitioner.

To be covered, hospice services must be reasonable and necessary for the palliation or management of the terminal illness and related conditions. The individual must elect hospice care and; a certification that the individual is terminally ill must be completed by the patient’s attending physician (if there is one), and the Medical Director. Nurse practitioners serving as the attending physician may not certify or re-certify the terminal illness. A plan of care must be established before services are provided. To be covered, services must be consistent with the plan of care.

Certification of terminal illness is based on the physician’s or medical director’s clinical judgment regarding the normal course of an individual’s illness. It should be noted that predicting life expectancy is not always exact.

**Completing the Home Health/Hospice Management Department Referral Form**

The applicable forms are required to be completed in their entirety and must be submitted prior to rendering services and no later than within one (1) Business Day of completion of the admission assessment. Referrals should be submitted by facsimile to:

GHP Family Medical Management Department Home Health/Hospice Management Team
Phone: (877) 466-3001 or (570) 271-5506 Monday through Friday 8:00 a.m. to 4:30 p.m.
Fax: (570) 271-5507

**Medical Management Department Home Health/Hospice Management Determination**

The Medical Management Department’s Home Health/Hospice Management Team will typically return processed referral forms to the applicable home care services Participating Provider within one (1) Business Day of receipt of the referral request. In the event additional clinical information or Medical Director review is required to make a determination, the timeframe may be extended. If this occurs, the Medical Management Department will provide verbal or written update to the requesting applicable home care services Participating Provider.

Questions regarding an extension of an existing authorization may be directed to the Home Health/Hospice Management Department.
**Concurrent Review Process**

Concurrent Review is required on all home health services. The home health provider is required to contact the Medical Management Department’s Home Health/Hospice Management Team to provide clinical information including a Member’s treatment plan. Based on Concurrent Review, a determination of continued coverage will be provided by the Home Health/Hospice Management Department.

Home phlebotomy services are discontinued when concurrent home health services end unless unique circumstances warrant continued consideration for coverage.

Medical Management Department’s Home Health/Hospice Management Team utilizes nationally recognized guidelines as well as internal medical benefit policies, and other resources to guide Concurrent Review and Retrospective Review processes in accordance with the Member’s applicable benefit document and eligibility.

**Discharge Notification of Home Health and Hospice Services Ending**

As designated by the Medical Management Department’s Home Health/Hospice Management Team, the home health/hospice provider will provide verbal or written periodic progress reports to the Home Health/Hospice Management Department for each Member under the home health/hospice provider’s care. To provide continuity of care, the Home Health/Hospice Management Department requires a discharge notification via fax or phone to the Medical Management Department’s Home Health/Hospice Management Team within one week of discharge.

**Hospice Admission Criteria**

- Hospice eligibility is determined after the referring physician verifies that Member’s life expectancy is less than six (6) months.
- Member chooses to accept hospice.
- Hospice services are provided by a hospice provider.
- Acknowledgment that Member understands hospice services, as outlined in the Hospice Election Form.
- Regular GHP Family benefits are waived for care related to the terminal illness diagnosis.
- Member agrees to palliative care treatment.

**Hospice Discharge**

The hospice provider will discharge any Member from the hospice program, who, as determined by the hospice Medical Director and hospice provider, no longer meets the hospice admission criteria.

**Hospice Forms Description**

Hospice form(s) are required to be submitted to the Home Health/Hospice Management Department by fax at (570) 271-5507.

**Programs Available through Medical Management Department’s Home Health/Hospice Management Team**

The Medical Management Department’s Home Health/Hospice Management Team has established the following programs to effectively serve specific populations of Members.

- **Postpartum Early Discharge Home Care:** The Home Health/Hospice Management Department has established specific guidelines for approval of home health services for mothers and infants discharged from the hospital less than forty-eight (48) hours after a vaginal delivery or less than ninety-six (96) hours after a cesarean section. Time limits of covered services are in accordance with regulatory requirements. Infants requiring follow-up care for elevated bilirubin levels are eligible for home health Services provided home phototherapy is being utilized.
Please note: Home phototherapy should be arranged through a DME Participating Provider. Coverage is subject to medical necessity.

- **Orthopedic Joint Recovery:** The Medical Management Department’s Home Health/Hospice Management Team has implemented a program for Members undergoing elective joint replacement surgery (i.e., hip, knee). Upon a scheduled operative date, a home health visit may be ordered by a Participating Provider to enroll the Member in the joint-recovery home program. One (1) physical therapy home visit is scheduled within seven (7) to fourteen (14) days preoperatively to educate a Member about pain management and exercises, as well as conduct a home safety evaluation. The visit documentation should be faxed as directed within one Business Day of the pre-operative visit so that it can be utilized for discharge planning. Following the surgery and upon discharge to home, the rendering agency would resume home health services. The Home Health/Hospice Management Department Community Case Manager will coordinate home health services with the same Participating Provider. Additional home health services will be tailored to the Member's individual needs.

- **Home Management of Deep Vein Thrombosis (DVT):** Through new technology and pharmaceutical alternatives to IV anticoagulation, Members can be instructed in subcutaneous home administration of low molecular weight heparin products. After a first dose administration in a controlled setting, such as the physician office, care can be coordinated for home drug delivery. Education on self-administration will be conducted by a registered nurse from a home health provider.

For more information about the above listed programs or to make recommendations for a new program(s), please contact the Home Health/Hospice Management Department at (877) 466-3001 or (570) 271-5506.

**DURABLE MEDICAL EQUIPMENT (DME)**

Precertification and Concurrent Review for outpatient DME services are the sole responsibility of the rendering DME Participating Provider. DME Participating Providers are required to submit the applicable precertification forms to the Medical Management Department’s DME Management Department when all documentation required by traditional Medicare can be provided with the request. This includes urgent DME requests (i.e., oxygen) received during the DME Management Department’s non-business hours. A coverage decision provided by the DME Management Department is required in advance of release, delivery or purchase of DME, except in the case of after-hours or weekend urgent DME requests (i.e., oxygen). Items delivered prior to determination of coverage by GHP Family require clear and detailed advance notice of potential cost with signature of insured. No reimbursement will be provided for delivery of purchased items without such advance notice and signature.

Please note:
- Precertification is also required when GHP Family is not the Member’s primary insurance coverage.
- Prosthetic and orthotic devices are not considered DME and do not require precertification. Copayments are the financial responsibility of the Member, when applicable.

When a Member requires outpatient DME, a Participating Provider should issue a verbal or written order to a DME Participating Provider that includes the following:

- Member Demographics: Member’s name, primary residence address, telephone number, and GHP Family identification number.
- Requested DME service/item.
- Clinical Findings: Diagnosis and applicable diagnosis code.
• Prescribing or ordering Participating Provider name and telephone number.
• Anticipated duration of DME need.
• Additional clinical information to support request for DME.

DME Participating Providers can be found on www.ghpfamily.com. Participating Providers with questions related to outpatient DME authorization or precertification may contact the GHP Family Medical Management Department at the following:

GHP Family Medical Management Department
Monday through Friday, 8:00 a.m. to 4:30 p.m.
Phone: (866) 248-1972 or (570) 271-7127
Fax: (570) 271-7171

Consignment DME
Consignment DME provided by a non-branch location (i.e., physician office stocked with DME by a DME Participating Provider) are limited to those approved in advance by the Medical Management Department. No purchased items with value greater than $100 can be provided on a consignment basis. The scheduled delivery date should be the dispense date appearing on the applicable precertification form(s).

Consignment DME provided by a non-branch location is required to be submitted for Retrospective Review within thirty (30) days of issuance utilizing the applicable precertification form(s). The form must be clearly marked to show “consignment” with clear indication of the date equipment was provided to the Member. Misrepresentation of issue date will result in denial of payment and the Member will not be held liable for payment in these circumstances.

Completing Medical Management Department DME Management Department Precertification Form
All Medical Management Department’s DME Management Department precertification forms are required to be completed and submitted within one (1) Business Day of receipt of the written or verbal order issued by a provider, via facsimile to the Medical Management Department at (570) 271-7171. Required fields are marked with an asterisk (*).

Precertification Form 1: General Request for DME: This form is required to be completed and submitted for each initial precertification request for outpatient DME.

Precertification Form 2: Oxygen/Continuous Positive Airway Pressure (CPAP) Device Request: Upon DME Participating Provider’s receipt of a written or verbal order issued by a provider for oxygen or CPAP, both the General Request Precertification Form 1, as well as the Oxygen/CPAP Prescription Precertification Form 2 is required to be completed in their entirety. Both precertification forms are required to be submitted by facsimile to the DME Management Department within one (1) Business Day of receipt of the written or verbal order issued by a provider.

CPAP units must be dispensed with two (2) smart cards. Payment will be denied if this requirement is not met. Patient education material provided by the DME Management Department should be included with every oxygen and CPAP delivery.

Precertification Form 3: Respiratory Assist Device: Upon DME Participating Provider’s receipt of a written or verbal order issued by a Participating Provider for respiratory assistance device(s) both the General Request Precertification Form 1, as well as the Respiratory Assist Device Precertification Form 3, is required to complete in their entirety.
Both precertification forms are required to be submitted by facsimile to the DME Management Department within one (1) Business Day of receipt of the written or verbal order issued by a provider.

**Precertification Form 4: Multiple HCPCS Code:** In the event a DME Participating Provider is initiating a request for precertification which has more than four (4) requested DME services, both the General Request Precertification Form 1, as well as the multiple HCPCS Code Form 4, is required to be completed in its entirety.

Both precertification forms are required to be submitted by facsimile to the DME Management Department within one (1) Business Day of receipt of the written or verbal order issued by a provider.

**Medical Management Department DME Determination**

The Medical Management Department will return an authorization report to the DME Participating Provider within two Business Days of receipt of the precertification request. In the event additional clinical information or Medical Director review is required to make the determination, the Medical Management Department will request necessary information from the DME Participating Provider within forty-eight (48) hours of receiving the request and will allow fourteen (14) days for the DME Participating Provider to submit the additional information.

GHP Family will notify the Member of this request for additional information using the Department’s notification template. Medical Management Department review will not exceed twenty-one (21) days. The Medical Management Department will provide a verbal and written determination to the Member and the requesting DME Participating Provider. If the request is denied, GHP Family will send the Member the appropriate denial notice with appeal rights information in the required timeframes; a copy will be sent to the requesting provider. The authorization report will be returned and include the following: 1) DME by HCPCS code and modifier specificity and 2) quantity of DME and 3) authorized date range of DME, if applicable. For items that are provided on a recurring basis, including but not limited to DME accessories or ostomy and urological supplies, the general rule is that providers may dispense no more than a three (3) month supply at any one time. Surgical dressings may be dispensed only one month at a time; less in the early or late course of treatment when needs may change based on an improving or worsening condition or the type of the supply may be expected to change.

Please note: Questions regarding an authorization may be directed to the Medical Management Department. Participating Providers must contact the Medical Management Department via phone if they have not received a response within two (2) Business Days, to confirm that the precertification form was received. An interactive voice recording (IVR) is in place to accept these calls.

**Form 6: Request to Modify Previously Authorized Outpatient DME.** In the event a DME Participating Provider requests a modification of an existing Medical Management Department determination, a completed Change Form is required and should be submitted to the Medical Management Department by facsimile. A Change Form may be completed for the following purposes which include, but are not limited to:

- Return of DME to the DME Participating Provider (i.e., physician order discontinued, Member expired, Member elected hospice benefit, Member voluntary discontinuation; DME Participating Provider should not state, “no longer using”).
- Actual date of service changed from the initial anticipated delivery date.
- Change to an initial DME request.
- HCPCS coding change.
- Member identification correction.
Form 7: Extension of an Existing Authorized Outpatient DME: DME Participating Providers are required to request an extension of an existing authorization decision, as applicable, prior to the expiration date indicated on the returned original authorized precertification form. This extension request is initiated by the DME Participating Provider via the DME Recertification Form. The DME Recertification Form should be completed in its entirety and submitted via facsimile no sooner than two (2) weeks before the end of an authorization period, but no later than one (1) Business Day prior to the expiration date.

OUTPATIENT PHYSICAL, OCCUPATIONAL AND SPEECH THERAPY SERVICES
Precertification and Concurrent Review for outpatient rehabilitative services are the sole responsibility of the rendering Outpatient Therapy Participating Provider.

Please note:

- An Outpatient Referral Form is not required when ordering outpatient rehabilitative therapy services, however, the completion and submission of GHP Family designated form(s) by the outpatient rehabilitative therapy Participating Provider are required as outlined in this Manual.
- Precertification and Concurrent Review are also required when GHP Family is not the Member’s primary insurance coverage or when workers’ comp or auto insurance may be primary.
- Co-payments are the financial responsibility of the Member, when applicable.

A Participating Provider should issue a signed written order to an outpatient rehabilitative therapy Participating Provider when a Member requires outpatient physical, occupational and/or speech therapy services. Outpatient rehabilitative therapy Participating Providers can be located online at www.ghpfamily.com. Outpatient rehabilitative therapy Participating Providers are required to initiate the request for services within seven (7) calendar days of the initial rehabilitative evaluation by submitting the Outpatient Rehabilitative Therapy Precertification Form A (available online at www.ghpfamily.com) and the prescribing physician’s order via fax submission. If Form A does not have Section 1 completed in its entirety, it will be considered incomplete.

Participating Providers with questions related to outpatient rehabilitative therapy authorization may contact the Medical Management Department at the following telephone numbers:

Phone: (800) 270-9981 or (570) 271-5301 Monday through Friday, 8:00 a.m. to 4:30 p.m.
Fax: (570) 271-5302

An outpatient rehabilitative therapy Participating Provider is encouraged to begin rehabilitative services upon the initial evaluation of a Member. Requests received seven (7) calendar days beyond the date of service will be denied. The prescribing physician’s order for rehabilitative services is required to be faxed to the Medical Management Department with Precertification Form A.

Please note: A maximum of two (2) outpatient rehabilitative visits will be authorized upon receipt of only Section 1 of Precertification Form A.

Concurrent Review
All services beyond the initial review by GHP Family will require Outpatient rehabilitative therapy Participating Providers to complete Outpatient Rehabilitative Therapy Precertification Form B (available online at www.ghpfamily.com) in its entirety and submit via facsimile when additional rehabilitative visits beyond those previously authorized are being requested. Forms without complete visits to date will be considered...
incomplete. Specific measurements and/or functional assessments are highly encouraged to make an optimal determination of progress toward goals, as well as for determination of ongoing need.

**Medical Management Department Determination**
Whenever possible, the Medical Management Department will return processed form(s) by facsimile to the Participating Provider within two (2) Business Day of receipt of the precertification request. In the event additional clinical information or Medical Director review is required to make the determination, the Medical Management Department will request necessary information from the Participating Provider within forty-eight hours of receiving the request and will allow fourteen (14) days for the Participating Provider to submit the additional information. Failure to do so could result in Denial of Services provided without authorization. GHP Family will notify the Member of this request for additional information using the Department’s notification template. Medical Management Department review will not exceed twenty-one (21) days in its decision to approve or deny a service or item and notify the Member and provider(s). The Medical Management Department will provide a verbal and written decision with appeal rights information in the required timeframe to the Member; a copy will be sent to the requesting DME Participating Provider. Medical Management Department authorization for pediatric Members with a diagnosis of autism, attention deficit hyperactivity disorder, cerebral palsy, developmental delay, Down’s syndrome, pervasive Developmental Disability, and/or speech and language delay automatically expire at the end of the Member's benefit year.

Participating Providers should initiate the request for precertification by completing and submitting Section 1 and 2 of Precertification Form A prior to the end of the Member's benefit year.

**OUTPATIENT RADIOLOGY AND IMAGING SERVICES**
We’re working with specialty benefit management company HealthHelp to establish a consultative authorization process to improve quality, reduce the cost of care and ensure members receive clinically appropriate and medically necessary services. The HealthHelp authorization process will involve

- Collecting relevant clinical information from the ordering/treating physician's office;
- Reviewing this information alongside the latest evidence-based medical criteria for certain cardiology procedures; and,
- If necessary, providing expert peer consultation on treatment and/or test appropriateness and patient safety. If a requested service does not meet evidence-based guidelines, HealthHelp will facilitate a physician-to-physician conversation with the requesting provider to consider alternatives.

**Services that will require authorization**
All requests for the tests and procedures listed below need to go through HealthHelp, except services rendered in an emergency or inpatient setting.

- CT
- CTA
- MRI
- MRA
- PET

A complete list of associated procedure codes requiring authorization can be found [here](#).
How to request authorization
Ordering physicians can request an authorization for cardiology services using one of the following methods:

- **Web**: Complete your request through the online tool at [www.healthhelp.com/Geisinger](http://www.healthhelp.com/Geisinger).
- **Fax**: Complete the enclosed HealthHelp procedure review request form and fax to 877-391-7294. For an expedited request, fax to 877-391-7295.
- **Phone**: Call HealthHelp at 877-391-7293.

The most efficient method for obtaining an authorization number is through the web. Contact HealthHelp program support at 800-546-7092 if you need assistance setting up web access.

**What you need to initiate your prior authorization request**
The following information is required for all authorization requests and should be available in the patient’s chart:

- Member name and ID number
- Ordering provider name
- Ordering provider telephone and fax numbers
- Member diagnosis or clinical indication
- Test being ordered (CPT code)
- Reason for test
- Member symptoms and duration
- Prior related diagnostic tests

**Ordering providers:**
- Laboratory studies
- Member medications and duration
- Prior treatments
- Summary of clinical findings
- Member risk factors (primarily applies to imaging requests related to cancer indications including screening)

**How to confirm authorization**
Ordering providers should confirm authorization before scheduling services. Ordering providers can confirm authorization for radiology services using one of the following methods:

**Web**: When you submit your request through the web, your authorization will be available immediately online to print.

**Fax**: When you submit your request via fax, a faxed copy of the authorization will be sent to the ordering provider’s office fax number you provided on the form.

**Phone**: When you submit your request by phone, a HealthHelp client service representative will provide a verbal authorization over the phone. A confirmation will also be faxed to the ordering provider office fax number provided.

HealthHelp representatives are available Monday–Friday, from 8 a.m. to 6 p.m. Eastern Standard Time. After-hours requests may be submitted by fax or via web portal.
**Urgent authorization requests**
For a medically necessary request that requires immediate handling due to an unforeseen illness, injury, or condition affecting the patient, calling HealthHelp is the fastest way to process your urgent request.

**Call 877-391-7293 for an urgent request.**

If you choose to fax an urgent request, be sure that legible contact information is included for the ordering provider/designee. It should also state how the provider may be reached within the next 24 hours in case additional clinical information is needed to complete the review.

All urgent requests will be handled within the appropriate state-specific or federal program-mandated expedited time frames. HealthHelp strives to complete all expedited requests for review within 24 hours of the request’s receipt, unless a more stringent time frame is mandated by specific state regulations.

**Additional resources**
HealthHelp will host webinars to familiarize Geisinger Health Plan network providers with the new process. The webinars will give a system demonstration with user experience insight on how to appropriately enter procedure requests, along with additional program information — such as the Geisinger procedure code list, support tools and HealthHelp contact information.

Visit the For Providers section of Geisinger Health Plan’s website to register for one of the webinars.

Additional educational materials and program implementation information — including a list of all procedure codes requiring authorization through HealthHelp — will be available:

- On the For Providers section of Geisinger Health Plan’s website
- Through the Geisinger plan central page on NaviNet
- On HealthHelp’s website

For questions or information regarding general prior authorization policy and procedures, contact a Geisinger Health Plan Medical Management representative at 800-544-3907.

**AMBULANCE**
GHP Family will coordinate and reimburse Medically Necessary ambulance transportation for GHP Family Members. Members experiencing a medical emergency are instructed to immediately contact their local emergency rescue service – 911.

GHP Family will assist Members in accessing non-emergency transportation services for physical health appointments through the Medical Assistance Transportation Program (MATP). Although GHP Family is not financially responsible for payment for these services, non-emergency transportation services are available as covered services through fee-for-service Medical Assistance.

Members should be advised to contact the BH-MCO in their county of residence for assistance in accessing emergency transportation for behavioral health appointments. Please refer to the Contact Information section of this manual for MATP contact information by county.

**Requesting a Non-Emergent Ambulance**
To request non-emergency ambulance transportation for your GHP patients:
• Complete the Non-Emergent Ambulance Transport Request form.
  • The form is available to all providers online through the GHP plan central page at NaviNet (click on the Resource Center tab on the left navigation bar and look for Ambulance Precertification under the Medical Management section). You can also call GHP Medical Management at (844) 749-5860 or (570) 214-2459 for a copy of the form.
  • Fax the completed Non-Emergent Ambulance Transport Request form to GHP at: (844) 545-0102 or (570) 214-2430.
  • GHP Medical Management will process the request to substantiate medical necessity:
    o If the request is approved, an authorization number is assigned and GHP’s ambulance dispatch service, Alliance Logistic Solutions, LLC (Alliance), will then notify you of the authorization approval and which ambulance provider accepted the transport for the scheduled times.
    o If the request is denied, the GHP Medical Management department will contact you with the reason prior authorization was denied. As a GHP participating provider, you reserve the right to speak to an appropriate practitioner to discuss any denial made on the basis of medical necessity. Call GHP Medical Management at (844) 749-5860 or (570) 214-2459 to initiate discussion regarding nonemergent medical transport denials.

Notes on Non-Emergent Ambulance Process
Be sure to complete the Non-Emergent Ambulance Transport Request form in its entirety and include any supporting clinical documentation to expedite authorization. Patient information required on the form will be relayed to the rendering ambulance provider to ensure the appropriate level of service.

• When applicable, planned non-emergent ambulance transport authorization can be requested while an authorization for a planned admission is requested.

• To request an upgrade to a previously agreed upon level of service (e.g., basic life support to advanced life support, additional staff or assist units needed for bariatric transfers, etc.) or to discuss authorization for recurring trips, please contact GHP Medical Management at (844) 749-5860 or (570) 214-2459.

• For issues with ambulance dispatch, late ambulances and/or no-shows, after authorization has been granted, please contact Alliance at (844) 558-2356 or (570) 558-2356.

• In the case of a patient dropped-off at your facility by a non-participating ambulance provider, please note that a request for non-emergent ambulance transport from a participating ambulance provider is required for the return trip.

Trips Originating from the Emergency Department
Although prior authorization is not required at this time for trips originating in the emergency department setting, we strongly encourage emergency department personnel to obtain authorization from GHP before arranging transportation for your GHP patients. Obtaining prior authorization will maximize benefits and minimize out of pocket expenses for your GHP patients.
Alliance Dispatch and Ambulance Time Performance Expectations

Scheduled Requests
For prior-authorized, scheduled trip requests, ambulances coordinated through Alliance are expected to arrive at the pickup location within a thirty (30) minute window from fifteen (15) minutes before to fifteen (15) minutes after the agreed upon pickup time. Any changes to scheduled pickup times should be reported to Alliance at (844) 558-2356 or (570) 558-2356.

Unscheduled/Same-Day Requests
For unscheduled or same-day authorized trip requests, GHP Medical Management will respond with an authorization decision as quickly as possible and ambulance providers coordinated through Alliance will make every reasonable effort to meet the requested pickup time. We understand the exigency of patient transport in these situations and will do our best to minimize delays that could affect your operations. Please contact Alliance at (844) 5582356 or (570) 558-2356 if the provider assigned to the request is not at the pick-up location within the expected timeframe.

Additional resources and information about the GHP non-emergent medical transportation process are available online through the GHP plan page at NaviNet. Click the Resource Center tab, then select Medical Management and look for Ambulance Precertification.

SPECIALTY PHARMACY PROGRAM
Certain prescription and injectable drugs are covered only through PerformRx’s Specialty Network. For more detail and a complete list of drugs and pharmacies available through this program, refer to www.ghpfamily.com or call 855-552-6028. Medication requests are the responsibility of the prescribing Participating Provider. Use of the Specialty Pharmacy Program is not mandatory if the physician elects to buy the medication and bill GHP Family for the cost or if GHP Family is the secondary payer.

