

Operations Bulletin⁰¹⁻¹³

Date: February 27, 2013

To: Participating Physicians

Re: **Important Information about GHP Family**



Beginning March 1, 2013, the Commonwealth's Department of Public Welfare (DPW) will expand its Medical Assistance managed care program, *HealthChoices*, into northeastern Pennsylvania. All Medical Assistance recipients residing in the New East zone, including those previously enrolled in ACCESS Plus, will be cared for through one of three DPW selected managed care health plans. Geisinger Health Plan¹ has been selected as one of the three health plans best equipped to serve the *HealthChoices* New East zone. Geisinger Health Plan's *HealthChoices* plan is called *GHP Family* and shares DPW's goal of improving access to high quality health care for Medical Assistance recipients in the New East zone while managing costs.

With the March 1st effective date fast approaching, we would like to relay some important preliminary information regarding *GHP Family* including key contacts, outpatient radiology authorization, and non-emergent ambulance transportation. A comprehensive *GHP Family* specific provider manual will be available online upon DPW approval. We encourage you to visit www.GHPFamily.com after March 1st for more useful resources including our comprehensive billing guidelines and important pharmacy and drug information.

More information about the expansion of *HealthChoices* into northeastern Pennsylvania can be referenced in the DPW [Medical Assistance Bulletin 99-13-02](#).

Medical Assistance Recipients in the New East zone

The New East zone is home to over 210,000 Medical Assistance recipients and includes the following twenty-two counties:

- Bradford
- Carbon
- Centre
- Clinton
- Columbia
- Juniata
- Lackawanna
- Luzerne
- Lycoming
- Mifflin
- Monroe
- Montour
- Northumberland
- Pike
- Schuylkill
- Snyder
- Sullivan
- Susquehanna
- Tioga
- Union
- Wayne
- Wyoming

Open enrollment for Medical Assistance recipients in the New East zone concluded on February 7, 2013. Those not already enrolled are being automatically assigned to *GHP Family* or one of the other DPW selected health plans. Plans will go into effect March 1, 2013.

¹ *Geisinger Health Plan, Geisinger Indemnity Insurance Company, and Geisinger Quality Options, Inc. shall be collectively referred to herein as "Geisinger Health Plan."*

Key GHP Family Contacts

Name	Phone Number [Fax Number]	Hours of Operation
Case Management	(800) 883-6355 or (570) 271-8763 Fax: (570) 271-7860	Monday - Friday, 8:00 a.m. - 4:30 p.m.
Customer Service	(855) 227-1302	Monday – Friday 8:00 a.m. - 8:00 p.m.
Customer Service - Interactive Voice Response System	(855) 227-1302	24 Hours/Day, 7 Days/Week
Dental Services – DentaQuest www.dentaquestgov.com	All DentaQuest Providers: (800) 341-8478 General Provider Services Queue: (877) 468-5581	Monday – Friday 9:00 a.m. - 6:00 p.m.
Durable Medical Equipment Network	(800) 883-6355 or (570) 271-8763 Fax: (570) 271-7860	Monday - Friday, 8:30 a.m. - 4:30 p.m.
Home Health & Hospice Network	(877) 466-3001 or (570) 271-5506 Fax: (570) 271-5507	Monday - Friday, 8:30 a.m. - 4:30 p.m.
Medical Management	(800) 544-3907	Monday – Friday 8:00 a.m. - 5:00 p.m.
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 Relations Representative	(800) 876-5357	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 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

Outpatient Radiology Authorization for GHP Family Members

In addition to providing utilization management of outpatient radiology services for Geisinger Health Plan's commercial membership in Pennsylvania, effective March 1, 2013, Geisinger Health Plan's relationship with National Imaging Associates, Inc., (NIA) will expand to include outpatient radiology benefit management services for *GHP Family* members.

For a smooth transition of care, please call NIA for a new authorization number for services to be performed on or after March 1, 2013.

The ordering physician is responsible for obtaining prior authorization on behalf of *GHP Family* members for outpatient imaging services including:

- CT/CTA
- CCTA
- MR/MRI
- Diagnostic Nuclear Medicine
- Nuclear Cardiology/MPI
- Echocardiography
- Stress Echo
- PET Scan

Ordering physicians can request prior authorization online at www.RadMD.com, or by calling (866) 305-9729.

The agreement with NIA ensures that services are clinically appropriate for GHP Family membership and are consistent with nationally recognized clinical guidelines.

Non-Emergent Ambulance Transportation for GHP Family Members

GHP Family's contracted ambulance management vendor, Medical Transportation Management, Inc. (MTM) 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.

To request non-emergent ambulance transportation for GHP Family Members, contact MTM online through www.ambulance.mtm-inc.net or toll free at (888) 409-6881 (twenty-four (24) hours/day, seven (7) days/week).

GHP Family will assist Members in accessing non-emergency transportation services for physical health appointments through the Medical Assistance Transportation Program (MATP). However, *GHP Family* is not financially responsible for payment for these services.

Non-emergent ambulance requests for *GHP Family* Members that are not deemed medically necessary will be deferred to MATP. When MATP is unable to accommodate a *GHP Family* Member's transportation needs, *GHP Family*'s Special Needs Unit will work with the Member to find a solution.

As it relates to Behavioral Health, Members should be advised to contact the BH-MCO in their county of residence for assistance in accessing non-emergency transportation for behavioral health appointments. Contacts for BH-MCOs are listed by county in the *GHP Family* Provider Manual available online at www.GHPFamily.com.