Please note: Prior authorization may be required for certain drugs. Please refer to the section titled “Pharmacy Prior Authorization and Nonformulary/Nonpreferred Exception Process” within this Manual for further information.

Specialty Pharmacy Program Process
To initiate the program, the Participating Prescriber can directly e-script or fax the prescription to any of the specialty pharmacies in PerformRx’s Specialty network. For a full list of specialty medications and participating pharmacies please visit: Geisinger.org/healthplan/providers/forms-and-resources- for-providers and click on the “Specialty Drug and Pharmacy List – GHP Family” link.

For more information, please call 855-552-6028

OUTPATIENT PRESCRIPTION DRUGS
GHP Family, like other MCOs in Pennsylvania, follow the Statewide Preferred Drug list which is developed by the Department of Human Services Pharmacy and Therapeutics Committee.

For those Medications not covered by the Statewide PDL, GHP Family utilizes a Formulary for purposes of Member care through the rational selection and use of medications, and to ensure quality, cost-effective prescribing. The Formulary is developed with the input of practicing
physicians and pharmacists. Medications in each therapeutic class have been reviewed for efficacy, safety, and cost. Maintenance of the Formulary is a dynamic process; the Pharmacy and Therapeutics Committee continually review new medications as well as information related to medications currently included in the Formulary.

**GHP Family:** The GHP Family benefit includes coverage only for prescription and over-the-counter (OTC) drugs listed in the Formulary or Statewide PDL. Formulary and PDL exceptions may be granted on a case-by-case basis.

- Tier 1–Includes Generics. Prior authorization may be necessary.
- Tier 2–Includes Brand name drugs. Prior authorization may be necessary.

The most current Statewide PDL can be found at Pennsylvania Medical Assistance Statewide Preferred Drug List (PDL) | Pennsylvania Medical Assistance Preferred Drug List (papdl.com) and the GHP Family Formulary is available online at www.ghpfamily.com.

**Maintenance Medications** – members are eligible to receive a ninety (90) day supply of maintenance medications, excluding those that are considered specialty medications or are controlled substances. For questions about which medications are considered maintenance medications please check online at https://healthplan.geisinger.org/pharmacy/pharmacy.aspx?strip=true&style=OneGeisinger or call GHP Family Pharmacy services at (855) 552-6028 or (570) 214–3554. Members are able to receive the 90-day supply of medications from a participating retail pharmacy or a participating mail order pharmacy and will be charged the same copay as a one-month supply.

**Non-Formulary/Non-Preferred medications:** The Formulary and Statewide PDL are designed to meet most therapeutic needs of the population served by GHP Family. Occasionally, because of allergy, therapeutic failure, or a specific diagnostic-related need, Formulary/Preferred medications may not meet the special needs of an individual Member. In these special instances, the prescribing physician may make requests to the GHP Family Pharmacy Department for nonformulary, nonpreferred, or restricted medications through the exception process. The prescribing physician will receive written documentation and/or a verbal response from the GHP Family Pharmacy Department regarding the request. Under the GHP Family plan, non-Formulary/non-Preferred medications requiring an exception will be available at the appropriate copayment tier (Tier 1 – generic; Tier 2 – brand).

**Formulary addition requests:** Requests for changes or additions to the Formulary can be made by written request to the GHP Family Pharmacy Department at the address listed below. Any additions or deletions to the Formulary may be found in the monthly provider update.

Geisinger Health Plan Pharmacy Department
100 North Academy Avenue
Danville, PA 17822-3246
(855) 552-6028; (570) 214-3554
Fax: (570) 300-2122
PHARMACY PRIOR AUTHORIZATION AND NONFORMULARY/NONPREFERRED EXCEPTION PROCESS

GHP Family’s Pharmacy Department maintains a process by which Health Care Providers can:

• Request Prior Authorization for medications designated in the Formulary/PDL as requiring such. Drugs that require Prior Authorization are designated with a “PA” indicator.
• Request an exception for specific drugs, drugs used for an off-label purpose, and biologicals and medication(s) not included in the current drug Formulary/PDL. Requesting Prior Authorization

Prior authorization forms can be found at www.ghpfamily.com. Health Care Providers can initiate such requests by contacting the Pharmacy Department by telephone, fax or written request at the following:

Geisinger Health Plan Pharmacy Department
100 North Academy Avenue
Danville, PA 17822-3246
(855) 552-6028 or (570) 214-3554 Monday – Friday 8:00 a.m. - 5:00 p.m. Fax:
(570) 300-2122

Information required to process the request includes:

• Caller’s name and telephone number.
• Member’s GHP Family identification number and, if applicable medical record number.
• Prescribing Health Care Provider’s name and telephone number.
• The medication requested, directions, and number of refills
• Supporting clinical rationale, which may include, but is not limited to, relevant pages from the medical record, laboratory studies, prior medication treatment history and other documentation, as determined by GHP Family to be relevant.

Prior authorization requests will be addressed within twenty-four (24) hours of the request being made. If a claim denies at point of sale because a prior authorization is required, the pharmacist will dispense either a five (5) day supply for new or emergency medications or a fifteen (15) day supply for ongoing treatment. This does not apply if the pharmacist determines that taking the medication would put the Member at risk.

Exception Determination Process

Formulary/PDL exception requests will be evaluated, and a determination of coverage made utilizing all the following criteria:

• Member’s eligibility to receive requested services (enrollment in the plan, prescription drug coverage).
• Utilization of the requested agent for a clinically proven treatment indication or diagnosis.
• Therapeutic failure, intolerance or contraindication to use of Formulary/PDL agent and/or agents designated as therapeutically equivalent.
• Appropriateness of the non-formulary/non-preferred agent compared with available formulary/preferred agents, including but not limited to:
  o Safety
  o Efficacy
Therapeutic advantage as demonstrated by head-to-head clinical trials
Meet DS criteria for drug or drug class PDL exception
Meet GHP Family criteria for drug or drug class Formulary exception

All requests for prior authorization of a medication will be addressed within twenty-four (24) hours of the request being made.

A GHP Family Pharmacist will perform the initial review of the necessary information and assemble documents necessary to recommend a course of action. A licensed physician shall make the final decision in those instances where an exception decision results in a denial based on Medical Necessity and appropriateness.

Based on the determination of coverage made, one (1) of the following will occur:

If the exception is approved:

- An electronic override will be entered into the pharmacy Claims adjudication system. The Member (or Member’s authorized representative) and provider will be notified of the determination of coverage within twenty-four (24) hours of the request being made.

  - At the time of notification, GHP Family will indicate the coverage provided in the amount disclosed by GHP Family for the service requested.

  - A written confirmation of the approval will be sent to the provider and Member within 24 hours of the request being made. If the request for a Formulary/PDL exception is denied, resulting in an adverse benefit determination, the following will occur:

    - GHP Family will mail the appropriate denial notice with information on appeal rights and process to the Member (or Member’s authorized representative) and copy the provider, within twenty-four (24) hours of the request.

    - The Member and provider will be verbally notified of the adverse determination within twenty-four (24) hours of the request. This verbal notification will include instruction on how to initiate a Complaint or Grievance.

    - The prescribing Health Care Provider will be offered the opportunity to discuss the determination of coverage with a GHP Family Pharmacist or Medical Director.

The written denial notice and verbal explanation shall include:

- The specific reason for the determination;
- The basis and clinical rationale utilized in rendering the determination of coverage, if applicable;
- Any internal policy or criterion applied, if applicable, and;
- Instructions regarding initiation of the Complaint or Grievance.

Formulary changes are printed in the monthly provider update, available on the GHP plan central page on NaviNet. A minimum of thirty (30) days advance notice is provided to Participating Providers regarding Formulary changes, except when the Formulary change is due to the approval or withdrawal of a medication by the Food and Drug Administration. The most current Statewide PDL can be found at
OUTPATIENT LABORATORY AND RADIOLOGY SERVICES

Outpatient laboratory and radiology services may be:

- Provided by the Member’s PCP.
- Ordered by the Member’s PCP without the issuance of a referral to the laboratory or radiology Participating Provider.
- Ordered by a Participating Provider who has received an Outpatient Referral Form issued by the Member’s PCP, which indicates “evaluate and treat.” Providers are required to utilize a laboratory or radiology Participating Provider for such services.
- Ordered by a Participating Provider who has been Directly Accessed by a Member in accordance with the terms and conditions of coverage set forth in their benefit document(s).

Please refer to the GHP Family’s Participating Provider search at www.ghpfamily.com for a list of laboratory and radiology Participating Providers.

Participating Providers are reminded that when ordering an outpatient MRA, MRI, CT, or PET Scan, decision support consultation and notification are required. Refer to the Section in Manual titled “Outpatient Radiology Services” for additional information.

URGENT/EMERGENCY SERVICES

PCP authorization and/or an Outpatient Referral Form are not required for Emergency Services. PCPs agree to have health care services available and accessible to Members, twenty-four (24) hours per day, and seven (7) days per week. When the PCP is not available and accessible to Member, the PCP is responsible for ensuring appropriate arrangements are made for another PCP to provide Health care services to Member, in accordance GHP Family Access and Availability Standards. PCPs can utilize the following to ensure Members have access to medical direction or care:

- PCP can utilize an answering service that forwards callers (i.e., Members) directly to the PCP or a designated covering PCP for medical direction or care during PCPs nonbusiness hours.
- PCP can utilize any other delivery method that would provide the Member with direct access to the PCP or designated covering PCP with medical direction or care during PCPs nonbusiness hours.

Participating Provider’s specialty services immediately following an emergency department discharge or an inpatient hospital discharge, whether in or outside the mandatory post-operative period, excluding direct access services, require an Outpatient Referral Form issued by the Member’s PCP.

All out-of-Network services immediately following an emergency department discharge or an inpatient hospital discharge, require precertification.
ORTHOTIC AND PROSTHETIC SERVICE
When an orthotic or prosthetic has been determined to be Medically Necessary, the prescribing Participating Provider should verify benefit and eligibility with the applicable Customer Service Team and then issue a written prescription in the Member’s name for the applicable device. Written prescriptions issued by a Participating Provider for the orthotic or prosthetic device should be kept on file in the Member’s medical record.

An Outpatient Referral Form is not required for an orthotic or prosthetic when ordered by a Member’s PCP; or an SCP acting upon a valid referral issued by a Member’s PCP, specifying request for “Evaluate and Treat.”

Orthotic or prosthetic Participating Providers can be found online at www.ghpfamily.com.

BEHAVIORAL HEALTH AND SUBSTANCE ABUSE SERVICES
GHP Family encourages all health care providers to be cognizant of the impact that behavioral health problems may have on physical health, to treat the Member accordingly and to refer to, and coordinate with, a behavioral health specialist when necessary. Providers are encouraged to be holistic in their approach and to promote the integration of behavioral health and physical health services in their Member’s care. All contact with behavioral health providers needs to be conducted in accordance with state and federal privacy policies in effect at the time.

Coordination of care with behavioral health providers is strongly encouraged and especially important for Members who present with physical health problems in addition to:

- Chronic history of depression, anxiety, or substance abuse/dependence.
- Multiple psychotropic medications.
- New prescriptions for atypical anti-psychotics and/or antidepressants when Member is taking medication for a medical condition.
- Those with a substance abuse problem and prescribed potentially addictive medication.
- Pregnant women who require medication to manage a behavioral health condition.
- Other conditions which may warrant this same coordination and collaboration of care between GHP Family providers and behavioral health providers.

Cooperation between Participating Providers and behavioral health practitioners is critical to the provision of effective and appropriate care. Participating Providers are expected to:

- Refer Members to appropriate behavioral health provider.
- Be available for consultation with the Member’s behavioral health practitioner. Seek release of information in cases of known behavioral health provider involvement.
- Abide by all privacy and confidentiality laws and regulations governing the sharing of Protected Health Information.
- Assess all pregnant Members for depression, substance abuse and other behavioral health problems such as nicotine dependence.
- Closely monitor any Members with diagnosis of diabetes and schizophrenia with special attention to LDL-C and HbA1c.
• Coordinate and collaborate with behavioral health providers for those Members with chronic medical conditions such as, but not limited to, CAD, CHF, COPD, Diabetes, etc.

To refer GHP Family Members for these services, please reference the behavioral health contact information table in the Contact Information section of this manual for county, provider, and contact details. Members may also self-refer.

For statewide information visit: http://pa.networkofcare.org.
To search for a Community Care Behavioral Health Organization provider visit: http://www.ccbh.com.

OUTPATIENT DIALYSIS SERVICES
Dialysis services provided in an outpatient setting do not require a referral. However, an SCP ordering the dialysis services must have a valid referral from the Member’s PCP to “Evaluate and Treat.”

EXPERIMENTAL/INVESTIGATIONAL OR UNPROVEN SERVICES
Experimental, investigational, or unproven services are any medical, surgical, psychiatric, substance abuse or other health care technologies, supplies, treatments, diagnostic procedures, drug therapies or devices that are determined by GHP Family to be:

• Not approved by the U.S. Food and Drug Administration (FDA) to be lawfully marketed for the proposed use, or not identified in the American Hospital Formulary Service as appropriate for the proposed use, and are referred to by the treating Health Care Provider as being investigational, experimental, research based or educational; or

• The subject of an ongoing clinical trial that meets the definition of a Phase I, II, or III clinical trial set forth in the FDA regulation, regardless of whether the trial is subject to FDA oversight; or

• The subject of a written research or investigational treatment protocol being used by the treating Health Care Provider or by another Health Care Provider who is studying the same service.

If the requested service is not represented by criteria listed above, GHP Family reserves the right to require demonstrated evidence available in the published, peer-reviewed medical literature. This demonstrated evidence should support:

• The service has a measurable, reproducible positive effect on health outcomes as evidenced by well- designed investigations, and has been endorsed by national medical bodies, societies, or panels about the efficacy and rationale for use; and

• The proposed service is at least as effective in improving health outcomes as are established treatments or technologies or is applicable in clinical circumstances in which established treatments or technologies are unavailable or cannot be applied; and

• The improvement in health outcome is attainable outside of the clinical investigation setting; and

• The majority of Health Care Providers practicing in the appropriate medical specialty recognize the service or treatment to be safe and effective in treating the medical condition for which it is intended; and

• The beneficial effect on health outcomes outweighs any potential risk or harmful effects.
GHP Family reserves the right to make judgment regarding coverage of experimental, investigational and/or unproven procedures and treatments. Participating Providers are encouraged to contact the Medical Management Department for precertification review as indicated in the Section of this Manual titled “Other Medical Services Requiring Precertification”.

**TRANSPLANT SERVICES**

Members are required to utilize designated transplant centers. Precertification is required for transplant evaluations testing and related services for organ, bone marrow and/or stem cell transplants. Participating Providers should contact the Medical Management Department at (800) 544-3907 or (570) 271-6497.

**VISION SERVICES**

Members may be entitled to directly access, without PCP referral, a Participating Provider to obtain vision care services.

Participating Providers are reminded to verify benefits to ensure coverage and benefit limits have not been exhausted prior to rendering services. Eligibility and benefits can be verified online at [www.ghpfamily.com](http://www.ghpfamily.com). All appropriate authorizations should also be in place prior to rendering services. *Please note:* The Member’s identification card does not identify these benefits.

**OTHER SERVICES REQUIRING PRECERTIFICATION**

Please note:

- Precertification is also required when GHP Family is not the Member’s primary insurance coverage.
- An Outpatient Referral Form issued by a Member’s PCP, in addition to precertification from GHP Family, may be required in accordance with the Member’s benefit document.
- Copayments are the financial responsibility of the Member, when applicable.

*Other services requiring precertification*

The listing of other services requiring precertification can be found online at [www.ghpfamily.com](http://www.ghpfamily.com). This listing is subject to change. A minimum of thirty (30) days advance notice is provided to Participating Providers regarding changes to this listing. Please contact the Medical Management Department if you have questions regarding the precertification of a particular service or refer to our online listing.

**Requesting Precertification**

Requests for precertification may be submitted:

Mail:
GHP Family Medical Management Department
100 North Academy Avenue
Danville, PA 17822-3218

Phone: (800) 544-3907 or (570) 271-6497 Monday through Friday 8:00 a.m. to 5:00 p.m.
Fax: (570) 271-5534
Information required when requesting precertification

- Demographics: Member’s name, GHP Family identification number, admission date (if applicable), date of service, and provider of service full name, requesting physician with phone number and fax number.
- Reason for service: objective and subjective findings.
- Pertinent treatment/medication ordered.
- If request is for utilization of a non-Participating Provider, submission should include specifics as to why the service is not obtainable from a Participating Provider. Any information submitted by hard copy should clearly identify the requestor’s name and contact information.
- Submission of photographs and/or medical records.
- Submission of photographs is considered confidential medical record information and should be forwarded to the above address in a sealed envelope labeled “CONFIDENTIAL MEDICAL RECORDS.”

Upon submission of required information, the Medical Management Department will provide verbal and written notification of determination of coverage relative to the precertification request in accordance with regulatory timeframes. If denied, GHP Family will mail a denial notice with information on appeal rights and process to the Member (or Member’s authorized representative) and copy the Provider.

It is the obligation of the Participating Provider to discuss all treatment alternatives and options with the Member. This should include a discussion of the GHP Family approval process and the importance of identifying the best alternatives for care. The optimal method for accomplishing this is to include GHP Family in the review process prior to making any arrangements. Failure to follow this process leads the Member and/or the Member’s family to having inaccurate expectations.

MATERNAL HEALTH PROGRAM (INCLUDING HEALTHY BEGINNINGS PLUS)

Pregnant Member’s coverage includes all Medically Necessary ultrasonography. GHP Family’s program entitled “Right from the Start” is designed to serve the GHP Family Member throughout her pregnancy, from early identification, through the prenatal experience and postpartum follow-up. GHP Family’s comprehensive approach to assist Members through this life changing event engages many areas of health plan employees, provider offices, and most importantly the Member and caregivers.

EARLY IDENTIFICATION:
The process begins with early identification of the pregnancy. GHP Family will attempt to identify Members who are pregnant through a variety of processes including:

- Data extractions including, but not limited to, enrollment files, CHIP Chronic Conditions and Specialist Visits reports, positive laboratory testing results, and/or prescriptions filled for prenatal vitamins.
- New Member Calls conducted by the dedicated GHP Family Customer Service Team which asks if the Member or anyone in the household who also has GHP Family is pregnant.
- Direct referrals from Case Managers, providers, or other health plan representatives.
- Claims information indicating pregnancy
- OBNA Form Completion received either via fax or secure electronic submission through the provider portal.

A master list of any identified Member who is pregnant will be reviewed by the QI Department. Any
Member identified as “high risk” will be referred to the Women’s Health and EPSDT Coordinator (or designee) for case management intervention. Following this assessment, any case not deemed “high risk” will be forwarded electronically to the QI Specialist assigned for HEDIS preventative calls.

QUALITY IMPROVEMENT AND REGULATORY REQUIREMENTS:
The GHP Family has a strong commitment to quality metrics to improve the overall health of the membership. As such, the Quality Improvement Department is charged with conducting scheduled outbound calls to improve Member compliance with measures including:

- Weeks of pregnancy at time of enrollment and live birth
- Timeliness of physician visit (Measure: percentage of live births that had a prenatal visit within the first trimester or 42 days of plan enrollment)
- Timeliness of postpartum visit (Measure: Postpartum visit within 7-84 days of delivery)
- Cesarean Section for low-risk, first birth women
- Percentage of live births less than 2,500 grams
- Completion of Prenatal Depression Screening and treatment for those who scored positively
- Prenatal screening for smoking and treatment discussion during a prenatal visit
- Screening home environment for smoke

SERVICE DESCRIPTION

Member Assistance with Appointment Scheduling
GHP Family will help the Member obtain a provider visit as needed within twenty-four (24) hours to ten (10) days of notification of the pregnancy as required by the Department, depending on the risk level and trimester. See the table in the Appointment Standards section of this manual. GHP Family assists the Member in completing a minimum number of prenatal visits and also in completing a follow up visit within 7-84 days postpartum.

Network Access
GHP Family Members have direct access to a women’s health provider. In the event the Member is transferring from another health plan, GHP Family will cover maternity care through the course of the pregnancy and postpartum care with a non-participating provider.

High Risk Management
Members are screened for high-risk management by Quality Improvement Specialists and referred to Women’s Health case management nurses with seasoned experience in high-risk fetal maternal health care as appropriate. Regionally based case management staff will coordinate services with perinatology specialty sites throughout the GHP Family service area. Services include telephonic outreach to ensure timely and continuous provider follow-up, assistance with overcoming barriers to care such as transportation or access to appointments or providing resources to assist with weight management and smoking cessation during pregnancy.

Coordination with Healthy Beginnings Plus
GHP Family encourages expectant mothers to participate with Participating Healthy Beginnings Plus Providers throughout the 22 county service areas. Healthy Beginnings Plus is a program that provides education and assistance to female Members with a goal of a healthy prenatal experience and compliant postpartum follow-up.
Behavioral Health Coordination
The Special Needs Unit (SNU) can assist Members to connect with the assigned Behavioral Health Managed Care Organization (BH MCO) based upon county of residence. The BH MCO can assist with concerns during pregnancy including depression or more serious mental illness conditions.

Physical Health Managed Care Organizations (PH-MCOs) Integrated Care Plan (ICP) Program
The purpose of this program is to capture and monitor the case management activities of the PH/BHMCOs population of members diagnosed with serious persistent mental illness (SPMI).
Geisinger Health Plan Care Management staff will be reaching out to providers to discuss an Integrated Care Plan that has components of physical health and behavioral health for GHP members with SPMI.

Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Management
Post-delivery, GHP is committed to facilitate timely access and compliance with recommended visits and vaccination schedules for children under the age of 21. Through a series of telephonic outreach program, GHP Family Quality Improvement (QI) nursing staff will review Members at key milestones for well child visits and immunization schedules. In the event Members are non-compliant with EPSDT visits, GHP Family will make every attempt to reach the Member/caregiver to facilitate compliance.

MEMBER HEALTH EDUCATION
GHP Family has a robust education strategy to outreach to Members upon identification of pregnancy. Topics include importance of scheduling and keeping prenatal appointments, healthy nutrition, and transportation coordination.

Messaging may be accomplished through mailing print materials, reminder phone calls or cell phone texting depending on the risk stratification of pregnant condition and trimester.

PROVIDER RELATIONS

Education
GHP Family respects the value and contribution of the providers taking care of expectant Members. Communication with the obstetrical provider is emphasized from the first identification of pregnant status. The OBNA Form should be completed with pregnancy determination. Completion and submission of the form is part of the GHP Family Provider Pay for Performance Program. The process for submission of this form is discussed in the Maternal Health Program section of this manual.

Communication
GHP Family uses a variety of methods to keep providers up to date with current information to the management of women who are pregnant including a web-based provider manual, operational bulletins, and visits by Provider Network Staff.

COMMUNITY OUTREACH
GHP Family will make efforts to engage local community agencies, school systems and providers to provide education and assistance in the care of our Members. Venues for health education include area
high schools, family planning agencies such as Planned Parenthood, or other organizations dedicated to the care of women like Women in Transition.

GHP Family will outreach with States Family Health Nursing Services Consultant and PA Coalition to Prevent Teen Pregnancy specifically in the top four counties designated for teen pregnancy in the twenty-two county service area.

**Member Incentives**
GHP Family offers Member incentives to encourage compliance with keeping prenatal and postpartum appointments, preventative dental visits, and well visits. Incentives will be offered to:

- Members who completed one prenatal visit in the first trimester and one prenatal visit in the second trimester. Two visits must be completed to be eligible for this incentive.
- Members who experience a live birth and keep their postpartum visit between 7-84 days.
- Members ages 6 to 9 and ages 19 through 20 who have had at least one preventative dental visit in the measurement year.
- Members who have had 5 well visits by their 15-month birthday.
- Members 3-4 years of age, 11-13 years of age and 17-21 years of age who have completed one well visit with their primary care physician.

Incentives may include gift cards or items for mom and/or baby. Compliance will be determined through claims data. No additional reporting is required of the provider.

**REPORTING**
GHP Family recognizes the responsibility to comply with the Department of Human Services’ reporting requirements specific to the care of women who are pregnant. The following table is a general summary for required reports, including report name, description, frequency, and responsible party.

<table>
<thead>
<tr>
<th>Measure Title</th>
<th>Summary of Measure</th>
<th>Responsible Party</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of live births weighing less than 2,500 grams</td>
<td>Live births &lt;2,500 grams as a percent of total live births</td>
<td>Clinical Informatics</td>
<td>Monthly</td>
</tr>
<tr>
<td>Perinatal Depression Screening (Pre and postnatal)</td>
<td>Screened for depression during prenatal visit&lt;br&gt;Positive depression screen&lt;br&gt;Positive depression screen who received further evaluation or referral&lt;br&gt;Screened for depression during postpartum visit&lt;br&gt;Positive depression screen&lt;br&gt;Positive depression screen who received further evaluation or referral</td>
<td>Clinical Informatics</td>
<td>Monthly</td>
</tr>
<tr>
<td>Measure Title</td>
<td>Summary of Measure</td>
<td>Responsible Party</td>
<td>Frequency</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------</td>
<td>-------------------</td>
<td>-----------</td>
</tr>
</tbody>
</table>
| Prenatal Screening for Smoking and Treatment Discussion during a Prenatal Visit (Smoking and environmental smoke) | Screened for smoking during one of first two visits  
Screened for smoking during one of first two visits and currently smoke, given counseling/advice or referral  
Screened for smoking during one of first two visits and quit during pregnancy  
Screened for environmental tobacco smoke during one of first two visits 5.  
Screened for environmental tobacco smoke during one of first two visits, given counseling/advice or referral | Clinical Informatics | Monthly |
| Cesarean Rate for Nulliparous Singleton Vertex                                | C-section rates for low-risk first birth women                                     | Clinical Informatics | Monthly |
| Measure Title                                                                | Summary of Measure                                                                 | Responsible Party | Frequency |
| Prenatal and Postpartum Care                                                 | Percentage of live births that received a prenatal care visit within first trimester or within 42 days of enrollment  
Percentage of live births that received a postpartum visit between 21 and 56 days after delivery | Clinical Informatics | Monthly |
| Frequency of Ongoing Prenatal Care                                           | Percentage of deliveries which had the expected number of prenatal visits: <21% of expected visits  
21%- 40% of expected visits  
41%- 60% of expected visits  
61%- 80% of expected visits  
>=81% of expected visits | Clinical Informatics | Monthly |
| Weeks of Pregnancy at Time of Enrollment                                     | Percentage of women who delivered a live birth, by the weeks of pregnancy at time of enrollment | Clinical Informatics | Monthly |
| Maternity Outcome Counts                                                     | Provides counts of second and third trimester live maternity outcomes; broken out by recipient group for Cesarean Section (C-section) and Vaginal live births; | Clinical Informatics | Annually |
| Annual Maternity Utilization                                                 | Provides maternity utilization information (discharges, days, and average length of stay) for both Cesarean Section (C-section) and Vaginal live births. | Clinical Informatics | Annually |
AUDIT CHECKS
The GHP Family Women’s Health Coordinator (or designee) will audit the Members identified with a Live Birth diagnosis against those screened and contacted through the Maternal Health Program on an annual basis. Any discoveries to better understand the variances between Members not identified during pregnancy and those with live birth will be assessed to improve processes for early identification of pregnancy for future implementation.

MEMBER RESTRICTION PROGRAM
DHS’s Bureau of Program Integrity manages a centralized Member Restriction Program for all managed care and Fee-For-Service delivery systems. GHP Family maintains a Member Restriction Program that interfaces with the centralized program and cooperates with DHS. The program identifies, restricts and monitors Members who have been determined to be abusing and/or misusing Medical Assistance services or who may be defrauding the HealthChoices program. With the approval of DHS, Members may be restricted to receiving services from a single, designated provider for a period of five years.

GHP Family’s Special Needs Unit monitors and evaluates the utilization of Members who are referred to the Member Restriction Program. Providers will receive notification of Members who are restricted, and restrictions are enforced through the Claims payment system.

GHP Family may not pay for a service rendered by any provider other than the one to whom the Member is restricted, unless the services are furnished in response to an emergency or a Medical Assistance Member Referral Form (MA 45) is completed and submitted with the Claim. The MA 45 must be obtained from the practitioner to whom the Member is restricted. If a Member is restricted to a provider with your provider type, the EVS will notify you if the Member is locked into you or another provider. The EVS will also indicate all type(s) or provider(s) to which the Member is restricted. Valid emergency services are excluded from the lock-in process.

GHP Family obtains approval from DHS prior to implementing a restriction, including approval of written policies and procedures and correspondence to restricted Members.

GHP Family will:

- Refer to DHS’s Bureau of Program Integrity (BPI) those Members identified as over utilizing or mis-utilizing health care services.
- Evaluate the degree of Abuse including review of pharmacy and medical Claims history, diagnoses and other documentation, as applicable.
- Propose whether the Member should be restricted to obtaining services from a single, designated provider for a period of five years.
- Forward case information and supporting documentation to BPI for review to determine appropriateness of restriction and to approve the action.
- Upon BPI approval, GHP Family will send notification via certified mail to Member of proposed restriction, including reason for restriction, effective date and length of restriction, name of designated...
provider(s) and option to change Provider, and instructions for requesting a hearing, with a copy to BPI.

- Send notification of Member’s restriction to the designated provider(s) and the County Assistance Office.
- Enforce the restrictions through appropriate notifications and edits in the Claims payment system.
- Prepare and present case at a DHS Fair Hearing to support restriction action.
- Monitor subsequent utilization to ensure compliance.
- Change the selected provider per the Member’s or provider’s request within thirty (30) days from the date of the request, with prompt notification to BPI through the Intranet provider change process.
- Continue a Member restriction from the previous delivery system as a Member enrolls in the managed care organization, with written notification to BPI.
- Review the Member’s services prior to the end of the five-year period of restriction to determine if the restriction should be removed or maintained, with notification of the results of the review to BPI, Member, provider(s) and County Assistance Office.
- Perform necessary administrative activities to maintain accurate records.
- Educate Members and providers to the restriction program, including explanations in handbooks and printed materials.

Members have the right to appeal a restriction by requesting a DHS Fair Hearing. Members may not file a Complaint or Grievance with GHP Family regarding the restriction action. A request for a DHS Fair Hearing must be in writing, signed by the Member and sent to:

Department of Human Services
Office of Medical Assistance Programs of Bureau of Program Integrity
Division of Program and Provider Compliance: Member Restriction Section
P.O. Box 2675
Harrisburg, Pennsylvania 17105-2675
Phone number: (717) 772-462

PROGRAM EXCEPTION PROCESS
Participating Providers may request coverage for items or services that are included under the Member’s benefit package but are not currently listed on the Medical Assistance Program Fee Schedule. Participating Providers may also request an exception for services or items that exceed limits on the fee schedule if the limits are not based in statute or regulation. These exceptions should be requested in advance of providing services. To request program exceptions, Participating Providers must follow the GHP Family Prior Authorization process.

SPECIAL NEEDS UNIT
The Special Needs Unit is a dedicated resource for the unique needs of the GHP Family Member. The circumstances for which a Member will be classified as having a special need will be based on a non-categorical or generic perspective that identifies key attributes of ongoing physical, developmental, emotional, or behavioral conditions, including, but not limited to, Children in Substitute Care, and Members participating in community-based waiver programs. The Special Needs Unit works collaboratively to provide a unified Case Management service through its Proven Health Navigator Case and Health Management program and collaborative agreements with behavioral health managed care organizations and community agencies. Examples of factors in the determination of a Member with a Special Need(s) include, but are not limited to, the following:
• Require care and/or services of a type or amount that is beyond what is typically required;
• Require extensive rehabilitative, habilitative, or other therapeutic interventions to maintain or improve the level of functioning for the individual;
• May require that primary care be managed by a SCP, due to the nature of the condition;
• May incur higher morbidity without intervention and coordination in the care of the individual;
• Require care and/or services that necessitate coordination and communication among Network providers and/or out-of-Network providers;
• Require care and/or services that necessitate coordination and collaboration with public and private community services organizations;
• Require coordination of care and/or services between the acute inpatient setting and other facilities and Community Providers;
• Result in the Member requiring assistance to schedule or make arrangements for appointments or services, including arranging for transportation to and from appointments;
• Result in the need for language, communication, or mobility accommodations; or
• Result in the need for a Member to be accompanied or assisted while seeking or receiving care by an individual who may act on the Member's behalf.

The Special Needs Unit can be used as a resource for Providers, Members and Caregivers to assist with management of Members with special needs. The Special Needs Unit can be reached at (855) 214-8100.

**COVERED SERVICES**

Members are entitled to certain covered services under the Medical Assistance Program of the Commonwealth of Pennsylvania. Member benefits can be verified online through the GHP plan central page, at NaviNet or by calling Customer Service. Covered services for Members are represented in the GHP Family Benefit Grid below.

Copays are excluded for services provided to:

• Individuals under 18 years of age;
• Services to pregnant women, including through the postpartum period;
• Services provided to patients in long term care facilities (including ICF/ID and ICF/ORC);
• Services or items provided to a terminally ill individual who is receiving hospice care;
• Services provided to individuals residing in a personal care home or domiciliary care home;
• Services provided to women in the Breast and Cervical Cancer Prevention and Treatment (BCCPT) coverage group; and services provided to individuals of any age eligible under Titles IV-B and IV-E Foster Care and Adoption Assistance.

**HOW TO READ THE COVERED SERVICES CHART**

The first column lists the services, copayment amounts, limits, and whether the service requires a prior authorization or referral. The second and third columns identify if the service is covered, if a copayment or benefit limit exists, and if the service requires a prior authorization or a referral.

This is not a full list. Please call GHP Family Customer Service for more information on any of the services below, copayment information, prior authorization information or benefit limit information.
<table>
<thead>
<tr>
<th>Service</th>
<th>Limit</th>
<th>Children</th>
<th>Adults</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider</td>
<td></td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Co-payment</td>
<td>$0</td>
<td></td>
<td>$0</td>
</tr>
<tr>
<td>Prior Authorization / Referral</td>
<td>No/No</td>
<td></td>
<td>No/No</td>
</tr>
<tr>
<td>Specialist</td>
<td></td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Co-payment</td>
<td>$0</td>
<td></td>
<td>$0</td>
</tr>
<tr>
<td>Prior Authorization / Referral</td>
<td>No/Yes</td>
<td></td>
<td>No/Yes</td>
</tr>
<tr>
<td>Certified Registered Nurse Practitioner</td>
<td></td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Co-payment</td>
<td>$0</td>
<td></td>
<td>$0</td>
</tr>
<tr>
<td>Prior Authorization / Referral</td>
<td>No/Yes</td>
<td></td>
<td>No/Yes</td>
</tr>
<tr>
<td>Federally Qualified Health Center / Rural Health Center</td>
<td></td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Co-payment</td>
<td>$0</td>
<td></td>
<td>$0</td>
</tr>
<tr>
<td>Prior Authorization / Referral</td>
<td>No/No</td>
<td></td>
<td>No/No</td>
</tr>
<tr>
<td>Outpatient NonHospital Clinic</td>
<td></td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Co-payment</td>
<td>$0</td>
<td></td>
<td>$0</td>
</tr>
<tr>
<td>Prior Authorization / Referral</td>
<td>Yes/Yes</td>
<td></td>
<td>Yes/Yes</td>
</tr>
<tr>
<td>Outpatient Hospital Clinic</td>
<td></td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Co-payment</td>
<td>$0</td>
<td></td>
<td>$0</td>
</tr>
<tr>
<td>Prior Authorization / Referral</td>
<td>Yes/Yes</td>
<td></td>
<td>Yes/Yes</td>
</tr>
<tr>
<td>Podiatrist Services</td>
<td></td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Co-payment</td>
<td>$0</td>
<td></td>
<td>$0</td>
</tr>
<tr>
<td>Prior Authorization / Referral</td>
<td>No/Yes</td>
<td></td>
<td>No/Yes</td>
</tr>
<tr>
<td>Chiropractor Services</td>
<td></td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Co-payment</td>
<td>$0</td>
<td></td>
<td>$1</td>
</tr>
<tr>
<td>Prior Authorization / Referral</td>
<td>Yes/No</td>
<td></td>
<td>Yes/No</td>
</tr>
<tr>
<td>Optometrist Services</td>
<td></td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Co-payment</td>
<td>$0</td>
<td></td>
<td>$0</td>
</tr>
<tr>
<td>Prior Authorization / Referral</td>
<td>No/No</td>
<td></td>
<td>No/No</td>
</tr>
<tr>
<td>Hospice Care</td>
<td></td>
<td>Respite care may not exceed a total of 5 days in a 60-day certification period.</td>
<td>Respite care may not exceed a total of 5 days in a 60-day certification period.</td>
</tr>
<tr>
<td>Service Category</td>
<td>Limit Description</td>
<td>Co-payment</td>
<td>Prior Authorization / Referral</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>------------------------------------------------------------------------------------</td>
<td>------------</td>
<td>--------------------------------</td>
</tr>
<tr>
<td><strong>Dental Care Services</strong></td>
<td>Some services have limits</td>
<td>$0</td>
<td>No/No</td>
</tr>
<tr>
<td></td>
<td>Some services have limits</td>
<td>$0</td>
<td>Yes/No</td>
</tr>
<tr>
<td></td>
<td>Some procedures require prior authorization</td>
<td>No/No</td>
<td>Yes/No</td>
</tr>
<tr>
<td><strong>Radiology (ex. X-rays, MRIs, CTs)</strong></td>
<td></td>
<td>$0</td>
<td>No/No</td>
</tr>
<tr>
<td></td>
<td>Some procedures require prior authorization</td>
<td>No/No</td>
<td>Yes/No</td>
</tr>
<tr>
<td><strong>Outpatient Hospital Short Procedure Unit</strong></td>
<td></td>
<td>No</td>
<td>No/No</td>
</tr>
<tr>
<td></td>
<td>Some procedures require prior authorization</td>
<td>No/No</td>
<td>Yes/No</td>
</tr>
<tr>
<td><strong>Outpatient Ambulatory Surgical Center</strong></td>
<td></td>
<td>No</td>
<td>Yes/No</td>
</tr>
<tr>
<td></td>
<td>Some procedures require prior authorization</td>
<td>No/No</td>
<td>Yes/No</td>
</tr>
<tr>
<td><strong>Non-Emergency Medical Transport</strong></td>
<td>Covered if you live in a nursing home or need specialized non-emergency transportation OR Contact your county MATP provider.</td>
<td>$3 per service</td>
<td>Yes/No</td>
</tr>
<tr>
<td><strong>Family Planning Services</strong></td>
<td></td>
<td>$0</td>
<td>No/No</td>
</tr>
</tbody>
</table>

Notes:
- Some services have limits
- Some procedures require prior authorization
- Covered if you live in a nursing home or need specialized non-emergency transportation OR Contact your county MATP provider.
<table>
<thead>
<tr>
<th>Service</th>
<th>Limit</th>
<th>Co-payment</th>
<th>Prior Authorization / Referral</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Renal Dialysis</td>
<td>No limits</td>
<td>$0</td>
<td>Yes</td>
<td>Adult initial training for home dialysis is limited to 24 sessions per calendar year. Back up visits to the facility limited to no more than 75 per calendar year.</td>
</tr>
<tr>
<td>Emergency Services</td>
<td>No</td>
<td>$0</td>
<td>No/No</td>
<td>No/No</td>
</tr>
<tr>
<td>Urgent Care Services</td>
<td>$0</td>
<td>No/No</td>
<td>No/No</td>
<td>No/No</td>
</tr>
<tr>
<td>Ambulance Services</td>
<td>No</td>
<td>$0</td>
<td>No/No</td>
<td>No/No Non-emergent ambulance requires prior authorization</td>
</tr>
<tr>
<td>Inpatient Hospital</td>
<td>No</td>
<td>$0</td>
<td>Yes/No</td>
<td>Yes/No Some admissions require prior authorization</td>
</tr>
<tr>
<td>Inpatient Rehab Hospital</td>
<td>No</td>
<td>$0</td>
<td>Yes/No</td>
<td>Yes/No Some admissions require prior authorization</td>
</tr>
<tr>
<td>Maternity Care</td>
<td>No</td>
<td>$0</td>
<td>No/No</td>
<td>No/No</td>
</tr>
<tr>
<td>Prescription Drugs</td>
<td>Limit</td>
<td>Co-payment</td>
<td>Prior Authorization / Referral</td>
<td>Co-payment</td>
</tr>
<tr>
<td>----------------------------</td>
<td>-------</td>
<td>------------</td>
<td>--------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td>$1 generic</td>
<td>Some medications require prior authorizations. Refer to the PA Statewide PDL</td>
<td>Yes/No</td>
</tr>
<tr>
<td>Enteral/Parenteral Nutritional Supplements</td>
<td>No</td>
<td>$0</td>
<td>Yes/No</td>
<td>Yes/No</td>
</tr>
<tr>
<td>Nursing Facility Services</td>
<td>Limit</td>
<td>First 30 days MCO responsibility; then transfer to FFS</td>
<td>Yes/No</td>
<td>Yes/No</td>
</tr>
<tr>
<td>Home Health Care including Nursing, Aide, and Therapy Services</td>
<td>No</td>
<td>First 30 days MCO responsibility; then transfer to FFS</td>
<td>Yes/No</td>
<td>Yes/No</td>
</tr>
<tr>
<td>Durable Medical Equipment</td>
<td>Limit</td>
<td>There may be limits on some DME</td>
<td>Yes/No</td>
<td>Some DME requires a prior auth/ No</td>
</tr>
<tr>
<td>Prosthetics and Orthotics</td>
<td>Limit</td>
<td>Flat foot diagnosis is not covered</td>
<td>Yes/No</td>
<td>Some services require prior authorization/No</td>
</tr>
<tr>
<td>Eyeglass Lenses</td>
<td>Limit</td>
<td>4 standard lenses per year</td>
<td>No/No</td>
<td>4 standard lenses per year</td>
</tr>
<tr>
<td>Eyeglass Frames</td>
<td>Limit</td>
<td>2 standard frames per year</td>
<td>No/No</td>
<td>2 standard frames per year</td>
</tr>
<tr>
<td>Service</td>
<td>Limit</td>
<td>Co-payment</td>
<td>Prior Authorization / Referral</td>
<td>Limit</td>
</tr>
<tr>
<td>----------------------</td>
<td>------------------------------</td>
<td>------------</td>
<td>--------------------------------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>Contact Lenses</td>
<td>Limit</td>
<td>$0</td>
<td>No/No</td>
<td>2 pair of contacts per calendar year instead of glasses</td>
</tr>
<tr>
<td>Medical Supplies</td>
<td>Limit</td>
<td>No</td>
<td>No</td>
<td>Some medical supplies may require prior authorization/No</td>
</tr>
<tr>
<td>Therapy (Physical, Occupational, Speech)</td>
<td>Limit</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Laboratory</td>
<td>Limit</td>
<td>No</td>
<td>No</td>
<td>Some laboratory tests require prior authorization/No</td>
</tr>
<tr>
<td>Tobacco Cessation</td>
<td>Limit</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

**DENTAL SERVICES**

Dental services that are covered for children under the age of 21 include the following, when medically necessary:

<table>
<thead>
<tr>
<th>Service</th>
<th>Limits</th>
<th>Copayments</th>
<th>Prior Auth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exams / Check ups</td>
<td>1 every 180 days</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Cleanings</td>
<td>1 every 180 days</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Fillings</td>
<td>No limits</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Fluoride Varnish</td>
<td>4 per calendar year for children 16 years of age and younger</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Fluoride Topical Application</td>
<td>1 every 180 days</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Bitewings</td>
<td>No limits</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Intraoral, complete series</td>
<td>1 per 5 years</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Panoramic Film</td>
<td>1 per 5 years</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Sealants</td>
<td>No Limit</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Anesthesia</td>
<td>No Limit</td>
<td>$0</td>
<td>Yes</td>
</tr>
<tr>
<td>Bony Impacted Teeth</td>
<td>No Limit</td>
<td>$0</td>
<td>Yes</td>
</tr>
<tr>
<td>Service</td>
<td>Limits</td>
<td>Copayments</td>
<td>Prior Auth</td>
</tr>
<tr>
<td>-------------------------</td>
<td>----------------</td>
<td>------------</td>
<td>------------</td>
</tr>
<tr>
<td>Braces</td>
<td>No Limit</td>
<td>$0</td>
<td>Yes</td>
</tr>
<tr>
<td>Crowns</td>
<td>No Limit</td>
<td>$0</td>
<td>Yes</td>
</tr>
<tr>
<td>Dentures</td>
<td>No Limit</td>
<td>$0</td>
<td>Yes</td>
</tr>
<tr>
<td>Extractions</td>
<td>No Limit</td>
<td>$0</td>
<td>Yes</td>
</tr>
<tr>
<td>Periodontal Services</td>
<td>No Limit</td>
<td>$0</td>
<td>Yes</td>
</tr>
<tr>
<td>Root Canals</td>
<td>No Limit</td>
<td>$0</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Dental Services for Adults 21 years of age and older:**

<table>
<thead>
<tr>
<th>Service</th>
<th>Limits</th>
<th>Copayments</th>
<th>Prior Auth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exams / Check ups</td>
<td>1 every 180 days</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Cleanings</td>
<td>1 every 180 days</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Fillings</td>
<td>No limits</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Fluoride Varnish</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fluoride Topical Application</td>
<td></td>
<td>Not Covered</td>
<td></td>
</tr>
<tr>
<td>Bitewings</td>
<td>No limits</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Intraoral, complete series</td>
<td>1 per 5 years</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Panoramic Film</td>
<td>1 per 5 years</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Sealants</td>
<td></td>
<td>Not Covered</td>
<td></td>
</tr>
<tr>
<td>Anesthesia</td>
<td>Covered when performed in a hospital short procedure unit, ambulatory</td>
<td>$0</td>
<td>Yes</td>
</tr>
</tbody>
</table>

All Member categories, except General Assistance Members 21 to 65 years of age, do not have a copay for the following groups of medications:

- Antihypertensives (high blood pressure)
- Antidiabetes (high blood sugar)
- Anticonvulsants (seizure)
- Cardiovascular preparations (heart disease)
- Antipsychotics (except those that are controlled substance antianxiety drugs)
- Antineoplastics (cancer drugs)
- Antiglaucoma drugs
- Anti-Parkinson’s drugs
- HIV/AIDS drugs

GHP Family works with DHS and their vendors to coordinate services that are covered by entities other than GHP Family. These services include mental health, drug and alcohol services, and transportation services.

Participating Providers may submit exception requests for benefit limitations to the Medical Management Department by U.S. Mail, telephone, or fax to:
FAMILY PLANNING SERVICES
Members can choose any provider for family planning services. Covered Family Planning Services include, but are not limited to:

- Medically Necessary abortions only as allowed in MA Bulletin 1141-95-01
- Contraceptive implants/injections
- Education/counseling
  - In-office visit with PCP or PCP Obstetrician
  - Tubal ligation/Hysterectomies/other sterilizations for both male and female are covered for all Members over age 20.

Required family planning services forms
When a Participating Provider performs certain family planning services, a federally required form must accompany a Claim for payment, regardless of its mode of transmission (electronically or hardcopy on the CMS-1500 Claim form). The Sterilization Patient Consent Form (MA 31), Patient Acknowledgement for Hysterectomy (MA 30), and the Physicians Certification for an Abortion (MA 3) are forms that are required by the Federal Government. Payment for sterilizations, abortions, and hysterectomies will only be made if the appropriate form(s) are completed and accurate, and the procedures were performed within any time frames specified within the regulations. Appropriate consent form must be received at least thirty (30) days prior to the procedure but not more than 180 days prior to the procedure. Consent forms are available online at Department’s website: http://www.DHS.state.pa.us/findaform/ordermedicalassistanceforms/index.htm

Procedures That May Be Included with a Family Planning Clinic Comprehensive Visit, a Problem Visit or a Routine Revisit:

- Insertion, implantable contraceptive capsules
- Implantation of contraceptives, including device (e.g., Norplant) (once every five years) (females only)
- Removal, Implantable contraceptive capsules
- Removal with reinsertion, Implantable contraceptive capsules (e.g., Norplant) (once per five years) (females only)
- Destruction of vaginal lesion(s); simple, any method (females only)
- Biopsy of vaginal mucosa; simple (separate procedure) (females only)
- Biopsy of vaginal mucosa; extensive, requiring suture (including cysts) (females only)
- Colposcopy (vaginoscopy); separate procedure (females only)
- Colposcopy (vaginoscopy); with biopsy(s) of the cervix and/or endocervical curettage
- Colposcopy (vaginoscopy); with loop electrosurgical excision(s) of the cervix (LEEP) (females only)
- Intensive colposcopic examination with biopsy and or excision of lesion(s) (females only)
• Biopsy, single or multiple or local excision of lesion, with or without fulguration (separate procedure) (females only)
• Cauterization of cervix; electro or thermal (females only)
• Cauterization of cervix; cryoablation, initial or repeat (females only)
• Cauterization of cervix; laser ablation (females only)
• Endometrial and/or endocervical sampling (biopsy), without cervical dilation, any method (separate procedure) (females only)
• Alpha-fetoprotein; serum (females only)
• Nuclear molecular diagnostics; nucleic acid probe, each
• Nuclear molecular diagnosis; nucleic acid probe, each
• Nuclear molecular diagnostics; nucleic acid probe, with amplification; e.g., polymerase chain reaction (PCR), each
• Fluorescent antibody; screen, each antibody
• Immunoassay for infectious agent antibody; quantitative, not elsewhere specified
• Antibody; HIV-1
• Antibody; HIV-2
• Treponema Pallidum, confirmatory test (e.g., FTA-abs)
• Culture, chlamydia
• Cytopathology, any other source; preparation, screening, and interpretation
• Progestasert I.U.D. (females only)
• Depo-Provera injection (once per 60 days) (females only)
• ParaGuard I.U.D. (females only)
• Hemoglobin electrophoresis (e.g., A2, S, C)
• Microbial Identification, Nucleic Acid Probes, each probe used
• Microbial Identification, Nucleic Acid probes, each probe used; with amplification (PCR)

**Procedures That May Be Included with a Family Planning Clinic Problem Visit:**

• Gonadotropin, chorionic, (hCG); quantitative
• Gonadotropin, chorionic, (hCG); qualitative
• Syphilis test; qualitative (e.g., VDRL, RPR, ART) Culture, bacterial, definitive; any other source Culture, bacterial, any source; anaerobic (isolation)
• Culture, bacterial, any source; definitive identification, each anaerobic organism, including gas chromatography
• Culture, bacterial, urine; quantitative, colony count
• Dark field examination, any source (e.g., penile, vaginal, oral, skin); without collection
• Smear, primary source, with interpretation; routine stain for bacteria, fungi, or cell types
• Smear, primary source, with interpretation; special stain for inclusion bodies or intracellular parasites (e.g., malaria, kala azar, herpes)
• Smear, primary source, with interpretation; wet mount with simple stain for bacteria, fungi, ova, and/or parasites
• Smear, primary source, with interpretation; wet and dry mount, for ova and parasites Cytopathology, smears, cervical or vaginal, the Bethesda System (TBS), up to three smears; screening by technician under physician supervision
• Level IV - Surgical pathology, gross and microscopic examination
• Antibiotics for Sexually Transmitted Diseases (course of treatment for 10 days) (two units may be dispensed per visit)
• Medication for Vaginal Infection (course of treatment for 10 days) (two units may be dispensed per visit
• Breast cancer screen (females only)
• Mammography, bilateral (females only)
• Genetic Risk Assessment

**PA Vaccines for Children (VFC) Program**

The Vaccines for Children (VFC) programs was created as part of the Federal Omnibus Budget Reconciliation Act (OBRA), Section 1928 of the Social Security Act, in August 1993. The purpose of this program is to improve immunization levels across the U.S. by providing vaccines, at no cost, to enrollment public and private providers. The program is regulated by the Centers for Disease Control and Prevention (CDC) and the National Center of Immunizations and Respiratory Disease (NCIRD).

In October 1994, Pennsylvania began its VFC program under the administration of the Department of Health (DOH), Division of Immunization. VFC vaccines are purchased through CDC contracts by the DOH and are supplied to VFC enrolled providers at no cost.

**VFC Eligibility**

Children, birth through 18 years of age (to their 19th birthday), are eligible for VFC vaccines if they meet at least one of the following criteria:

- Are enrolled in Medicaid (including Medicaid managed care plans)
- Have no health insurance
- American Indian or Alaska Native (regardless of insurance coverage)
- Underinsured: A child who has health insurance, but the coverage does not include vaccines; a child whose insurance covers only selected vaccines (VFC eligible for non-covered vaccines only). Underinsured children are eligible to receive VFC vaccine only through a federally qualified health center (FQHC), rural health clinic (RHC) or a state health center (SHC) under an approved deputization agreement.

Children with health insurance that covers vaccines and who fail to meet one of the previously mentioned criteria are not eligible through the VFC program, even when the insurance requires a deductible. There are no income restrictions imposed by the VFC program, if the child meets all other enrollment criteria.

**Insured Children**

Children whose health insurance covers the cost of vaccinations are not eligible for VFC vaccines, even when a claim for the cost of the vaccine and its administration would be denied for payment by the insurance carrier because the plan's deductible (high deductible plan) had not been met.
Children with the Pennsylvania’s Children’s Health Insurance Program (CHIP) are not eligible for VFC vaccine.

<table>
<thead>
<tr>
<th>VFC Eligibility Scenario: Child is insured and...</th>
<th>Insurance Status</th>
<th>VFC Eligible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has not yet met plan’s deductible</td>
<td>Insured</td>
<td>No</td>
</tr>
<tr>
<td>Plan covers all ACIP recommended vaccines but excludes certain products/combination vaccines</td>
<td>Insured</td>
<td>No</td>
</tr>
<tr>
<td>Plan covers only a portion of the vaccine cost and does not have Medicaid as secondary insurance</td>
<td>Insured</td>
<td>No</td>
</tr>
<tr>
<td>Has Medicaid as secondary insurance</td>
<td>Medicaid eligible</td>
<td>Yes</td>
</tr>
<tr>
<td>Plan covers only a portion of the vaccine cost and has Medicaid as secondary insurance</td>
<td>Medicaid eligible</td>
<td>Yes</td>
</tr>
<tr>
<td>Has not yet met plan’s deductible and has Medicaid as secondary insurance</td>
<td>Medicaid eligible</td>
<td>Yes</td>
</tr>
<tr>
<td>Has exceeded plan’s annually allowed number of provider visits or insurance doesn’t cover vaccines</td>
<td>Underinsured - must obtain vaccine through FQHC, RHC, or deputized SHC</td>
<td>Yes</td>
</tr>
<tr>
<td>Cannot access health insurance due to being incarcerated</td>
<td>Uninsured</td>
<td>Yes</td>
</tr>
</tbody>
</table>

A Medicaid eligible child is eligible for PA VFC vaccines regardless if they have any other type of primary health care coverage/insurance plan.
CHIP children are insured and not eligible for PA VFC vaccine unless a vaccine is not covered by CHIP insurance, which would make the child underinsured and should receive vaccines at FQHCs or RHCs.

For complete eligibility requirements please visit the PA VFC Program Handbook.

**New Provider Enrollment**

- Complete and submit the Pa. Vaccines for Children Program Provider Agreement (Pa. VFC PPA) by fax to 717-214-7223. Upon receipt of the completed Pa. VFC PPA, the provider identification number (PIN) will be assigned to your facility.
- A copy of the VFC Provider Handbook will be mailed to your facility; This should be reviewed by the physician(s), office manager, primary and backup VFC contacts prior to the enrollment/training site visit.
- Prepare your office and staff for a site visit to go over the administrative requirements of the program and to ensure proper storage and handling of vaccines when received.
- An immunization nurse from your district will contact you to schedule an enrollment/training site visit to review all aspects of the VFC program, to ensure that the vaccine storage units and thermometers meet the requirements of the CDC and to answer any questions staff may have. This visit takes approximately two hours.
- After completion of the enrollment/training visit, the immunization nurse will notify the PADOH that your facility has been approved to order and receive VFC vaccines.
- VFC staff will notify the PA Statewide Immunization Information System (PA-SIIS) to provide the primary and back-up VFC coordinators with unique usernames and passwords referred to as “logon credentials.” This will allow staff to order vaccines online, update facility address and list vaccine shipping hours.
- View the video “Keys to Storing and Handling Your Vaccine Supply” and printing credentials from the CDC website. This is required for all new enrollments and reactivations. The video is found at the following sites: [https://www2a.cdc.gov/vaccines/ed/shvideo/](https://www2a.cdc.gov/vaccines/ed/shvideo/) and [https://www.youtube.com/watch?v=0atwOngjVQY](https://www.youtube.com/watch?v=0atwOngjVQY)

**Provider Requirements:**

- Administer VFC program vaccines to VFC-eligible children;
- Retain all VFC documentation including patient eligibility screening records for a minimum of three years;
- Make immunization records available to the PADOH, upon request and during CDC required site visits;
- Comply with the appropriate immunization schedule, dosage and contraindications established by the CDC’s Advisory Committee on Immunization Practices (ACIP);
- Document and retain parent/guardian/individual refusal/rationale for not having client immunized.
- Provide current vaccine information statements (VIS), maintain records in accordance with the National Childhood Vaccine Injury Act and provide, according to federal law, all vaccine providers must give patients, or their parents or legal representatives, the appropriate VIS whenever a vaccination is given.
- Not to impose a charge for the cost of the vaccine to any eligible patient;
- Not to impose a charge for the administration of the vaccine in any amount higher than the maximum fee of $23.14 for non-MA enrolled children or $10 for MA enrolled children
- Not to deny administration of a vaccine to a child due to the inability of the child’s parent/guardian/individual of record to pay an administrative fee;
- Comply with VFC program procedures and requirements; and
- Adhere to all federal and state requirements.
For complete provider requirements including provider annual enrollment and PA VFC compliance site visits please visit the **PA VFC Program Handbook**.

**Provider Responsibilities**

- Notify PADOH regarding changes
  - Change in facility name
  - Change in facility address
  - Change in facility telephone or fax number
  - Change in primary VFC contact
  - Change in back-up VFC contact
  - Change in medical director/primary physician

- Staff training
  - Provide internal training on proper vaccine storage and handling guidelines.
  - Provide internal training on vaccine administration protocols to each new employee at time of employment orientation and review annually.
  - Document these trainings and those who attended as required.

- Developing and maintaining written procedures
  - Emergency handling procedures
  - Vaccine management plan
  - Vaccine disaster recovery plan

- Twice-daily temperature documentation
  - Time when temperature was checked
  - Initials of staff checking unit temperature
  - Current, min, and max temperature
  - Corrective action documentation on the temperature log (if needed)

- Vaccine storage and handling
  - CDC/PADOH requirements/recommendations
  - Equipment (refrigerators/freezers)
  - Thermometers/digital data loggers
  - Maintenance of cold chain

**Withdrawing from the VFC Program**

To assure a smooth transition of services, the following steps must be taken should a facility choose to discontinue participating in the Pa. VFC Program.

- Notify the Pa. VFC program 30 days in advance at (1-888-646-6864) if the office plans to disenroll.
- Submit a complete inventory of all Pa. VFC vaccines on-site to include brand, lot number, expiration date and number of doses.
- Submit three months of temperature logs.
- Refer VFC-eligible children to another VFC Provider. If necessary, contact the PADOH for help finding another VFC provider.

**Fraud Waste and Abuse**

The Pa. VFC Program recognizes that a vast majority of VFC providers abide by their legal and professional duties and provide critical health care services to VFC patients every day. The Pa.
VFC Program is committed to safeguarding federally funded vaccines by targeting fraud perpetrators and saving taxpayer dollars while reducing the burden on legitimate providers.

The comprehensive program to prevent and detect fraud, waste and abuse consists of:

- Procedures for the identification of potential fraud, waste and abuse in the Pa. VFC Program;
- A process to conduct a timely, reasonable inquiry into potential violations of federal and state criminal, civil and administrative laws, rules and regulations; and
- A process to refer potential violations of applicable federal and state criminal, civil and administrative laws, rules, and regulations to law enforcement for further investigation within a reasonable period.

**Vaccine Management**
- Post a vaccine expiration list on the refrigerator and freezer.
- Check and rotate inventory on a weekly basis.
- Administer shorter-dated vaccines first.
- Notify immunization nurses to assist in relocating vaccines expiring in 90 to 120 days to avoid waste.
- Deplete current single antigen vaccine inventory prior to switching to a combination antigen vaccine.

**Vaccines available through the PA VFC Program:**
- Diphtheria, Tetanus and Acellular Pertussis (DTaP)
- Haemophilus Influenza Type b (Hib)
- Hepatitis A (Pediatric)
- Hepatitis B (Pediatric)
- Human Papillomavirus (HPV)
- Influenza
- Measles, Mumps and Rubella (MMR)
- Meningococcal Conjugate (MCV4)
- Meningococcal B
- Pneumococcal Conjugate 13 (PCV13)
- Pneumococcal Polysaccharide (PPSV23)
- Polio (IPV)
- Rotavirus
- Tetanus and Diphtheria (Td)
- Tetanus, Diphtheria and Acellular Pertussis (Tdap)
- Varicella
- Several Combination Vaccines

In addition, the following non-VFC vaccines are available by request for department approved public providers, including state health centers, county and municipal health departments, federally qualified health centers, rural health clinics and other public providers as approved by the PA DOH:

- Hepatitis A (adult)
- Hepatitis B (adult)
- Human papillomavirus (HPV - adult)
- Measles, mumps and rubella (MMR - adult)
- Meningococcal conjugate (MCV4 - adult)
• Meningococcal B (adult)
• Pneumococcal conjugate 13 (PCV13 - adult)
• Pneumococcal polysaccharide (PPSV23 - adult)
• Tetanus and diphtheria (Td - adult)
• Tetanus, diphtheria and acellular pertussis (Tdap – adult)
• Varicella (adult)

For complete vaccine management instructions please refer to the [PA VFC Program Handbook](#).

NOTE: As new vaccines or combination vaccines are approved by the FDA, they will be made available by the CDC.

**Vaccine Ordering**
Vaccine orders are placed online using PA-SIIS or by faxing a PA Department of Health Supplied Vaccine Order, Inventory, and Accountability form to 717-441-3800 or call 1-888646-6864.

- Order monthly: first thru 15th.
- Order only one month’s supply of vaccine
- Order by number of doses, not packages
- Order according to type of facility (private provider – order only pediatric vaccines; public providers – pediatric and adult)

For complete ordering vaccines instructions and shipping information please refer to the [PA VFC Program Handbook](#).

**Returning Vaccines**
All vaccines, including flu, deemed “returnable non-viable” should be returned within six months following expiration date. However, vaccines that have expired more than six months previously will still be accepted. When requesting a shipping label for the return of vaccines, please allow one to five business days to receive notification. Complete the vaccine return and accountability form for returning all vaccines.

Vaccines may be returned when:

- They are expired and unopened
- They are stored or handled improperly (must complete incident report)
- A storage unit failure occurs (must complete incident report)
- A power outage occurs (must complete incident report)

For complete returning vaccines instructions please reference the [PA VFC Program Handbook](#).

**Vaccine Storage and Handling**
Any new providers enrolling in the VFC program will be required to use standalone refrigerators and standalone freezers for vaccine storage. PADOH-approved household combination units are no longer permitted for new enrollment and/or replacement unit purchases.

PADOH-supplied vaccine must be stored in one of the following:

- Standalone storage units (medical/pharmaceutical grade, highly recommended);
- Medical/pharmaceutical grade combination units; or
- Household combination unit (refrigerator portion only, must have separate standalone freezer).
ADVANCE DIRECTIVES

The Patient Self-Determination Act of 1990, effective December 1, 1991, requires providers of services and health maintenance organizations under the Medicare and Medicaid programs to assure that individuals receiving services will be given an opportunity to participate in and direct health care decisions affecting themselves and be informed of their right to have an advance directive. An advance directive is a legal document through which a Member may provide directions or express preferences concerning his or her medical care and/or to appoint someone to act on his or her behalf. Advance directives are used when the Member is unable to make or communicate decisions about his or her medical treatment.

Advance directives are prepared before any condition or circumstance occurs that causes the Member to be unable to actively decide about his or her medical care.

In Pennsylvania, there are two types of advance directives:

- Living will or health care instructions
- Appointment of a Health Care Power of Attorney

Providers are required to comply with federal and state laws regarding advance directives (also known as health care power of attorney and living wills), as well as contractual requirements, for adult Members. In addition, GHP Family requires that providers obtain and maintain advance directive information in the Member’s medical record.

Requirements for providers include:

- Maintaining written policies that address a Member’s right to make decisions about their medical care, including the right to refuse care.
- Providing Members with written information about advance directives.
- Documenting the Member’s advance directives or lack of one in his or her medical record.
- Communicating the Member’s wishes to attending staff in hospitals or other facilities.
• Not discriminating against a Member or making treatment conditional on the basis of his or her decision to have or not have an advance directive.
• Providing staff education on issues related to advance directives.

GHP Family provides information about advance directives to Members in the Member Handbook, including the Member’s right to make decisions about their medical care, how to obtain assistance in completing or filing a living will or health care power of attorney, and general instructions.

For additional information or Complaints regarding noncompliance with advance directive requirements, you can contact:

Pennsylvania Office of Attorney General
Strawberry Square, 16th Floor
Harrisburg, PA 17120
Phone: (717) 787-3391

REIMBURSEMENT & CLAIMS SUBMISSION REIMBURSEMENT/FEE-FOR-SERVICE PAYMENT

GHP Family will reimburse Participating Providers at fee-for-service rates described in the Participating Provider's individual GHP Family Agreement. MA fee-for-service fee schedules can be viewed on the DHS website at https://www.dhs.pa.gov/providers/Providers/Pages/Health%20Care%20for%20Providers/MA- Fee-Schedule.aspx.

BILLING INSTRUCTIONS

Medical Assistance Enrollment & PROMISe ID Number Required
All providers who provide services to HealthChoices Members must be enrolled in the Commonwealth’s Medical Assistance (MA) program and possess an active PROMISe™ Provider ID to bill for services. For information on how to enroll in PROMISe™ and enrollment forms, please visit the DHS’s Web site at:

Member Eligibility Verification
A MA Identification Card, titled Pennsylvania ACCESS Card, is an identification card issued by DHS to each MA recipient. The card can be used by MA-enrolled Health Care Providers to access DHS’s Eligibility Verification System (EVS) and verify the recipient’s MA eligibility and specific covered benefits. Prior to rendering or billing for services, providers should verify each Member’s eligibility for benefits through the online eligibility information from the EVS. The EVS offers Medicaid providers the information to make an informed decision prior to rendering a service or item.

The plastic ACCESS Card has a magnetic strip designed for swiping through a point-of-sale (POS) device to access eligibility information through the EVS. The MA recipient’s current eligibility status and verification of which MCO they may be participating with can be obtained by either swiping the ACCESS Card or by calling the EVS phone number (800) 766-5387.
If a Member presents to a Provider's office and states he/she is a MA recipient, but does not have an ACCESS Card, eligibility can still be obtained by using the Member's date of birth (DOB) and Social Security number (SS#) when the call is placed to EVS.

For more information regarding the EVS and ways to access eligibility data, visit the following:

In addition to the ACCESS Card, Members will receive a GHP Family identification card upon enrollment with GHP Family. Below is a sample of the GHP Family identification card:

Payment for Medically Necessary Services
In accordance with Pennsylvania Code 55, Chapter 1101, DHS will only pay for Medically Necessary services for covered benefits. DHS defines Medically Necessary services as a service or benefit that is compensable under the MA Program and meets any one of the following standards:

- The service or benefit will, or is reasonably expected to, prevent the onset of an illness, condition, or disability.

- The service or benefit will, or is reasonably expected to, reduce, or ameliorate the physical, mental or developmental effects of an illness, condition, injury or disability.

- The service or benefit will assist the Member to achieve or maintain maximum functional capacity in performing daily activities, considering both the functional capacity of the Member and those functional capacities that are appropriate for Members of the same age.

Determination of Medical Necessity for covered care and services, whether made on a Prior Authorization, Concurrent Review, Retrospective Review, or on an exception basis, must be documented in writing. The determination is based on medical information provided by the Member, the Member's family/caretaker, and the PCP, as well as any other providers, programs, agencies that have evaluated the Member. All Medical Necessity determinations must be made by qualified and trained health care providers.

DHS has established benefit packages based on category of assistance, program status code, age, and, for some packages, the existence of Medicare coverage or a Deprivation Qualifying Code. Participating Providers are expected to provide services in the amount, duration and scope set forth by DHS and based on the Member's benefit package. GHP Family will ensure that services are sufficient in amount, duration, or scope to reasonably be expected to achieve the purpose for which the services are furnished. GHP Family will not arbitrarily deny or reduce the amount, duration, or scope of a Medically Necessary service solely because of the Member's diagnosis, type of illness or condition.

Provider Billing
GHP Family accepts both electronic and manual Claims submissions. To assist us in processing and paying Claims efficiently, accurately, and timely, GHP Family encourages providers to submit Claims electronically. To facilitate electronic Claims submissions, GHP Family has developed business relationships with major clearinghouses, including WebMD/Envoy.

GHP Family receives EDI Claims directly from these clearinghouses, processes them through pre-import edits to ensure the validity of the data, HIPAA compliance and Member enrollment and then uploads them each Business Day. Within 24 hours of file receipt, GHP Family provides production
reports and control totals to all trading partners to validate successful transactions and identify errors for correction and resubmission. Providers can submit paper Claims to GHP Family’s designated post office box. Paper Claims are scanned into our system each Business Day.

Claims Department
Geisinger Health Plan
PO Box 853910
Richardson, TX 75085-3910

Co-payments
Certain services require a Member co-payment. This amount should be collected from the Member by the provider and deducted from the amount billed to GHP Family.

Providers must submit all Claims whether the Member made full payment. Providers should not deny services to a Member even if the Member has not made full payment of their cost-sharing amounts.

It is important for providers to document on the Claim submitted the amount that the Member paid or the amount the provider has billed to the Member.

Coordination of Benefits/Third Party
GHP Family will act as the primary payer on the following services (unless existing primary coverage is available and known at the time of service):

- Preventive pediatric care (including EPSDT services to children), and services to children having medical coverage under a Title IV-D child support order
- As mandated by DHS, GHP Family will process and pay claims for the services above, even when records indicate GHP Family is the secondary payer to an existing primary plan. GHP Family may initiate subsequent recovery efforts once the primary plan appropriately processes claims for these services.

Providers must always ensure GHP Family receives encounter data for all covered services provided to members — even when third party insurance is primary and GHP Family is the payer of last resort; and even when no additional payment from GHP Family is expected.

GHP Family is the payer of last resort on all other services. Providers must bill third party insurance before submitting a Claim to GHP Family. GHP Family will pay the difference between the primary insurance payment and GHP Family allowable amount. Providers cannot balance bill Members.

If the primary insurance carrier denies the Claim as a non-covered service, the Claim with the denial may be submitted to GHP Family for a coverage determination under the Member’s program. It is the provider’s responsibility to obtain the primary insurance carrier’s explanation of benefits (EOB) or the remittance advice for services rendered to Members that have insurance in addition to GHP Family. The primary carrier’s EOB or remittance advice should accompany any Claims submitted for payment. A detailed explanation of how the Claim was paid or denied should be included if not evident from the primary carrier’s EOB or the remittance advice. This information is essential for GHP Family to coordinate benefits.

If a service is non-covered or benefits have been exhausted from the primary carrier, the provider is required to get an updated letter every January and July to submit with each Claim. Claims submitted without the EOB for Members where third-party insurance is indicated will be denied in most cases.
In the event a Claim is paid by GHP Family and it is later discovered the Member has other insurance, the payment made to the provider will be recovered by either GHP Family or DHS. GHP Family will neither unreasonably delay payment nor deny payment of Claims because they involved an injury stemming from an accident such as a motor vehicle accident, where the services are otherwise covered. Those funds under the scope of these Other Resources shall be recovered and retained by the Commonwealth.

If assistance with the billing of third-party payers is required, please contact a Provider Account Manager at (800) 876-5357.

To prevent denials for coding mismatches, Claims submitted to the primary carrier on a form that differs from GHP Family’s requirements should be clearly marked with COB Form Type Conversion.

**Timely Claim Submission Requirements**

GHP Family requires that Claims be submitted within 180 days from the date of service. Providers have 12 months from the date of service to correct and resubmit Claims if the initial submission was within the 180-day time period whether or not the Claim was denied on the first submission. GHP Family requires Clean Claim submissions for processing.

**Claims Payment Timeframes**

In compliance with federal regulations applicable to Medicaid managed care plans, GHP Family processes Clean Claims in the following timeframes: 90.0% of Clean Claims must be adjudicated within thirty (30) days of receipt

- 100.0% of Clean Claims must be adjudicated within forty-five (45) days of receipt

- 100.0% of all Claims must be adjudicated within ninety (90) days of receipt

These timeframes apply to the HealthChoices program. Most Claims are processed by GHP Family within ten (10) days of receipt.

**National Provider Identifier (NPI)**

Any Claims submitted by a provider must follow HIPAA regulations regarding NPI numbers and the new Claim forms. Claims for the HealthChoices program must also contain the provider PROMISe identification number. Any Claims received not in compliance will be returned.

**Compliance**

The new CMS-1500 (08-05) form contains fields for the NPI numbers. Field 17 requires the NPI of the referring physician, if appropriate. Field 24J is available for the NPI number of the provider rendering service(s). Field 32 requires the NPI of the facility location if other than office. Field 33 should be completed with the billing provider’s NPI number. The new UB-04 form requires the NPI number of the billing provider in field 56. The NPIs of the attending physician and the operating physician should be in fields 76 and 77 respectively.

**EDI Claims**

Your electronic billing vendor should have provided you with the newest version of the software to comply with the NPI requirements. If EDI Claims are rejected, please check with your vendor first. If you are experiencing any issues with EDI Claims, please contact our Provider Relations Department at (800) 876-5357.
**Acceptable Claims Forms**
GHP Family requires all providers to use one of the following forms when submitting Claims: A CMS 1500 (formerly HCFA 1500) billing form is used to submit Claims for all professional services including ancillary services and professional services billed by a hospital.

Hospital inpatient and outpatient services, dialysis services, nursing home room and board, and inpatient hospice services must be billed on the UB 04 billing form. GHP Family will not process Claims received on any other type of Claim form

**Completing a CMS 1500**
The CMS 1500 (formerly HCFA 1500) billing form is used to submit Claims for all professional services. When submitting a CMS 1500 form, certain fields are required.

**CMS 1500 Documentation**
Before submitting a Claim a provider should ensure that all required attachments are included. All Claims that involve other insurance or Medicare must be accompanied by an Explanation of Benefits (EOB) or a remittance advice that clearly states how the Claim was paid or the reason for payment denial.

**Completing the UB 04**
The UB 04 form is used when billing for facilities services including hospital inpatient and outpatient services, dialysis services, nursing home room and board and inpatient hospice service.

**UB 04 Documentation**
Inpatient, ER and Outpatient hospital Claims above a certain threshold require additional documentation which may include the medical record and an itemized bill.

**Encounter Data Submission**
To support timely statutory reporting requirements, we encourage PCPs to submit encounter information within thirty (30) days of the encounter. However, all encounters (Claims) must be submitted within 180 calendar days after the services were rendered or compensable items were provided.

**The following mandatory information is required on the CMS-1500 form for a primary care visit:**

- GHP Family Member's ID number
- Member’s name
- Member's date of birth
- Other insurance information: company name, address, policy and/or group number, and amounts paid by other insurance, copy of EOB's
- Information advising if patient's condition is related to employment, auto accident, or liability suit
- Name of referring physician, if appropriate
- Dates of service, admission, discharge
- Primary, secondary, tertiary and fourth ICD-10-CM diagnosis codes.
- Authorization or referral number
- CMS place of service code
- HCPCS procedures, service or supplies codes; CPT procedure codes with appropriate modifiers
- Charges
• Days or units
• Physician/supplier federal tax identification number or Social Security Number
• National Practitioner ID (NPI) and Taxonomy Code
• Individual GHP Family assigned practitioner number
• Name and address of facility where services were rendered
• Physician/supplier billing name, address, zip code, and telephone number
• Invoice date

Providers should refer to their contracts for documentation requirements and/or to the provider specific billing sections of this manual.

**Explanation of Payment (EOP)**

For each Claim that is paid or denied the provider receives a remittance advice (remit). If a Claim is denied, providers receive a remittance advice that summarizes:

Payment activity for the provider (the provider’s account balance, Claims processed, co-payments applied, interest payments or penalties, discounts, the amount recouped if the beginning balance was negative and the net paid amount

• The check number
• Denial reasons for Claims or line items denied
• Claims inquiry contact information
• Claims resubmission and reconsideration steps and details of resubmissions
• Appeals process

To access a copy of the EOP including a description of information provided on the remit, please log on to the secure web portal website.

**Claims Resubmission**

Claims may be resubmitted for two reasons; (1) to submit a corrected Claim or; (2) to submit a previously submitted Claim to which additional information has been attached. When resubmitting a Claim, providers need to indicate on the Claim whether it is a corrected Claim or a resubmitted Claim with appropriate supporting documentation.

• Submit a corrected Claim or a request for reprocessing a Claim within the contracted timely filing guidelines.
• Corrected or resubmitted Claims that do not require supporting documentation may be submitted through GHP Family Electronic Data Interface (EDI) vendors.
• Corrected or resubmitted Claims that require supporting documentation must be submitted on paper to the GHP Family Claims processing center.

**GHP FAMILY PAY-FOR-QUALITY PROGRAM**

GHP Family’s Pay-for-Quality program was initiated to encourage and promote the focus of quality care for GHP Family Members. The Pay-for-Quality program is available to physicians in primary care (i.e., Family Practice, Internal Medicine, and Pediatrics) and Obstetrics and Gynecology. Each specialty within primary care is considered separately. Additionally, qualifying PCPs meeting
measurement thresholds for each applicable category are eligible for reimbursement through the Pay-for-Quality incentive payment.

Physicians are rewarded for meeting and exceeding certain clinical measurement categories. The Pay-for-Quality program is not meant to be a static measurement system and will remain flexible to meet changing clinical practices and quality requirements. Pay-for-Quality reports will be posted on GHP Family's Web site at a primary care site level, so that Members can judge the combined performance of all the physicians in a given practice. Those reports will be refreshed every quarter.

More information about the Pay-for-Quality program (including the GHP Family Pay-for-Quality Manual) is available online at www.ghpfamily.com. Your Provider Account Manager is also available to work with you in meeting Pay-for-Quality measurement criteria to maximize your incentive.

**MEMBER RIGHTS & RESPONSIBILITIES GHP FAMILY MEMBER RIGHTS**

GHP Family Members have the right:

- To receive information about GHP Family, its services, its health care providers, and member’s rights and responsibilities.
- To have their identity protected.
- To file complaints and grievances about GHP Family and/or their PCP or other providers and to get a timely response.
- To get materials and/or help in other languages and formats if necessary.
- To access, inspect, and receive a copy of their protected health information (PHI) according to state and federal law. PHI includes personal information such as health records with addresses and Social Security numbers.
- To request a correction or amendments to their PHI.
- To ask for a list of certain PHI disclosures.
- To be treated with respect, recognizing their right to privacy and dignity.
- To ask for GHP Family’s medical management department’s review guidelines and clinical practice guidelines.
- To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- To expect that their records and anything they say to their doctor will be treated confidentially and will not be released without their consent.
- To receive information from health care providers that they can understand about available treatment options and alternatives.
- To participate with providers in decisions about their health care. This includes talking about appropriate or medically necessary treatment options and alternatives for their condition, regardless of cost or benefit coverage. This also includes the right to refuse treatment, drugs and/or procedures.
- To know what treatment they will receive, what the expected outcome is, what risks there are and any side effects and who will be doing the treatment.
- To ask for a second opinion about any medical treatment or procedure.
- To know if care or treatment is part of a research experiment before they have it and to refuse experimental treatments.
• To file a fair hearing appeal with the Department of Human Services at any time during the complaint or grievance process.
• To offer suggestions for changes in GHP Family’s member rights and responsibilities.
• To receive health care services without discrimination based on race, color, ethnicity, age, mental or physical disability, religion, gender, sexual orientation, national origin or income.
• To choose their own PCP within the limits of the GHP Family network, including the right to refuse the care of specific providers.
• To expect that their written permission will be obtained before GHP Family gives out your medical information to anyone except those directly providing your care, except for purpose specifically permitted by state and federal laws; such as, to make sure that GHP Family members are getting quality care.
• To make an advance directive that tells others about the types of health care they want to receive if they are unable to speak for themselves.
• To receive information on the cost of your care.
• To exercise their rights freely and be assured that exercising their rights will not adversely affect the way GHP Family, its providers or state agencies treat them.
• Provide written authorization telling GHP Family if they decide to have someone (such as a family member, lawyer, or other person) represent or act on their behalf during the complaint or grievance process.

When emergency services are necessary, they have the right to obtain such services without unnecessary delay.

GHP FAMILY MEMBER RESPONSIBILITIES

GHP Family Members have the responsibility:

To protect their GHP Family identification card and show it when they get services.
• To let GHP Family and their provider know about important changes that may affect their membership, health care needs or benefits. Examples of such changes are changes in name, address, or telephone number, if they get pregnant, if their family size changes, if they or their children have other health insurance or if they move out of the county or state.
• To get medical services from GHP Family Participating Providers.
• To get a referral from their PCP before they see a specialist except for dental, family planning, vision care, chiropractic services or OB/GYN services.
• To use the emergency room only in cases of an emergency.
• To treat their health care providers with courtesy, consideration, respect and dignity. This includes arriving on time for scheduled appointments and canceling appointments when they cannot keep them.
• To ask questions to help them understand their health problems and to work with their provider and GHP Family on agreed upon treatment goals.
• To follow treatment plans and instructions for care that they have agreed on with their provider.
• To learn about any procedure or treatment and to think about it before it is done.
• To report all their symptoms, problems and related health information to their PCP or other Provider.
• To tell their PCP about their medical history.
CONFIDENTIALITY & PRIVACY OF GHP FAMILY MEMBER MEDICAL RECORDS & PROTECTED HEALTH INFORMATION (PHI)

GHP Family follows the regulations in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) including the HITECH Act of 2009. This law protects the privacy of Member medical records and health information. GHP Family also follows all other state and federal regulations regarding privacy of medical records and health information. A Member’s medical record and other information (which includes information relating to HIV/AIDS, substance abuse and behavioral health treatments) received by GHP Family will be kept confidential (private) as required by law.

MEMBER NOTICE OF PRIVACY PRACTICES

The following Member Notice of Privacy Practices details how GHP Family makes sure protected health information is kept private:

Notice of Privacy Practices

THIS NOTICE STATES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

We are required by law to protect the privacy of your protected health information (PHI). The only time we may release your information is if you give us permission in writing to release the information, or for one of the following reasons:

- **For medical treatment of the member.** For example, if you are in the hospital, we may show the hospital providers medical records sent to us by your provider.

- **For making a payment.** For example, our claim processing department may use your medical information to make a payment on a claim sent to us by your provider.

- **For health care operations.** For example, we may study your health data to see how we can improve our services to our members.

- **To tell you about health programs or products.** For example, we might send you information about a program to help you stop smoking.

- **For reminders.** For example, we may send you an appointment reminder for an upcoming appointment.

State and Federal laws may require us to release your health information for the following reasons:

- **As required by law.** For example, we may report information to state and federal agencies that regulate us.

- **For public health reasons.** For example, we may report information during a major disease outbreak.

- **For health oversight activities.** For example, we may report information for audits or fraud and abuse investigations.

- **For court or administrative proceedings.** For example, we may release your information because we get a court order to do so.
• For law enforcement. For example, we may release information to the police to identify a suspect or missing person.

• For reporting to a government agency regarding child abuse, neglect or domestic violence.

• For sharing information with a coroner or medical examiner. For example, we may release information to identify someone who has died, to determine a cause of death or as authorized by law. We may also share information with funeral directors so they can perform their duties when someone has died.

• For organ transplants. For example, we may share information to get, store or transplant organs, eyes, or tissue.

• For some government functions. These functions may include military and veteran activities, national security and intelligence activities, and protective services.

• For workers compensation. For example, we may release information about job related injuries.

• For research. For example, we may release information to study a disease or disability as allowed by law.

• For correctional institutions or law enforcement. For example, we may share information with a prison so people in custody can get health care, to protect the health and safety of others and for the security of the institution.

Sometimes we are required to get your authorization so that we can use or share your PHI. You can cancel your authorization allowing us use or share your PHI at any time unless we have already shared the information.

You also have certain rights regarding your Personal Health Information

• You have the right to ask us to limit how we use or release your PHI for treatment, payment, or health care operations. If a family member or someone else is involved in your health care decisions or payment, you have the right to ask us to limit information that we share with them. We will try to honor your request unless otherwise required by law or in emergency circumstances.

• You have the right to ask to get confidential communications. For example, if getting health information by mail would be harmful for you, you can ask us to send the information another way.

We will try to meet your reasonable requests.

• You have the right to see or get a copy of certain information about yourself. You must ask for this in writing. Mail the request to the address below. We may send you a summary and we may charge you for copies. We may deny your request and will give you the reason why it has been denied. This does not include psychotherapy notes, information for civil, criminal or administrative proceedings or information related to federal laws, biological products and clinical laboratories.

• You have the right to ask us to amend your medical claim records or PHI. If you think it is wrong or incomplete, you can ask us to change your PHI. You must ask for the change in writing and give us a reason for the change. Mail the request to the address below. We will notify you when the change is made. We will send the change to any person who has received your PHI and
to others as directed by you. If we deny your request, you can have your disagreement added to your PHI and it will be included with future disclosures of your PHI. We will give you the reason why we denied your request.

- **You have the right to ask us for a list of all of the PHI disclosed by us in the 6 years prior to your request.** This will not include: a) any PHI shared before April 14, 2003, b) PHI released for treatment, payment and health operation, c) PHI shared with you or with your consent, d) that relates to a permitted use or disclosure, e) any PHI released during an emergency, f) PHI released for national security or intelligence purposes, g) PHI released to correctional institutions, law enforcement or health oversight agencies and h) PHI released for limited research, public health or health care operations. Also, this will not include disclosures that federal law does not require us to track.

**To submit a written request regarding your PHI, mail to:**

Geisinger Health Plan Family Privacy Officer  
M.C 3220  
100 North Academy Avenue  
Danville, PA 17822

You have a right to receive a copy of this privacy notice when you ask. If any of our privacy practices change, we have the right to change this notice. We also have the right to make the new notice apply to all protected health information we maintain. We will mail the new notice to you after it is revised. You may have questions about this notice or wish to file a complaint with GHP Family Plan’s Privacy Officer if you feel that your privacy rights have not been respected.

**If you would like to file a complaint write or call as follows:**

Geisinger Health Plan Family Privacy Officer  
M.C 3220  
100 North Academy Avenue  
Danville, PA 17822  
Telephone: 1-800-292-1627

**MEMBER COMPLAINTS, GRIEVANCES AND DHS FAIR HEARINGS**

**Overview**

DHS defines “Complaint” and “Grievance” as two separate and distinct types of issues. Members and their representatives (including providers) may file a Complaint or Grievance if they are not able to resolve issues through informal channels with GHP Family or the DHS. Members and their representatives may request a DHS Fair Hearing.

Members may agree to be represented by their health care provider in the filing of a Complaint or Grievance or in the request of a DHS Fair Hearing. Members may also request an expedited review of a Complaint or Grievance. GHP Family will process an expedited Complaint or Grievance if it determines the Member’s life, physical or mental health, or ability to attain, maintain, or regain maximum function would be placed in jeopardy by following the regular Complaint or Grievance process or if a Member’s provider with the Member’s written authorization provides GHP Family with a certification that the Member’s life, physical or mental health, or ability to attain, maintain, or regain maximum function would be placed in jeopardy by following the standard procedures. The provider’s written certification for an expedited review must state why the
usual timeframe for deciding the appeal would jeopardize the member's life, health, or ability to attain, maintain or regain maximum function and must include the Provider’s signature.

For a provider to represent the Member in the conduct of a Grievance, the provider must obtain written consent of the Member. A provider may not require a Member to sign a document authorizing the provider to file a Grievance as a condition of treatment. The consent form must maintain the following elements:

- The Member’s name, address, date of birth, and identification number. If the Member is a minor or is legally incompetent, the name address and relationship to the Member of the person who signed the consent
- The name, address, and GHP Family provider identification number of the provider who is receiving the Member's consent to file a Complaint or Grievance
- The name and address of GHP Family
- An explanation of the specific service/item for which coverage was provided or denied to the Member to which the consent will apply
- The following statement – “I or my representative may not file a Grievance about the service or item listed in this consent form unless I or my representative takes back my consent in writing. I have the right to take back my consent at any time during the Grievance process by telling GHP Family and [Name of Provider] in writing that I do not want [Name of Provider] to continue the Grievance process for me.”
- The following statement – “My consent to have the Provider file the Grievance for me will automatically no longer be in effect if the Provider does not file a Grievance or does not continue with the Grievance through the end of the Grievance review process
- The following statement – “I or my representative has read, or has been read, this consent form, and have had it explained to me until I understand it. I or my representative understands the information in this consent form.” The dated signature of the Member, or the Member’s representative, and the dated signature of a witness

A Member who consents to the filing of a Complaint or Grievance by a health care provider may not file a separate Grievance. The Member retains the right to rescind consent throughout the Grievance.

The Appeal Department has the overall responsibility for the management of the Member Complaint and Grievance process. This includes:

- Documenting individual Complaints and Grievances
- Coordinating resolutions
- Maintaining logs and records of the Complaints and Grievances
- Tracking, trending, and reporting data

The GHP Family Complaint, Grievance and Fair Hearing coordinator (the Coordinator) will serve as the primary contact person for the Complaint and Grievance process with the GHP Family Appeal Coordinator serving as the back-up contact person.

The Appeal Department, in collaboration with the Customer Service Department and Provider Relations Department, is responsible for informing and educating Members and providers about a Member’s right to file a Complaint or Grievance or request a DHS Fair Hearing and for assisting
Members in filing a Complaint or Grievance or in requesting a DHS Fair Hearing. Members are advised of their Complaint, Grievance and DHS Fair Hearing rights and the Complaint, Grievance and DHS Fair Hearing process at the time of enrollment and at least annually thereafter. Members are provided this information via the Member handbook, Member newsletters and the GHP Family Web site. The information provided to Members includes, but is not limited to:

- The method for filing a Complaint, Grievance or for requesting a DHS Fair Hearing including procedural steps and timeframes for filing each level of a Complaint or Grievance or for requesting a DHS Fair Hearing.
- Notification of Member’s rights related to Complaints, Grievances and DHS Fair Hearing, including the right to voice Complaints or Grievances about GHP Family or care provided.
- The availability of assistance from GHP Family with filing a Complaint, Grievance or requesting a DHS Fair Hearing along with GHP Family toll-free number and address for filing Complaints, Grievances or requesting a DHS Fair Hearing.
- Upon request, reasonable assistance with the Complaint, Grievance and DHS Fair Hearing process is provided to Members. This includes but is not limited to providing oral interpreter services and the tollfree number for language assistant services.
- TTY/TDD and sign language interpreter capability. GHP Family staff is trained to respond to Members with disabilities with patience, understanding and respect.

**Complaints** DHS defines “Complaint” as a dispute or objection regarding a participating provider or the coverage, operations, or management of GHP Family, which has not been resolved by GHP Family and has been filed with GHP Family or with DOH or PID, including but not limited to:

- a denial because the requested service or item is not a covered service;
- the failure of GHP Family to provide a service or item in a timely manner, as defined by the Department;
- the failure of GHP Family to decide a Complaint or Grievance within the specified time frames;
- a denial of payment by GHP Family after a service or item has been delivered because the service or item was provided without authorization by a Provider not enrolled in the MA Program;
- a denial of payment by GHP Family after a service or item has been delivered because the service or item provided is not a covered service for the Member; or
- a denial of a Member’s request to dispute a financial liability, including cost sharing, copayments, premiums, deductibles, coinsurance, and other Member financial liabilities.

The term does not include a Grievance.

**Grievances** A “Grievance” is a request to have GHP Family or a utilization review entity reconsider a decision solely concerning the Medical Necessity and appropriateness of a covered service. Members or their representatives (including providers) may file a Grievance. A Grievance may be filed regarding GHP Family’s decision to 1) deny, in whole or in part, payment for a service/item; 2) deny or issue a limited authorization of a requested service/item, including a determination based on the type or level of service or item; 3) reduce, suspend, or terminate a previously authorized service/item; 4) deny the requested service/item, but approve an alternative service/item. This definition does not include Complaints.

**DHS Fair Hearing**
A DHS Fair Hearing is a hearing conducted by DHS Bureau of Hearings and Appeals or its subcontractor.
A Member must file a Complaint or Grievance with GHP Family and receive a decision on the Complaint or Grievance before filing a request for a Fair Hearing. If GHP Family fails to provide written notice of a Complaint or Grievance decision within the time frames specified by DHS, the Member is deemed to have exhausted the Complaint or Grievance process and may request a Fair Hearing.

The Member or the Member’s representative may request a Fair Hearing within one hundred and twenty (120) days from the mail date on the written notice of GHP Family’s first level Complaint decision or Grievance decision for any of the following:

1. the denial, in whole or part, of payment for a requested service or item based on lack of Medical Necessity;
2. the denial of a requested service or item because the service or item is not a covered service;
3. the reduction, suspension, or termination of a previously authorized service or item;
4. the denial of a requested service or item but approval of an alternative service or item;
5. the failure of GHP Family to provide a service or item in a timely manner, as defined by the Department;
6. the failure of GHP Family to decide a Complaint or Grievance within the specified time frame;
7. the denial of payment after a service or item has been delivered because the service or item was provided without authorization by a Provider not enrolled in the MA Program;
8. the denial of payment after a service or item has been delivered because the service or item is not a covered service for the Member;
9. the denial of a Member’s request to dispute a financial liability, including cost sharing, copayments, premiums, deductibles, coinsurance, and other Member financial liabilities.

GHP Family Complaint and Grievance Department provides Members with assistance as necessary, including interpreter and translation services, in filing Complaints, Grievances and requests for DHS Fair Hearings. Contact information is:

Geisinger Health Plan Appeals Department
100 North Academy Avenue
Danville, PA 17822-3220
Phone: (866) 577-7733, Opt. 0
Fax: 570-271-7225

GHP Family will accept Complaints and Grievances telephonically via a toll-free telephone number, in writing or by facsimile. If the Member has a sensory impairment, GHP Family will assign a representative to assist that Member throughout the Grievance system process. GHP Family will accept Complaints and Grievances through a TTY/TDD line, Braille; tape or CD and other commonly accepted alternative forms of communication. If a Member should need a sign language interpreter, GHP Family will provide one at no cost to the Member. Additionally, GHP Family will train its staff to be aware of speech limitations of some Members with disabilities and treat these Members with patience, understanding and respect.

If a Complaint or Grievance is received in a written format (surface mail, facsimile, Braille), it will be forwarded to the Coordinator.
The Coordinator will assign the appropriate category (Complaint or Grievance or DHS Fair Hearing request), level (first, second, expedited or external) and ensure the required timeframe.

GHP Family’s Complaints, Grievances, and Fair Hearings Member Handbook
Section (Section 8 - Complaints, Grievances, and Fair Hearings)

If a provider or GHP Family does something that you are unhappy about or do not agree with, you can tell GHP Family or the Department of Human Services what you are unhappy about or that you disagree with what the provider or GHP Family has done. This section describes what you can do and what will happen.

Complaints

What is a Complaint?
A Complaint is when you tell GHP Family you are unhappy with GHP Family or your provider or do not agree with a decision by GHP Family.

Some things you may complain about:
• You are unhappy with the care you are getting.
• You cannot get the service or item you want because it is not a covered service or item.
• You have not gotten services that GHP Family has approved.
• You were denied a request to disagree with a decision that you have to pay your provider.

First Level Complaint

What Should I Do if I Have a Complaint?
To file a first level Complaint:
• Call GHP Family at 1-855-227-1302, PA Relay 711 and tell GHP Family your Complaint, or
• Write down your Complaint and send it to GHP Family by mail or fax, or
• If you received a notice from GHP Family telling you GHP Family’s decision and the notice included a Complaint/Grievance Request Form, fill out the form and send it to GHP Family by mail or fax.

GHP Family ATTN:
Appeals Department
100 N. Academy Ave.
Danville, PA 17822-3220
Fax: 570-271-7225

Your provider can file a Complaint for you if you give the provider your consent in writing to do so.

When Should I File a First Level Complaint?
Some Complaints have a time limit on filing. You must file a Complaint within 60 days of getting a notice telling you that:

• GHP Family has decided that you cannot get a service or item you want because it is not a covered service or item.
• GHP Family will not pay a provider for a service or item you got.
• GHP Family did not tell you it’s decision about a Complaint or Grievance you told GHP Family about within 30 days from when GHP Family got your Complaint or Grievance.
• GHP Family has denied your request to disagree with GHP Family’s decision that you have to pay your provider.

You must file a Complaint within 60 days of the date you should have gotten a service or item if you did not get a service or item. The time by which you should have received a service or item is listed below:
<table>
<thead>
<tr>
<th>New Member appointment for your first examination…</th>
<th>We will make an appointment for you…</th>
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<tbody>
<tr>
<td>Members with HIV/AIDS</td>
<td>with PCP or specialist no later than 7 days after you become a Member in GHP Family unless you are already being treated by a PCP or specialist.</td>
</tr>
<tr>
<td>Members who receive Supplemental Security Income (SSI)</td>
<td>with PCP or specialist no later than 45 days after you become a Member in GHP Family, unless you are already being treated by a PCP or specialist.</td>
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<tr>
<td>all other Members</td>
<td>with PCP no later than 3 weeks after you become a Member in GHP Family.</td>
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<table>
<thead>
<tr>
<th>New Member appointment for your first examination…</th>
<th>We will make an appointment for you…</th>
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<tbody>
<tr>
<td>Members who are pregnant:</td>
<td>We will make an appointment for you…</td>
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<tr>
<td>pregnant women in their first trimester</td>
<td>with OB/GYN provider within 10 business days of GHP Family learning you are pregnant.</td>
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<tr>
<td>pregnant women in their second trimester</td>
<td>with OB/GYN provider within 5 business days of GHP Family learning you are pregnant.</td>
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<tr>
<td>pregnant women in their third trimester</td>
<td>with OB/GYN provider within 4 business days of GHP Family learning you are pregnant.</td>
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<tr>
<td>Pregnant women with high-risk pregnancies</td>
<td>with OB/GYN provider within 24 hours of GHP Family learning you are pregnant.</td>
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<thead>
<tr>
<th>Appointment with…</th>
<th>An appointment must be scheduled…</th>
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<tr>
<td>PCP</td>
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<tr>
<td>urgent medical condition</td>
<td>within 24 hours.</td>
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<tr>
<td>routine appointment/health assessment/general</td>
<td>within 10 business days.</td>
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<tr>
<td>physical examination</td>
<td>within 3 weeks.</td>
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<tr>
<td>Specialists (when referred by PCP)</td>
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<tr>
<td>urgent medical condition</td>
<td>within 24 hours of referral.</td>
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<tr>
<td>routine appointment with one of the following specialists:</td>
<td>within 15 business days of referral.</td>
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<tr>
<td>• Otolaryngology</td>
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<td>• Dermatology</td>
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<td>• Pediatric Endocrinology</td>
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<td>• Pediatric General Surgery</td>
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<td>• Pediatric Infectious Disease</td>
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<td>• Pediatric Neurology</td>
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<td>• Pediatric Pulmonology</td>
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<td>• Pediatric Rheumatology</td>
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<td>• Dentist</td>
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<td>• Orthopedic Surgery</td>
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<td>• Pediatric Allergy &amp; Immunology</td>
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<td>• Pediatric Gastroenterology</td>
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<td>• Pediatric Hematology</td>
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<td>• Pediatric Nephrology</td>
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<td>• Pediatric Oncology</td>
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You may file **all other Complaints at any time**.

**What Happens After I File a First Level Complaint?**
After you file your Complaint, you will get a letter from GHP Family telling you that GHP Family has received your Complaint, and about the First Level Complaint review process.

You may ask GHP Family to see any information GHP Family has about the issue you filed your Complaint about at no cost to you. You may also send information that you have about your Complaint to GHP Family.

You may attend the Complaint review if you want to attend it. GHP Family will tell you the location, date, and time of the Complaint review at least 10 days before the day of the Complaint review. You may appear at the Complaint review in person, by phone, or by videoconference. If you decide that you do not want to attend the Complaint review, it will not affect the decision.

A committee of 1 or more GHP Family staff who were not involved in and do not work for someone who was involved in the issue you filed your Complaint about will meet to make a decision about your Complaint. If the Complaint is about a clinical issue, a licensed doctor will be on the committee. GHP Family will mail you a notice within 30 days from the date you filed your First Level Complaint to tell you the decision on your First Level Complaint. The notice will also tell you what you can do if you do not like the decision.

If you need more information about help during the Complaint process, see page 79.

**What to do to continue getting services:**
If you have been getting the services or items that are being reduced, changed, or denied and you file a Complaint verbally, or that is faxed, postmarked, or hand-delivered within 10 days of the date on the notice telling you that the services or items you have been receiving are not covered services or items for you, the services or items will continue until a decision is made.

**What if I Do Not Like GHP Family’s Decision?**
You may ask for an external Complaint review, a Fair Hearing, or an external Complaint review and a Fair Hearing if the Complaint is about one of the following:

- GHP Family’s decision that you cannot get a service or item you want because it is not a covered service or item.
- GHP Family’s decision to not pay a provider for a service or item you got.
- GHP Family’s failure to decide a Complaint or Grievance you told GHP Family about within 30 days from when GHP Family got your Complaint or Grievance.
- You did not get a service or item within the time by which you should have received it.
- GHP Family’s decision to deny your request to disagree with GHP Family’s decision that you have to pay your provider.

You must ask for an external Complaint review within **15 days of the date you got the First Level Complaint decision notice**.

You must ask for a Fair Hearing within **120 days from the mail date on the notice** telling you the Complaint decision.
Second Level Complaint

What Should I Do if I Want to File a Second Level Complaint?
To file a Second Level Complaint:

• Call GHP Family at 1-866-577-7733 and tell GHP Family your Second Level Complaint, or
• Write down your Second Level Complaint and send it to GHP Family by mail or fax, or
• Fill out the Complaint Request Form included in your Complaint decision notice and send it to GHP Family by mail or fax.

GHP Family’s address and fax number for Second Level Complaints

GHP Family ATTN:
Appeals Department
100 N. Academy Ave.
Danville, PA 17822-3220
Fax: 570-271-7225

What Happens After I File a Second Level Complaint?
After you file your Second Level Complaint, you will get a letter from GHP Family telling you that GHP Family has received your Complaint, and about the Second Level Complaint review process.

You may ask GHP Family to see any information GHP Family has about the issue you filed your Complaint about at no cost to you. You may also send information that you have about your Complaint to GHP Family.

You may attend the Complaint review if you want to attend it. GHP Family will tell you the location, date, and time of the Complaint review at least 15 days before the Complaint review. You may appear at the Complaint review in person, by phone, or by videoconference. If you decide that you do not want to attend the Complaint review, it will not affect the decision.

A committee of 3 or more people, including at least 1 person who does not work for GHP Family, will meet to decide your Second Level Complaint. The GHP Family staff on the committee will not have been involved in and will not have worked for someone who was involved in the issue you filed your Complaint about. If the Complaint is about a clinical issue, a licensed doctor will be on the committee. GHP Family will mail you a notice within 45 days from the date your Second Level Complaint was received to tell you the decision on your Second Level Complaint. The letter will also tell you what you can do if you do not like the decision.

What if I Do Not Like GHP Family’s Decision on My Second Level Complaint?
You may ask for an external review from the Pennsylvania Insurance Department’s Bureau of Managed Care.

You must ask for an external review within 15 days of the date you got the Second Level Complaint decision notice.
External Complaint Review

How Do I Ask for an External Complaint Review?
Send your written request for an external review of your Complaint to the following:

Pennsylvania Insurance Department
Bureau of Consumer Services
Room 1209, Strawberry Square
Harrisburg, PA 17120
Telephone Number: 1-877-881-6388

You can also go to the “File a Complaint Page” with the Pennsylvania Insurance Department at https://www.insurance.pa.gov/Consumers/insurance-complaint/Pages/default.aspx.

If you need help filing your request for external review, call the Bureau of Consumer Services at 1-877-881-6388. If you ask, the Bureau of Consumer Services will help you put your Complaint in writing.

What Happens After I Ask for an External Complaint Review?
The Insurance Department will get your file from GHP Family. You may also send them any other information that may help with the external review of your Complaint.

You may be represented by an attorney or another person such as your representative during the external review.

A decision letter will be sent to you after the decision is made. This letter will tell you all the reason(s) for the decision and what you can do if you do not like the decision.

What to do to continue getting services:
If you have been getting the services or items that are being reduced, changed or denied and you want to continue getting services, you must ask for an external Complaint review or a Fair Hearing within 10 days of the date on the notice telling you GHP Family’s First Level Complaint decision that you cannot get services or items you have been receiving because they are not covered services or items for you for the services or items to continue until a decision is made. If you will be asking for both an external Complaint review and a Fair Hearing, you must request both the external Complaint review and the Fair Hearing within 10 days of the date on the notice telling you GHP Family’s First Level Complaint decision. If you wait to request a Fair Hearing until after receiving a decision on your external Complaint, services will not continue.

Grievances

What is a Grievance?
When GHP Family denies, decreases, or approves a service or item different than the service or item you requested because it is not medically necessary, you will get a notice telling you GHP Family’s decision.

A Grievance is when you tell GHP Family you disagree with GHP Family’s decision.

What Should I Do if I Have a Grievance?
To file a Grievance:
- Call GHP Family at 1-855-227-1302, PA Relay 711 and tell GHP Family your Grievance, or
- Write down your Grievance and send it to GHP Family by mail or fax, or
• Fill out the Complaint/Grievance Request Form included in the denial notice you got from GHP Family and send it to GHP Family by mail or fax.

GHP Family’s address and fax number for Grievances:

GHP Family ATTN: Appeals Department
100 N. Academy Ave.
Danville, PA 17822-3220
Fax: 570-271-7225

Your provider can file a Grievance for you if you give the provider your consent in writing to do so. If your provider files a Grievance for you, you cannot file a separate Grievance on your own.

When Should I File a Grievance?
You must file a Grievance within 60 days from the date you get the notice telling you about the denial, decrease, or approval of a different service or item for you.

What Happens After I File a Grievance?
After you file your Grievance, you will get a letter from GHP Family telling you that GHP Family has received your Grievance, and about the Grievance review process.

You may ask GHP Family to see any information that GHP Family used to make the decision you filed your Grievance about at no cost to you. You may also send information that you have about your Grievance to GHP Family.

You may attend the Grievance review if you want to attend it. GHP Family will tell you the location, date, and time of the Grievance review at least 10 days before the day of the Grievance review. You may appear at the Grievance review in person, by phone, or by videoconference. If you decide that you do not want to attend the Grievance review, it will not affect the decision.

A committee of 3 or more people, including a licensed doctor, will meet to decide your Grievance. If the Grievance is about dental services, the Grievance review committee will include a dentist. The GHP Family staff on the committee will not have been involved in and will not have worked for someone who was involved in the issue you filed your Grievance about. GHP Family will mail you a notice within 30 days from the date your Grievance was received to tell you the decision on your Grievance. The notice will also tell you what you can do if you do not like the decision.

If you need more information about help during the Grievance process, see page 79.

What to do to continue getting services:
If you have been getting services or items that are being reduced, changed, or denied and you file a Grievance verbally, or that is faxed, postmarked, or hand-delivered within 10 days of the date on the notice telling you that the services or items you have been receiving are being reduced, changed, or denied, the services or items will continue until a decision is made.

What if I Do Not Like GHP Family’s Decision?
You may ask for an external Grievance review or a Fair Hearing or you may ask for both an external Grievance review and a Fair Hearing. An external Grievance review is a review by a doctor who does not work for GHP Family.
You must ask for an external Grievance review within 15 days of the date you got the Grievance decision notice.
You must ask for a Fair Hearing from the Department of Human Services **within 120 days from the date on the notice** telling you the Grievance decision.

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For information about Fair Hearings, see page 79  
For information about external Grievance review, see below  
If you need more information about help during the Complaint process, see page 79

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**External Grievance Review**

**How Do I Ask for External Grievance Review?**

To ask for an external Grievance review:

- Call GHP Family at **1-866-577-773 TTY 711** and tell GHP Family your Grievance, or
- Write down your Grievance and send it to GHP Family by mail to:

  GHP Family ATTN:  
  Appeals Department  
  100 North Academy Ave.  
  Danville, PA 17822-3220  
  Fax: 570-271-7225

GHP Family will send your request for external Grievance review to the Insurance Department.

**What Happens After I Ask for an External Grievance Review?**

GHP Family will notify you of the external Grievance reviewer’s name, address and phone number. You will also be given information about the external Grievance review process.

GHP Family will send your Grievance file to the reviewer. You may provide additional information that may help with the external review of your Grievance to the reviewer within 15 days of filing the request for an external Grievance review.

You will receive a decision letter within 60 days of the date you asked for an external Grievance review. This letter will tell you all the reason(s) for the decision and what you can do if you do not like the decision.

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**What to do to continue getting services:**

If you have been getting the services or items that are being reduced, changed, or denied and you want to continue getting services, you must ask for an external Grievance review within 10 days of the date on the notice telling you GHP Family’s Grievance decision for the services or items to continue until a decision is made. If you will be asking for both an external Grievance review and a Fair Hearing, you must request both the external Grievance review and the Fair Hearing within 10 days of the date on the notice telling you GHP Family’s Grievance decision.

If you wait to request a Fair Hearing until after receiving a decision on your external Grievance, services will not continue.

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**Expedited Complaints and Grievances**

**What Can I Do if My Health Is at Immediate Risk?**

If your doctor or dentist believes that waiting 30 days to get a decision about your Complaint or Grievance, could harm your health, you or your doctor or dentist may ask that your Complaint or Grievance be decided more quickly. For your Complaint or Grievance to be decided more quickly:

- You must ask GHP Family for an early decision by:
  - Calling GHP Family at **1-855-227-1302**, PA Relay 711
Faxing a letter or the Complaint/Grievance Request Form to 570-271-7225, or;
Sending an email to GHPFamilyAppeals@thehealthplan.com.

- Your doctor or dentist should fax a signed letter to 570-271-7225 within 72 hours of your request for an early decision that explains why GHP Family taking 30 days to tell you the decision about your Complaint or Grievance could harm your health.

If GHP Family does not receive a letter from your doctor or dentist and the information provided does not show that taking the usual amount of time to decide your Complaint or Grievance could harm your health, GHP Family will decide your Complaint or Grievance in the usual time frame of 45 days from when GHP Family first got your Complaint or Grievance.

**Expedited Complaint and Expedited External Complaint**

Your expedited Complaint will be reviewed by a committee that includes a licensed doctor. Members of the committee will not have been involved in and will not have worked for someone who was involved in the issue you filed your Complaint about.

You may attend the expedited Complaint review if you want to attend it. You can attend the Complaint review in person, but may have to appear by phone or by videoconference because GHP Family has a short amount of time to decide an expedited Complaint. If you decide that you do not want to attend the Complaint review, it will not affect the decision.

GHP Family will tell you the decision about your Complaint within 48 hours of when GHP Family gets your doctor’s or dentist’s letter explaining why the usual time frame for deciding your Complaint will harm your health or within 72 hours from when GHP Family gets your request for an early decision, whichever is sooner, unless you ask GHP Family to take more time to decide your Complaint. You can ask GHP Family to take up to 14 more days to decide your Complaint. You will also get a notice telling you the reason(s) for the decision and how to ask for expedited external Complaint review if you do not like the decision.

If you did not like the expedited Complaint decision, you may ask for an expedited external Complaint review from the Insurance Department within 2 business days from the date you get the expedited Complaint decision notice. To ask for expedited external review of a Complaint:

- Call GHP Family at 1-866-577-7733, PA Relay 711 and tell GHP Family your Complaint, or
- GHPFamilyAppeals@thehealthplan.com, or
- Write down your Complaint and send it to GHP Family by mail or fax:

  GHP Family ATTN: Appeals Department
  100 N. Academy Ave.
  Danville, PA 17822-3220
  Fax: 570-271-7225

**Expedited Grievance and Expedited External Grievance**

A committee of 3 or more people, including a licensed doctor, will meet to decide your Grievance. If the Grievance is about dental services, the expedited Grievance review committee will include a dentist. The GHP Family staff on the committee will not have been involved in and will not have worked for someone who was involved in the issue you filed your Grievance about.

You may attend the expedited Grievance review if you want to attend it. You can attend the Grievance review in person but may have to appear by phone or by videoconference because GHP Family has a short amount of time to decide the expedited Grievance. If you decide that you do not want to attend the Grievance review, it will not affect our decision.

GHP Family will tell you the decision about your Grievance within 48 hours of when GHP Family gets your doctor’s or dentist’s letter explaining why the usual time frame for deciding your Grievance will harm your health or within 72 hours from when GHP Family gets your request for an early decision, whichever is sooner,
unless you ask GHP Family to take more time to decide your Grievance. You can ask GHP Family to take up to 14 more days to decide your Grievance. You will also get a notice telling you the reason(s) for the decision and what to do if you do not like the decision.

If you do not like the expedited Grievance decision, you may ask for an expedited external Grievance review or an expedited Fair Hearing by the Department of Human Services or both an expedited external Grievance review and an expedited Fair Hearing. An expedited external Grievance review is a review by a doctor who does not work for GHP Family.

You must ask for expedited external Grievance review within 2 business days from the date you get the expedited Grievance decision notice. To ask for expedited external review of a Grievance:

- Call GHP Family at 1-866-577-7733, PA Relay 711 and tell GHP Family your Grievance, or
- GHPFamilyAppeals@thehealthplan.com, or
- Write down your Grievance and send it to GHP Family by mail or fax:

  GHP Family ATTN: Appeals Department
  100 N. Academy Ave.
  Danville, PA 17822-3220
  Fax: 570-271-7225

GHP Family will send your request to the Insurance Department within 24 hours after receiving it. You must ask for a Fair Hearing within 120 days from the date on the notice telling you the expedited Grievance decision.

**What Kind of Help Can I Have with the Complaint and Grievance Processes?**

If you need help filing your Complaint or Grievance, a staff member of GHP Family will help you. This person can also represent you during the Complaint or Grievance process. You do not have to pay for the help of a staff member. This staff member will not have been involved in any decision about your Complaint or Grievance.

You may also have a family member, friend, lawyer, or other person help you file your Complaint or Grievance. This person can also help you if you decide you want to appear at the Complaint or Grievance review.

At any time during the Complaint or Grievance process, you can have someone you know represent you or act for you. If you decide to have someone represent or act for you, tell GHP Family, in writing, the name of that person and how GHP Family can reach him or her.

You or the person you choose to represent you may ask GHP Family to see any information GHP Family has about the issue you filed your Complaint or Grievance about at no cost to you.

You may call GHP Family’s toll-free telephone number at 1-855-227-1302, PA Relay 711 if you need help or have questions about Complaints and Grievances, you can contact your local legal aid office at 1-800-322-7572 or call the Pennsylvania Health Law Project at 1-800-274-3258.

**Persons Whose Primary Language Is Not English**

If you ask for language services, GHP Family will provide the services at no cost to you.

**Persons with Disabilities**

GHP Family will provide persons with disabilities with the following help in presenting Complaints or Grievances at no cost, if needed. This help includes:

- Providing sign language interpreters;
• Providing information submitted by GHP Family at the Complaint or Grievance review in an alternative format. The alternative format version will be given to you before the review; and
• Providing someone to help copy and present information.

Department of Human Services Fair Hearings

In some cases you can ask the Department of Human Services to hold a hearing because you are unhappy about or do not agree with something GHP Family did or did not do. These hearings are called “Fair Hearings.” You can ask for a Fair Hearing after GHP Family decides your First Level Complaint or decides your Grievance.

What Can I Request a Fair Hearing About and By When Do I Have to Ask for a Fair Hearing?
Your request for a Fair Hearing must be postmarked within 120 days from the date on the notice telling you GHP Family’s decision on your First Level Complaint or Grievance about the following:

• The denial of a service or item you want because it is not a covered service or item.
• The denial of payment to a provider for a service or item you got and the provider can bill you for the service or item.
• GHP Family’s failure to decide a First Level Complaint or Grievance you told GHP Family about within 30 days from when GHP Family got your Complaint or Grievance.
• The denial of your request to disagree with GHP Family’s decision that you have to pay your provider.
• The denial of a service or item, decrease of a service or item, or approval of a service or item different from the service or item you requested because it was not medically necessary.
• You’re not getting a service or item within the time by which you should have received a service or item.

You can also request a Fair Hearing within 120 days from the date on the notice telling you that GHP Family failed to decide a First Level Complaint or Grievance you told GHP Family about within 30 days from when GHP Family got your Complaint or Grievance.

How Do I Ask for a Fair Hearing?
Your request for a Fair Hearing must be in writing. You can either fill out and sign the Fair Hearing Request Form included in the Complaint or the Grievance decision notice or write and sign a letter.

If you write a letter, it needs to include the following information:

• Your (the Member’s) name and date of birth;
• A telephone number where you can be reached during the day;
• Whether you want to have the Fair Hearing in person or by telephone;
• The reason(s) you are asking for a Fair Hearing; and
• A copy of any letter you received about the issue you are asking for a Fair Hearing about.

You must send your request for a Fair Hearing to the following address:

Department of Human Services
Office of Medical Assistance Programs – HealthChoices Program
Complaint, Grievance and Fair Hearings
P.O. Box 2675
Harrisburg, PA 17105-2675

What Happens After I Ask for a Fair Hearing?
You will get a letter from the Department of Human Services’ Bureau of Hearings and Appeals telling you where the hearing will be held and the date and time for the hearing. You will receive this letter at least 10 days before the date of the hearing.
You may come to where the Fair Hearing will be held or be included by phone. A family member, friend, lawyer, or other person may help you during the Fair Hearing. You MUST participate in the Fair Hearing.

GHP Family will also go to your Fair Hearing to explain why GHP Family made the decision or explain what happened.

You may ask GHP Family to give you any records, reports and other information about the issue you requested your Fair Hearing about at no cost to you.

**When Will the Fair Hearing Be Decided?**
The Fair Hearing will be decided within 90 days from when you filed your Complaint or Grievance with GHP Family, not including the number of days between the date on the written notice of the GHP Family’s First Level Complaint decision or Grievance decision and the date you asked for a Fair Hearing.

If you requested a Fair Hearing because GHP Family did not tell you its decision about a Complaint or Grievance you told GHP Family about within 30 days from when GHP Family got your Complaint or Grievance, your Fair Hearing will be decided within 90 days from when you filed your Complaint or Grievance with GHP Family, not including the number of days between the date on the notice telling you that GHP Family failed to timely decide your Complaint or Grievance and the date you asked for a Fair Hearing.

The Department of Human Services will send you the decision in writing and tell you what to do if you do not like the decision.

If your Fair Hearing is not decided within 90 days from the date the Department of Human Services receives your request, you may be able to get your services until your Fair Hearing is decided. You can call the Department of Human Services at 1-800-798-2339 to ask for your services.

**What to do to continue getting services:**
If you have been getting the services or items that are being reduced, changed, or denied and you ask for a Fair Hearing and your request is postmarked or hand-delivered within 10 days of the date on the notice telling you GHP Family’s First Level Complaint or Grievance decision, the services or items will continue until a decision is made.

**Expedited Fair Hearing**

**What Can I Do if My Health Is at Immediate Risk?**
If your doctor or dentist believes that waiting the usual time frame for deciding a Fair Hearing could harm your health, you may ask that the Fair Hearing take place more quickly. This is called an expedited Fair Hearing. You can ask for an early decision by calling the Department at 1-800-798-2339 or by faxing a letter or the Fair Hearing Request Form to 717-772-6328. Your doctor or dentist must fax a signed letter to 717-772-6328 explaining why taking the usual amount of time to decide your Fair Hearing could harm your health. If your doctor or dentist does not send a letter, your doctor or dentist must testify at the Fair Hearing to explain why taking the usual amount of time to decide your Fair Hearing could harm your health.

The Bureau of Hearings and Appeals will schedule a telephone hearing and will tell you its decision within 3 business days after you asked for a Fair Hearing. If your doctor does not send a written statement and does not testify at the Fair Hearing, the Fair Hearing decision will not be expedited. Another hearing will be scheduled and the Fair Hearing will be decided using the usual time frame for deciding a Fair Hearing.

You may call GHP Family’s toll-free telephone number at 1-855-227-1302, PA Relay 711 if you need help or have questions about Fair Hearings, you can contact your local legal aid office at 1-800-322-7572 or call the Pennsylvania Health Law Project at 1-800-274-3258.
PROVIDER APPEALS AND DISPUTES

GHP Family offers providers 1) an informal and formal dispute process for expressing dissatisfaction with a GHP Family decision that directly impacts the provider and 2) an informal and formal appeals process to request reversal of a denial by GHP Family. The definitions and processes for Provider Appeals and a Provider Disputes are as follows:

Provider Appeal – A request from a Provider for reversal of a denial by GHP Family, about the three (3) major types of issues that are to be addressed in a Provider Appeal system as outlined in the Provider Dispute Resolution System. The three (3) types of Provider Appeals issues are:

1. Provider credentialing denial by GHP Family.
   - If a provider communicates dissatisfaction with a credentialing determination, Credentials Committee, at its next scheduled meeting, will review information provided by the provider and decide. If the provider’s credentialing or recredentialing is denied, the provider has thirty (30) Business Days from receipt of notice to file an appeal.

2. Claims denied by GHP Family for Participating Providers participating in GHP Family’s network. This includes payment denied for services already rendered by the Participating Provider to the Member.
   - Informal Process – All Participating Providers should use the existing Claim Research Request Form (CRRF) process as outlined in the Provider Service Center.
   - Formal Process – If a Participating Provider sends another CRRF stating 2nd level appeal, or requests additional review on a previously reviewed CRRF, the Provider Dispute/Appeals Committee (PDAC), will hear all formal Provider Appeals and make a determination within sixty (60) days.

3. Termination of Participating Provider Agreement by GHP Family based on quality of care or service.

Suspension, non-renewal, or termination of Participating Provider’s participation initiated by GHP Family entitles the Participating Provider to an appeal hearing upon timely and proper request by the Participating Provider for said appeal for any of the following reasons:

- Business need;
- Breach of Agreement;
- Suspected fraud and abuse;
- Non-compliant behavior that jeopardizes Member satisfaction;
- Temporary sanction, suspension or restriction by Medicare, any licensing board or professional review organization (Organizational Providers only*); and/or
- Failure to immediately notify Health Plan of substantive changes in credentialing information including, but not limited to, adverse licensure actions, termination/cancellation of professional liability insurance or sanctions from billing private, federal or state health insurance programs (Organizational Providers only*).

Participating Providers will have five (5) Business Days from receipt of notice to file a written request for a hearing to appeal suspension, non-renewal, or termination of GHP Family participation. Requests for a hearing shall:
• Specify in detail the reason(s) the Participating Provider wishes to contest the suspension, non-renewal or termination decision;

• Be delivered certified or registered mail to the GHP Family contact who executed the notice to Participating Provider of non-renewal/termination;

• Specify if Participating Provider intends to be represented by an attorney at the hearing;

• Include the name, address, phone, fax and email (if available) of Participating Provider’s attorney, if applicable;

• Include a list of the name(s), title(s), address(es) and phone number(s) of any witnesses expected to testify on behalf of Participating Provider at the hearing; and

• Include copies of all additional information Participating Provider wishes to present at the hearing.

**Provider Dispute** – A written communication to GHP Family, made by a provider, expressing dissatisfaction with a Health Plan decision that directly impacts the provider. This does not include decisions concerning Medical Necessity. Following are the informal and formal process:

**Informal Provider Dispute Process** - When a written Provider Dispute is received, it will be forwarded to the appropriate department within GHP Family for resolution. The dispute will be researched and responded to within 45 days of receipt. This initial response is considered the informal settlement process for the dispute.

**Formal Provider Dispute Process** - If a provider disagrees with our initial response and sends in an additional written inquiry within sixty (60) days of incident being disputed, the Provider Dispute/Appeals Committee will hear all formal Provider Disputes and make a determination. Once received, dispute will be reviewed, and a decision will be rendered within sixty (60) days after receipt. GHP Family may request an extension of up to thirty (30) days, if necessary.

GHP Family’s Provider Dispute/Appeal Committee includes the following personnel:

• Director, PNM
• Manager, Operations/Reimbursement Services
• Medical Director, Medicaid
• Medical Director (practicing physician) – GHP
• Claims Designee
• Provider Account Manager, PNM

**REGULATORY COMPLIANCE**

**CULTURAL COMPETENCY**

*Cultural Competency & Interpretive Services for the Disabled and Those with Limited English Proficiency* Members are to receive covered services without concern about race, ethnicity, national origin, religion, gender, age, gender identification, mental or physical disability, sexual orientation, genetic information or medical history, ability to pay or ability to speak English.

GHP Family expects contracted providers to treat all Members with dignity and respect as required by federal law. Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance, such as Medicaid.

GHP Family policies conform with federal government Limited English Proficiency (LEP) guidelines stating that programs and activities normally provided in English must be accessible to LEP persons.
Services must be provided in a culturally effective manner to all Members, including those with Limited English Proficiency (LEP) or reading skills, those with diverse cultural and ethnic backgrounds, those who are deaf or hard of hearing, the homeless and individuals with physical and mental disabilities. To ensure Members’ privacy, they must not be interviewed about medical or financial issues within hearing range of other patients.

In compliance with federal and state requirements:

GHP Family makes certain that LEP Members and Members who are deaf or hard of hearing have access to health care and benefits by providing a range of language assistance services at no cost to the Member or the provider. GHP Family offers translation and interpreter services, including sign language interpreters, to providers and Members free of charge. These interpreters are qualified and familiar with medical terminology. The use of professional interpreters, rather than family or friends, is strongly encouraged. GHP offers telephonic interpretation. Providers can make advance arrangements for personal interpreters. Contact your Provider Account Manager or the Customer Service Department to learn more about these services.

- Bilingual staff members are available in the Member services department to assist LEP Members.
- Member Materials, such as the Member handbook, are available in English, Spanish, and each prevalent language as determined by DHS.

GHP Family provides alternative methods of communication for Members who are visually or hearing impaired, including Braille, audio tapes, large print and/or computer diskette. Upon Member request, we will make all written materials disseminated to Members accessible to visually impaired Members. GHP Family must provide sign language interpreters and TTY or Pennsylvania Telecommunication Relay Service for communicating with Members who are deaf or hearing impaired, upon request.

GHP Family must include appropriate instructions on all materials about how to access, or receive assistance with accessing, desired materials in an alternate format.

**MAINSTREAMING**

Pursuant to their Agreement, GHP Family Participating Providers must not intentionally segregate Members in any way from other persons receiving services.

GHP Family investigates Complaints and takes affirmative action so that Members are provided covered services without regard to race, color, creed, sex, religion, age, national origin, ancestry, marital status, sexual orientation, language, MA status, health status, disease or pre-existing condition, anticipated need for health care or physical or mental handicap, except where medically indicated. Examples of prohibited practices include, but are not limited to, the following:

a. Denying or not providing a Member any covered service or access to a participating facility within the GHP Family Network. GHP Family policy provides access to complex interventions such as cardiopulmonary resuscitations, intensive care, transplantation, and rehabilitation when Medically Necessary. Health care and treatment necessary to preserve life must be provided to all persons who are not terminally ill or permanently unconscious, except where a competent Member objects to such care on his/her own behalf.
b. Subjecting a Member to segregated, separate, or different treatment, including a different place or time from that provided to other Members, public or private patients, in any manner related to the receipt of any GHP Family covered service, except where Medically Necessary.

c. The assignment of times or places for the provision of services based on the race, color, creed, religion, age, sex, national origin, ancestry, marital status, sexual orientation, income status, program membership, language, MA status, health status, disease or preexisting condition, anticipated need for health care or physical or mental disability of the participants to be served.

HIPAA AND CONFIDENTIALITY

HIPAA NOTICE OF PRIVACY PRACTICES
GHP Family maintains strict privacy and confidentiality standards for all medical records and Member health care information, according to federal and state standards. Providers can access up-to-date Health Insurance Portability and Accountability Act (HIPAA) Notice of Privacy Practices on our website at www.ghpfamily.com. This includes explanations of Members’ rights to access, amend, and request confidential communication of, request privacy protection of, restrict use and disclosure of, and receive an accounting of disclosures of Protected Health Information (PHI).

CONFIDENTIALITY REQUIREMENTS
Providers are required to comply with all federal, state and local laws and regulations governing the confidentiality of medical information including all laws and regulations pertaining to, but not limited to the Health Insurance Portability and Accountability Act (HIPAA) and applicable contractual requirements.

Providers are contractually required to safeguard and maintain the confidentiality of data that addresses medical records and confidential provider and Member information, whether oral or written in any form or medium. All "individually identifiable health information" held or transmitted by a covered entity or its business associate, in any form or media, whether electronic, paper, or oral is considered confidential PHI.

“Individually identifiable health information” is information, including demographic data, that relates to:

a. The individual’s past, present or future physical or mental health or condition

b. The provision of health care to the individual

c. The past, present, or future payment for the provision of health care to the individual

d. Information that identifies the individual or for which there is a reasonable basis to believe it can be used to identify the individual

e. Individually identifiable health information includes many common identifiers (e.g., name, address, birth date, Social Security Number)

Excluded from PHI are employment records that a covered entity maintains in its capacity as an employer and education and certain other records subject to, or defined in, the Family Educational Rights and Privacy Act, 20 U.S.C. § 1232g.

Providers’ offices and other sites must have mechanisms in place that guard against unauthorized or inadvertent disclosure of confidential information to anyone outside of GHP Family.

Release of data to third parties requires advance written approval from DHS, except for releases of information for the purpose of individual care and coordination among providers, releases authorized by Members or releases required by court order, subpoena or law.
**Member Privacy Rights**

GHP Family’s privacy policy assures that all Members are afforded the privacy rights permitted under HIPAA and other applicable federal, state, and local laws and regulations, and applicable contractual requirements. Our privacy policy conforms with 45 C.F.R. (Code of Federal Regulations): relevant sections of the HIPAA that provide Member privacy rights and place restrictions on uses and disclosures of protected health information (§164.520, 522, 524, 526 and 528). Our policy also assists GHP Family personnel and providers in meeting the privacy requirements of HIPAA when Members or authorized representatives exercise privacy rights through privacy request, including:

a. Making information available to Members or their representatives about GHP Family’s practices regarding their PHI
b. Maintaining a process for Members to request access to, changes to, or restrictions on disclosure of their PHI
c. Providing consistent review, disposition, and response to privacy requests within required time standards
d. Documenting requests and actions taken Member Privacy Requests
e. Members may make the following requests related to their PHI (“privacy requests”) in accordance with federal, state, and local law:
   o Make a privacy Complaint
   o Receive a copy of all or part of their designated record set
   o Amend records containing PHI
   o Receive an accounting of health plan disclosures of PHI
   o Restrict the use and disclosure of PHI
   o Receive confidential communications
   o Receive a Notice of Privacy Practices

A privacy request must be submitted by the Member or Member’s authorized representative. A Member’s representative must provide documentation or written confirmation that he or she is authorized to make the request on behalf of the Member or the deceased Member’s estate. Except for requests for a health plan Notice of Privacy Practices, requests from Members or a Member’s representative must be submitted to GHP Family in writing.

**Privacy Process Requirements**

GHP Family’s processes for responding to Member privacy requests shall include components for the following:

**Verification**

If the requester is the Member, GHP Family personnel shall verify the Member’s identity; verification examples include asking for the last four digits of Member’s Social Security Number, Member’s address, and Member’s date of birth. If the requester is not the Member, GHP Family personnel shall require an Authorization for Use or Disclosure completed by the Member to verify the requester’s authority to obtain the Member’s information. If the requester identifies him/herself as a Member’s authorized representative, GHP Family personnel shall require a healthcare Power of Attorney (POA) or comparable document for a representative to act on behalf of the Member.
Review, Disposition, and Response
GHP Family personnel review and disposition of privacy requests shall comply with applicable federal, state, and local laws and regulations, and applicable contractual requirements, including those that govern use and disclosure of PHI. Responses to privacy requests shall conform to guidelines prescribed by HIPAA, including response time standards, and shall include a notice of administrative charges, if any, for granting the request.

Use and Disclosure Guidelines
GHP Family personnel are required to use and disclose only the minimum amount of information necessary to accommodate the request or carry out the intended purpose.

Limitations
A privacy request may be subject to specific limitations or restrictions as required by law. GHP Family personnel may deny a privacy request under any of the following conditions:

a. GHP Family does not maintain the records containing the PHI
b. The requester is not the Member and GHP Family personnel are unable to verify his/her identity or authority to act as the Member’s authorized representative
c. The documents requested are not part of the designated record set (e.g., credentialing information)
d. Access to the information may endanger the life or physical safety of or otherwise cause harm to the Member or another person
e. GHP Family is not required by law to honor the request (e.g., accounting for certain disclosures)

Accommodating the request would place excessive demands on GHP Family or its personnel’s time and GHP Family resources and is not contrary to HIPAA.

FRAUD AND ABUSE

GHP FAMILY COMPLIANCE PROGRAM
GHP Family is committed to a policy of zero tolerance for fraudulent insurance acts that victimize GHP Family and its' stakeholders. Accordingly, GHP Family maintains a robust Compliance Program. GHP Family’s Compliance Program is designed to oversee the development, implementation and maintenance of a compliance and privacy program that meets or exceeds federal and state laws and regulations, as well as contractual and accreditation obligations. GHP Family is committed to ethical and legal conduct that is compliant with all relevant laws and regulations, and to correcting wrongdoing whenever it may occur in the administration of any of our plans. This commitment encompasses our organization and any of the parties that we contract with to provide services related to the administration of our plans. For more detail on our compliance standards, please refer to Geisinger Health Plan’s Code of Conduct available online through www.ghpfamily.com.

Geisinger Health Plan policies are available to providers regarding the following:

Information about the False Claims Act established under sections 3729 through 3733 of Title 31, United States Code, administrative remedies for false claims and statements established under Chapter 38 of Title 31, United States Code, any State laws pertaining to civil or criminal penalties for false claims and statements, and whistleblower protections under such laws, with respect to the role of such laws in preventing and detecting fraud, waste, and abuse in Federal health care programs (as defined in Section 1128B(f) [42 U.S.C.A. § 1320a-7b(f)]]).
Provisions regarding Geisinger Health Plan’s procedures for detecting and preventing fraud, waste and abuse.

DEFINING FRAUD, WASTE, AND ABUSE

**Fraud** – An intentional deception or misrepresentation made by a person or entity that knows or should know the deception or misrepresentation could result in some unauthorized benefit to himself/herself or some other person(s) or entity(ies). The Fraud can be committed by many entities, including GHP Family, a subcontractor, a Provider, a State employee, or a Member, among others.

**Waste** – Waste occurs when an act of carelessness in performance and/or lack of training result in otherwise unnecessary repetition of services or cost.

**Abuse** – Any practices that are inconsistent with sound fiscal, business, or medical practices, and result in unnecessary costs to the MA Program, or in reimbursement for services that are not Medically Necessary or that fail to meet professionally recognized standards or contractual obligations (including the terms of the HealthChoices RFP, Agreement, and the requirements of state or federal regulations) for health care in a managed care setting. The Abuse can be committed by GHP Family, a subcontractor, Provider, State employee, or a Member, among others. Abuse also includes Member practices that result in unnecessary cost to the MA Program, GHP Family, a subcontractor, or Provider.

REPORTING FRAUD AND ABUSE
Providers and Members can report suspected Fraud and Abuse directly to DHS by:

**Phone:** Call the DHS Provider Compliance Hotline by calling (866) DHS-TIPS [(866) 347-8477].

**Email:** Providers can also make a report by going online to https://www.dhs.pa.gov/about/FraudAndAbuse/Pages/MA-Fraud-and-Abuse/. Select the MA Provider Compliance Hotline Response Form.

**Mail:**
Department of Human Services
Office of Administration
Bureau of Program Integrity
P.O. Box 2675
Harrisburg, PA 17105-2675

Reported problems will be referred to the Office of Medical Assistance Program's Bureau of Program Integrity for investigation, analysis and determination of the appropriate course of action. GHP Family and DHS maintain strict confidentiality concerning the providers and Members who report suspected Fraud and Abuse. Suspected Fraud and Abuse can also be reported to GHP Family’s Compliance Department by:

**Email:** fa@thehealthplan.com

**Phone:** The GHP Compliance Hot Line at 800-292-1627 or call the Customer Service Team at (855) 227-1302
Mail:  
Geisinger Health Plan Anti- Fraud Program  
100 North Academy Avenue  
Danville, PA 17822-3220  

When you report fraud, you may remain anonymous. All reports are kept strictly confidential.  

EXAMPLES OF RISKS FOR FRAUD, WASTE AND ABUSE  
Prescriber Fraud, Waste and Abuse  

a. Illegal remuneration schemes: Prescriber is offered, or paid, or solicits, or receives unlawful remuneration to induce or reward the prescriber to write prescriptions for drugs or products.  
b. Prescription drug switching: Drug switching involves offers of cash payments or other benefits to a prescriber to induce the prescriber to prescribe certain medications rather than others.  
c. Script mills: Provider writes prescriptions for drugs that are not medically necessary, often in mass quantities, and often for patients that are not theirs. These scripts are usually written, but not always, for controlled drugs for sale on the black market, and might include improper payments to the provider.  
d. Provision of false information: Prescriber falsifies information (not consistent with medical record) submitted through a prior authorization or other formulary oversight mechanism to justify coverage. Prescriber misrepresents the dates, descriptions of prescriptions or other services furnished, or the identity of the individual who furnished the services.  
e. Theft of prescriber’s DEA number or prescription pad: Prescription pads and/or DEA numbers can be stolen from prescribers. This information could illegally be used to write prescriptions for controlled substances or other medications often sold on the black market. In the context of e-prescribing, includes the theft of the provider’s authentication (log in) information. Member Fraud, Waste and Abuse Risks  
f. Misrepresentation of status: A Member misrepresents personal information, such as identity, eligibility, or medical condition to illegally receive the drug benefit. Enrollees who are no longer covered under a drug benefit plan may still attempt to use their identity card to obtain prescriptions.  
g. Identity theft: Perpetrator uses another person’s GHP Family identification card to obtain prescriptions.  
h. Prescription forging or altering: Where prescriptions are altered, by someone other than the prescriber or pharmacist with prescriber approval, to increase quantity or number of refills.  
i. Prescription diversion and inappropriate use: Members obtain prescription drugs from a provider, possibly for a condition from which they do not suffer, and gives or sells this medication to someone else. Also can include the inappropriate consumption or distribution of a Member’s medications by a caregiver or anyone else.  
j. Resale of drugs on black market: Member falsely reports loss or theft of drugs or feigns illness to obtain drugs for resale on the black market.
k. **Prescription stockpiling:** Member attempts to “game” their drug coverage by obtaining and storing large quantities of drugs to avoid out-of-pocket costs, to protect against periods of noncoverage (i.e., by purchasing a large amount of prescription drugs and then disenrolling), or for purposes of resale on the black market.

l. **Doctor shopping:** Member or other individual consults a number of doctors for the purpose of inappropriately obtaining multiple prescriptions for narcotic painkillers or other drugs. Doctor shopping might be indicative of an underlying scheme, such as stockpiling or resale on the black market.

m. **Improper Coordination of Benefits:** Improper coordination of benefits where Member fails to disclose multiple coverage policies, or leverages various coverage policies to “game” the system.

n. **Marketing Schemes:** A Member may be victimized by a marketing scheme where a sponsor, or its agents or brokers, violates the marketing guidelines, or other applicable Federal or state laws, rules, and regulations to improperly enroll a MA beneficiary.

o. **Inappropriate billing practices:** Inappropriate billing practices at the pharmacy level occur when pharmacies engage in the following types of billing practices:

   o Incorrectly billing for secondary payers to receive increased reimbursement. o Billing for nonexistent prescriptions.
   o Billing multiple payers for the same prescriptions, except as required for coordination of benefit transactions.
   o Billing for brand when generics are dispensed. o Billing for non-covered prescriptions as covered items.
   o Billing for prescriptions that are never picked up (i.e., not reversing claims that are processed when prescriptions are filled but never picked up).
   o Billing based on “gang visits,” (e.g., a pharmacist visits a nursing home and bills for numerous pharmaceutical prescriptions without furnishing any specific service to individual patients).
   o Inappropriate use of dispense as written (“DAW”) codes.
   o Prescription splitting to receive additional dispensing fees. Drug diversion.

p. **Prescription drug shorting:** Pharmacist provides less than the prescribed quantity and intentionally does not inform the Member or make arrangements to provide the balance but bills for the fully-prescribed amount.

q. **Bait and switch pricing:** Bait and switch pricing occurs when a Member is led to believe that drug will cost one price, but at the point of sale the Member is charged a higher amount.

r. **Prescription forging or altering:** Where existing prescriptions are altered, by an individual without the prescriber’s permission to increase quantity or number of refills.

s. **Dispensing expired or adulterated prescription drugs:** Pharmacies dispense drugs that are expired or have not been stored or handled in accordance with manufacturer and FDA requirements.
t. **Prescription refill errors:** A pharmacist provides the incorrect number of refills prescribed by the provider.

u. **Illegal remuneration schemes:** Pharmacy is offered, or paid, or solicits, or receives unlawful remuneration to induce or reward the pharmacy to switch Members to different drugs, influence prescribers to prescribe different drugs, or steer Members to plans.

PROVIDER SCREENING OF EMPLOYEES AND CONTRACTORS FOR EXCLUSION FROM PARTICIPATION IN FEDERAL HEALTH CARE PROGRAMS

OVERVIEW
Under both State and Federal law, DHS and GHP Family are generally prohibited from paying for any items or services furnished, ordered, or prescribed by individuals or entities excluded from the MA Program as well as other Federal health care programs. Medicaid providers and managed care entities who employ or enter into contracts with excluded individuals or entities to provide items or services to Medicaid recipients when those individuals or entities are excluded from participation in any Medicare, Medicaid, or other Federal health care programs are subject to termination of their enrollment in and exclusion from participation in the MA Program and all Federal health care programs, recoupment of overpayments, and imposition of civil monetary penalties.

The amount of the Medicaid overpayment for such items or services is the actual amount of Medicaid dollars that were expended for those items or services. When Medicaid funds have been expended to pay an excluded individual’s salary, expenses, or fringe benefits, the amount of the overpayment is the amount of those expended Medicaid funds.

All employees, vendors, contractors, service providers, and referral sources whose functions are a necessary component of providing items and services to MA recipients, and who are involved in generating a claim to bill for services, or are paid by Medicaid (including salaries that are included on a cost report submitted to DHS), should be screened for exclusion before employing and/or contracting with them and, if hired, should be rescreened on an ongoing monthly basis to capture exclusions and reinstatements that have occurred since the last search. Examples of individuals or entities that providers should screen for exclusion include, but are not limited to:

a. Individual or entity who provides a service for which a claim is submitted to Medicaid;
b. Individual or entity who causes a claim to be generated to Medicaid;
c. Individual or entity whose income derives all, or in part, directly or indirectly, from Medicaid funds;
d. Independent contractors if they are billing for Medicaid services;
e. Referral sources, such as providers who send a Medicaid recipient to another provider for additional services or second opinion related to medical condition.

PROCEDURE
To protect the MA Program against payments for items or services furnished, ordered, or prescribed by excluded individuals or entities; to establish sound compliance practices, and to prevent potential monetary and other sanctions, providers should:

1. Develop policies and procedures for screening of all employees and contractors (both individuals and entities), at time of hire or contracting; and, thereafter, on an ongoing monthly basis to determine if they have been excluded from participation in federal health care programs;
2. Use the following databases to determine exclusion status;

   a. **Pennsylvania Medicheck List**: a data base maintained by DHS that identifies providers, individuals, and other entities that are precluded from participation in Pennsylvania's MA Program: [https://www.dhs.pa.gov/about/Fraud-And-Abuse/Pages/Medicheck-List.aspx](https://www.dhs.pa.gov/about/Fraud-And-Abuse/Pages/Medicheck-List.aspx)

   b. If an individual's resume indicates that he/she has worked in another state, providers should also check that state's individual list.

   c. **List of Excluded Individuals/Entities (LEIE)**: data base maintained by HHSOIG that identifies individuals or entities that have been excluded nationwide from participation in any federal health care program. An individual or entity included on the LEIE is ineligible to participate, either directly or indirectly, in the MA Program. Although DHS makes best efforts to include on the Medicheck List all federally excluded individuals/entities that practice in Pennsylvania, providers must also use the LEIE to ensure that the

   d. individual/entity is eligible to participate in the MA Program: [http://oig.hhs.gov/fraud/exclusions.asp](http://oig.hhs.gov/fraud/exclusions.asp)

   e. **System for Award Management (SAM)**: a U.S. Government owned and operated free web site containing entity registration records and exclusion records. Exclusion records identify those parties excluded from receiving certain federal contracts, subcontracts, and financial and non-financial assistance and benefits.

   f. The SAM exclusions database, located at [https://sam.gov/content/exclusions](https://sam.gov/content/exclusions), is the official governmentwide system of records of debarments, suspensions, and other exclusionary actions

   g. **Social Security Administration Death Master File (SSADMF)**: a Social Security Administration (SSA) extract of death information on the NUMIDENT, the electronic database that contains SSA records of Social Security Numbers (SSN) assigned to individuals since 1936, and includes, if available, the deceased individual's SSN, first name, middle name, surname, date of birth, and date of death: [https://www.ssa.gov/dataexchange/request_dmf.html](https://www.ssa.gov/dataexchange/request_dmf.html).

   h. **National Plan and Provider Enumeration System (NPPES)**: a CMS run online registry of National Provider Identifier (NPI) numbers: [https://nppes.cms.hhs.gov/#/](https://nppes.cms.hhs.gov/#/)

3. Immediately self-report any discovered exclusion of an employee or contractor, either an individual or entity, to the Bureau of Program Integrity: [https://www.dhs.pa.gov/about/Fraud-And-Abuse/Pages/MA-Provider-Compliance-Hotline.aspx](https://www.dhs.pa.gov/about/Fraud-And-Abuse/Pages/MA-Provider-Compliance-Hotline.aspx).

   **MA Provider Compliance Hotline Response Form**

   **Mail:**
   Bureau of Program Integrity
   MA Provider Compliance Hotline
   P.O. Box 2675
4. Develop and maintain auditable documentation of screening efforts, including dates the screenings were performed and the source data checked and its date of most recent update; and

5. Periodically conduct self-audits to determine compliance with this requirement.

**PROVIDER SELF-AUDIT PROTOCOL**

The Pennsylvania MA Provider Self Audit Protocol allows providers to voluntarily disclose overpayments or improper payments of MA funds. The provider self-audit protocol is available on the DHS website at https://www.dhs.pa.gov/about/Fraud-And-Abuse/Pages/MA-Provider-SelfAudit-Protocol.aspx.

**GLOSSARY**

**Abuse** — Any practices that are inconsistent with sound fiscal, business, or medical practices, and result in unnecessary costs to the MA Program, or in reimbursement for services that are not Medically Necessary or that fail to meet professionally recognized standards or contractual obligations (including the terms of the RFP, Agreement, and the requirements of state or federal regulations) for health care in a managed care setting. The Abuse can be committed by the GHP Family, subcontractor, Health Care Provider, State employee, or a Member, among others. Abuse also includes Member practices that result in unnecessary cost to the MA Program, the GHP Family, a subcontractor, or Health Care Provider.

**ACCESS Card** — An identification card issued by DHS to each MA Member. The card must be used by MA-enrolled Health Care Providers to access DHS’s EVS and verify the Member’s MA eligibility and specific covered benefits.

**Actuarially Sound Rates** — Rates that reflect, among other elements:

a. the populations and benefits to be covered;
b. the rating groups;
c. the projected Member months for each category of aid;
d. the historical and projected future medical costs expected to be incurred by an efficiently and effectively operated Medicaid managed care program in the respective county/zone;
e. program changes to the extent they impact actuarial soundness of the rates;
f. trend levels for each type of service;
g. administrative costs expected to be incurred by an efficiently and effectively operated Medicaid managed care program, including assessment costs and profit consideration.

Actuarially sound rates are developed using sound methods and assumptions that are reasonably attainable by the Medicaid managed care organizations in the relevant Agreement year and meet the standards of the Actuarial Standards Board.

**Adjudicated Claim** — A Claim that has been processed to payment or denial.
**Affiliate** — Any individual, corporation, partnership, joint venture, trust, unincorporated organization or association, or other similar organization (hereinafter "Person"), controlling, controlled by or under common control with the GHP Family or its parent(s), whether such common control be direct or indirect. Without limitation, all officers, or persons, holding five percent (5%) or more of the outstanding ownership interests of GHP Family or its parent(s), directors or subsidiaries of GHP Family or parent(s) shall be presumed to be Affiliates for purposes of the RFP and Agreement. For purposes of this definition, "control" means the possession, directly or indirectly, of the power (whether or not exercised) to direct or cause the direction of the management or policies of a person, whether through the ownership of voting securities, other ownership interests, or by contract or otherwise including but not limited to the power to elect a majority of the directors of a corporation or trustees of a trust, as the case may be.

**Agreement** — the written binding document between Participating Provider and Health Plan together with any attachments, exhibits, applicable Provider Guide and the Member benefit plan, as amended from time to time and made part of the Agreement by reference.

**Appeal (Provider)** — A request from a Health Care Provider for reversal of a denial by the PHMCO, with regard to the three (3) major types of issues:

a. Health Care Provider credentialing denial by the GHP Family;
b. Claims denied by the GHP Family for Health Care Providers participating in the PHMCO’s Network. This includes payment denied for services already rendered by the Health Care Provider to the Member; and
c. Agreement termination by the GHP Family.

**Behavioral Health Managed Care Organization (BH-MCO)** — An entity, operated by county government or licensed by the Commonwealth as a risk bearing Health Maintenance Organization (HMO) or Preferred Provider Organization (PPO), which manages the purchase and provision of Behavioral Health Services under an agreement with DHS.

**Behavioral Health (BH) Services** — Mental health and/or drug and alcohol services which are provided by the BH-MCO.

**Business Day(s)** — Includes Monday through Friday except for those days recognized as federal holidays and/or Pennsylvania State holidays.

**Case Management** — Services which will assist individuals in gaining access to necessary medical, social, educational and other services.

**Centers for Medicare and Medicaid Services (CMS)** — The federal agency within the Department of Health and Human Services responsible for oversight of MA Programs.

**Certified Registered Nurse Practitioner (CRNP)** — A registered nurse licensed in the Commonwealth of Pennsylvania who is certified by the boards in a particular clinical specialty area and who, while functioning in the expanded role as a professional nurse, performs acts of medical diagnosis or prescription of medical therapeutic or corrective measures in collaboration with and under the direction of a physician licensed to practice medicine in Pennsylvania.

**Claim** — A bill from a Health Care Provider of a medical service or product that is assigned a unique identifier (i.e., Claim reference number). A Claim does not include an Encounter form for which no payment is made or only a nominal payment is made.
Clean Claim — A Claim that can be processed without obtaining additional information from the Health Care Provider of the service or from a third party. A Clean Claim includes a Claim with errors originating in the GHP Family’s Claims system. Claims under investigation for Fraud or Abuse or under review to determine if they are Medically Necessary are not Clean Claims.

Complaint — A dispute or objection regarding a participating Health Care Provider or the coverage, operations, or management policies of a Physical Health managed care organization (GHP Family), which has not been resolved by the GHP Family and has been filed with the GHP Family or with the Department of Health or the Pennsylvania Insurance Department of the Commonwealth, including but not limited to:

a. A denial because the requested service/item is not a covered benefit; or
b. A failure of the GHP Family to meet the required time frames for providing a service/item; or
c. A failure of the GHP Family to decide a Complaint or Grievance within the specified time frames; or
d. A denial of payment by the GHP Family after a service has been delivered because the service/item was provided without authorization by a Provider not enrolled in the Pennsylvania Medical Assistance Program; or
e. A denial of payment by the GHP Family after a service has been delivered because the service/item provided is not a covered service/item for the Member.

The term does not include a Grievance.

Concurrent Review — A review conducted by the GHP Family during a course of treatment to determine whether the amount, duration and scope of the prescribed services continue to be Medically Necessary or whether any service, a different service or lesser level of service is Medically Necessary.

County Assistance Office (CAO) — The county offices of DHS that administer all benefit programs, including MA, on the local level. DHS staff in these offices perform necessary functions such as determining and maintaining Member eligibility.

Cultural Competency — The ability of individuals, as reflected in personal and organizational responsiveness, to understand the social, linguistic, moral, intellectual and behavioral characteristics of a community or population, and translate this understanding systematically to enhance the effectiveness of health care delivery to diverse populations.

Denial of Services — Any determination made by the GHP Family in response to a request for approval which: disapproves the request completely; or approves provision of the requested service(s), but for a lesser amount, scope or duration than requested; or disapproves provision of the requested service(s), but approves provision of an alternative service(s); or reduces, suspends or terminates a previously authorized service. An approval of a requested service which includes a requirement for a Concurrent Review by the GHP Family during the authorized period does not constitute a Denial of Service.

Deprivation Qualifying Code — The code specifying the condition which determines a Member to be eligible in nonfinancial criteria.

Developmental Disability — A severe, chronic disability of an individual that is:

a. Attributable to a mental or physical impairment or combination of mental or physical impairments.
b. Manifested before the individual attains age twenty-two (22).
c. Likely to continue indefinitely.
d. Manifested in substantial functional limitations in three or more of the following areas of life activity:
   o Self-care;
Receptive and expressive language;
Learning;
Mobility;
Capacity for independent living; and Economic self-sufficiency.

e. Reflective of the individual’s need for special, interdisciplinary or generic services, supports, or other assistance that is of lifelong or extended duration, except in the cases of infants, toddlers, or preschool children who have substantial developmental delay or specific congenital or acquired conditions with a high probability of resulting in developmental disabilities if services are not provided.

Disease Management — An integrated treatment approach that includes the collaboration and coordination of patient care delivery systems and that focuses on measurably improving clinical outcomes for a particular medical condition through the use of appropriate clinical resources such as preventive care, treatment guidelines, patient counseling, education and outpatient care; and that includes evaluation of the appropriateness of the scope, setting and level of care in relation to clinical outcomes and cost of a particular condition.

Dispute (Provider) — A written communication to a GHP Family, made by a Provider, expressing dissatisfaction with a GHP Family decision that directly impacts the Provider. This does not include decisions concerning Medical Necessity.

DHS — The Department of Human Services (DHS) of the Commonwealth of Pennsylvania.

(DHS) Fair Hearing — A hearing conducted by DHS, Bureau of Hearings and Appeals.

Early and Periodic Screening, Diagnosis and Treatment (EPSDT) — Items and services which must be made available to persons under the age of twenty-one (21) upon a determination of Medical Necessity and required by federal law at 42 U.S.C. §1396d(r).

Early Intervention Program — The provision of specialized services through family-centered intervention for a child, birth to age three (3), who has been determined to have a developmental delay of twenty-five percent (25%) of the child’s chronological age or has documented test performance of 1.5 standard deviation below the mean in standardized tests in one or more areas: cognitive development; physical development, including vision and hearing; language and speech development; psycho-social development; or self-help skills or has a diagnosed condition which may result in developmental delay.

Eligibility Verification System (EVS) — An automated system available to MA Providers and other specified organizations for automated verification of MA Members’ current and past (up to three hundred sixty-five [365] days) MA eligibility, GHP Family Enrollment, PCP assignment, Third Party Resources, and scope of benefits.

Emergency Services — (I) Health care services provided to a Member after the sudden onset of a medical condition that manifests itself by acute symptoms of sufficient severity or severe pain such that a prudent layperson who possesses an average knowledge of health and medicine could reasonably expect the absence of immediate medical attention to result in one or more of the following:

a. Placing the health of the enrollee or, with respect to a pregnant woman, the health of the woman or her unborn child in serious jeopardy.
b. Serious impairment to bodily functions.
c. Serious dysfunction of any bodily organ or part.
Transportation and related emergency services provided by a licensed ambulance service shall constitute an emergency service if the condition is as described in the above subparagraph.

Covered inpatient and outpatient services that: (a) are furnished by a Health Care Provider that is qualified to furnish such service under Title XIX of the Social Security Act and (b) are needed to evaluate or stabilize an emergency medical condition described in (I).

**Encounter Data** — A record of any covered health care service provided to a GHP Family Member and includes Encounters reimbursed through Capitation, Fee-for-Service, or other methods of compensation regardless of whether payment is due or made.

**Enrollment Assistance Program (EAP)** — The program that provides Enrollment Specialists to assist Members in selecting the GHP Family and Primary Care Practitioner (PCP) and in obtaining information regarding HealthChoices Physical and Behavioral Health Services and service Health Care Providers.

**Family Planning Services** — Services which enable individuals voluntarily to determine family size, to space children and to prevent or reduce the incidence of unplanned pregnancies. Such services are made available without regard to marital status, age, sex or parenthood.

**Federally Qualified Health Center (FQHC)** — An entity which is receiving a grant as defined under the Social Security Act, 42 U.S.C. 1396d(l) or is receiving funding from such a grant under a contract with the recipient of such a grant, and meets the requirements to receive a grant under the abovementioned sections of the Act.

**Fee-for-Service (FFS)** — Payment by DHS or GHP Family to Health Care Providers on a per service basis for health care services provided to Members.

**Formulary** — An exclusive list of drug products for which the Contractor must provide coverage to its Members, as approved by DHS.

**Fraud** — Any type of intentional deception or misrepresentation made by an entity or person with the knowledge that the deception could result in some unauthorized benefit to the entity, him/herself, or some other person in a managed care setting. The can be committed by many entities, including the GHP Family, a subcontractor, a Health Care Provider, a State employee, or a Member, among others.

**Grievance** — A request to have a GHP Family or a utilization review entity reconsider a decision solely concerning the Medical Necessity and appropriateness of a health care service. A Grievance may be filed regarding a GHP Family decision to 1) deny, in whole or in part, payment for a service/item; 2) deny or issue a limited authorization of a requested service/item, including the type or level of service/item; 3) reduce, suspend, or terminate a previously authorized service/item; 4) deny the requested service/item but approve an alternative service/item. The term does not include a Complaint.

**Health Care Provider** — A licensed hospital or health care facility, medical equipment supplier or person who is enrolled in the Pennsylvania MA Program and licensed, certified or otherwise regulated to provide health care services under the laws of the Commonwealth or state(s) in which the entity or person provides services, including a physician, podiatrist, optometrist, psychologist, physical therapist, certified registered nurse practitioner, registered nurse, clinical nurse specialist, certified registered nurse anesthetist, certified nurse midwife, physician’s assistant, chiropractor, dentist, dental hygienist, pharmacist or an individual accredited or certified to provide behavioral health services.

**HealthChoices Program** — The name of Pennsylvania’s 1915(b) waiver program to provide mandatory managed health care to Members.
HealthChoices Zone (HC Zone) — A multiple-county area in which the HealthChoices Program has been implemented to provide mandatory managed care to Medicaid Members in Pennsylvania.

HIV/AIDS Waiver Program — A Home and Community Based Waiver Program that provides for Expanded Services to Members who are diagnosed with Acquired Immunodeficiency Syndrome (AIDS) or symptomatic Human immunodeficiency Virus (HIV) as a cost-effective alternative to inpatient care.

Home and Community Based Waiver Program — Necessary and cost-effective services, not otherwise furnished under the State’s Medicaid Plan, or services already furnished under the State’s Medicaid Plan but in expanded amount, duration, or scope which is furnished to an individual in his/her home or community to prevent institutionalization. Such services must be authorized under the provisions of 42 U.S.C. 1396n.

Medical Assistance (MA) — The Medical Assistance Program authorized by Title XIX of the federal Social Security Act, 42 U.S.C. 1396 et seq., and regulations promulgated thereunder, and 62 P.S. and regulations at 55 PA Code Chapters 1101 et seq.

Medical Assistance Transportation Program (MATP) — A non-emergency medical transportation service provided to eligible persons who need to make trips to/from a MA reimbursable service for the purpose of receiving treatment, medical evaluation, or purchasing prescription drugs or medical equipment.

Medical Management (MM) — An objective and systematic process for planning, organizing, directing and coordinating health care resources to provide Medically Necessary, timely and quality health care services in the most cost-effective manner.

Medically Necessary or Medical Necessity — A service or benefit is Medically Necessary if it is compensable under the MA Program and if it meets any one of the following standards:

a. The service or benefit will, or is reasonably expected to, prevent the onset of an illness, condition or disability.

b. The service or benefit will, or is reasonably expected to, reduce, or ameliorate the physical, mental or developmental effects of an illness, condition, injury or disability.

c. The service or benefit will assist the Member to achieve or maintain maximum functional capacity in performing daily activities, considering both the functional capacity of the Member and those functional capacities that are appropriate for Members of the same age.

Determination of Medical Necessity for covered care and services, whether made on a Prior Authorization, Concurrent Review, Retrospective Review, or exception basis, must be documented in writing. The determination is based on medical information provided by the Member, the Member’s family/caretaker and the PCP, as well as any other Providers, programs, agencies that have evaluated the Member. All such determinations must be made by qualified and trained Health Care Providers. A Health Care Provider who makes such determinations of Medical Necessity is not considered to be providing a health care service under this Agreement.

Member — An individual enrolled in GHP Family who is eligible to receive physical and/or behavioral health services under the Medical Assistance (MA) Program of the Commonwealth of Pennsylvania.

Network — All contracted or employed Health Care Providers in the GHP Family who are providing covered services to Members.
OMAP Hotlines — Hotlines designed to address clinically-related systems issues encountered by Members and their advocates or Providers. The OMAP Hotlines facilitate resolution according to DHS policies and procedures and do not impose additional obligations on the GHP Family.

Other Resources — With regard to TPL, Other Resources include, but are not limited to, recoveries from personal injury Claims, liability insurance, first-party automobile medical insurance, and accident indemnity insurance.

GHP Family Coverage Period — A period during which an individual is eligible for MA coverage and enrolled with a GHP Family.

Participating Provider – A licensed hospital or health care facility, medical equipment supplier or person who is enrolled in the Pennsylvania MA Program and licensed, certified or otherwise regulated to provide health care services under the laws of the Commonwealth or state(s) in which the entity or person provides services, including a physician, podiatrist, optometrist, physical therapist, certified registered nurse practitioner, registered nurse, clinical nurse specialist, certified registered nurse anesthetist, certified nurse midwife, physician’s assistant, chiropractor, dentist, dental hygienist or pharmacist that has a written Provider Agreement with and is credentialed by GHP Family to provide physical health services to GHP Family Members.

Primary Care Practitioner (PCP) — A specific physician, physician group or a CRNP operating under the scope of his/her licensure, and who is responsible for supervising, prescribing, and providing primary care services; locating, coordinating and monitoring other medical care and rehabilitative services and maintaining continuity of care on behalf of a Member.

Primary Care Practitioner (PCP) Site — The location or office of PCP(s) where Member care is delivered.

Prior Authorization — A determination made by the GHP Family to approve or deny payment for a Provider’s request to provide a service or course of treatment of a specific duration and scope to a Member prior to the Provider’s initiation or continuation of the requested service.

PROMISe™ Provider ID — A 13-digit number consisting of a combination of the 9-digit base NPI Provider Number and a 4-digit service location.

Provider Medical Assistance Identification Number (MAID #) — Unique identification number which was formerly assigned by DHS to each individual Provider, Provider Group and Managed Care Organization. The MAID # was replaced by the PROMISe™ Provider ID.

Provider Reimbursement (and) Operations Management Information System electronic (PROMISe™) — A Claims processing and management system implemented by DHS that supports the Fee-for-Service and Managed Care Medical Assistance delivery programs.

Quality Management (QM) — An ongoing, objective and systematic process of monitoring, evaluating and improving the quality, appropriateness and effectiveness of care.

Retrospective Review — A review conducted by the GHP Family to determine whether services were delivered as prescribed and consistent with GHP Family’s payment policies and procedures.

School-Based Health Services — An array of Medically Necessary health services performed by licensed professionals that may include, but are not limited to, immunization, well childcare and screening examinations in a school-based setting.
**Special Needs Unit** — A special dedicated unit within the GHP Family ’s and the EAP contractor’s organizational structure established to deal with issues related to Members with Special Needs.

**Third Party Liability (TPL)** — The financial responsibility for all or part of a Member’s health care expenses of an individual entity or program (e.g., Medicare) other than GHP Family.