Ambetter
from Superior HealthPlan

Provider Training

2/24/2022

Agenda

- Overview
- Overall: Ambetter Plans
- Verification of Eligibility, Benefits and Cost Shares
- Prior Authorization
- Complaints and Appeals
- Claims
- Provider Resources
- Quality Improvement
- Helpful Websites
- Our Vendor Partners
- Questions

Overview

Who We Are

- Ambetter from Superior HealthPlan provides market-leading, affordable health insurance on the Health Insurance Marketplace.

- We are certified as a Qualified Health Plan issuer.

- Ambetter delivers high quality, locally-based health-care services to its members, with our providers benefiting from enhanced collaboration and strategic care coordination programs.

The Affordable Care Act

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Key Objectives of the Affordable Care Act (ACA):

- Increase access to quality health insurance
- Improve affordability

Additional Parameters:

- Dependent coverage to age 26
- Pre-existing condition insurance plan (high-risk pools)
- No lifetime maximum benefits
- Preventive care covered at 100%
- Insurer minimum loss ratio (80% for individual coverage)

The Affordable Care Act

Reform the commercial insurance market – Marketplace or Exchanges:

- No more underwriting – guaranteed issue
- Minimum standards for coverage:
  - Benefits and cost sharing limits
- Subsidies for lower incomes (100% - 138% FPL)
- Learn more at www.healthcare.gov/.

Health Insurance Marketplace

Subsidies come in the form of:

- Advanced Premium Tax Credits (APTC)
- Cost Share Reductions (CSR)

All plans have cost shares in the form of copays, coinsurance and deductibles:

- Some members will qualify for assistance with their cost shares based on their income level.
- This assistance would be paid directly from the government to Ambetter.

Health Insurance Marketplace

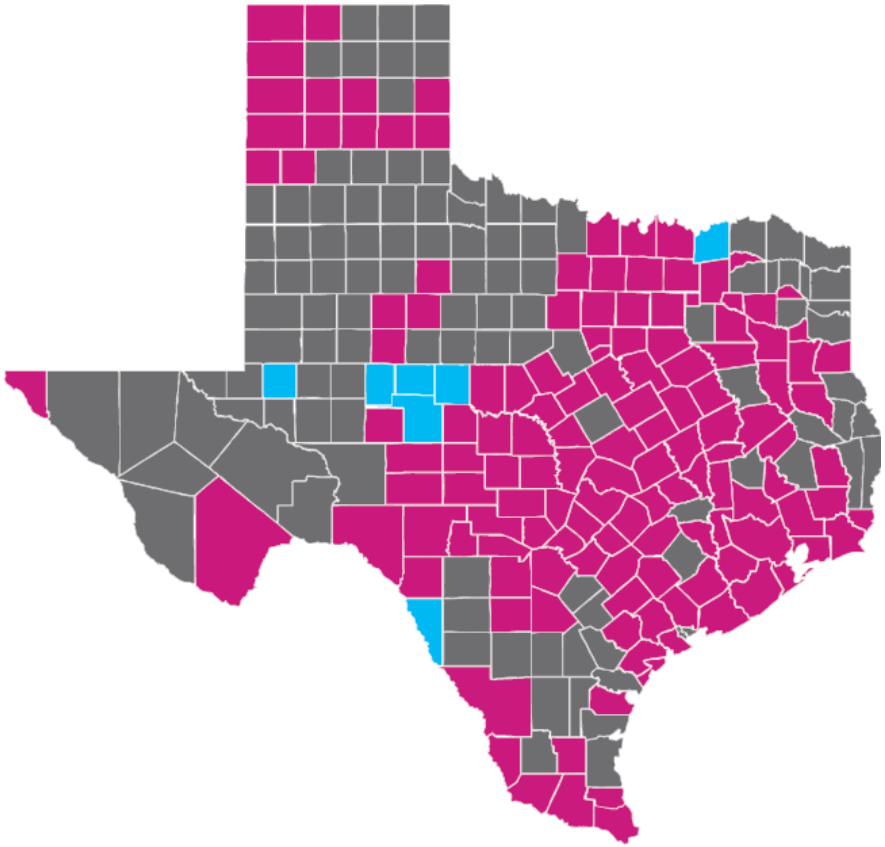
FROM superior healthplan

- The Health Insurance Marketplace is the only way to purchase insurance and receive subsidies. Exchanges may be state-based, federally facilitated or state partnership. Texas is a Federally Facilitated Marketplace.
- The Health Insurance Marketplace is the only way to purchase insurance and receive subsidies.
- Potential members can:
  - Register
  - Determine eligibility for all health insurance programs (including Medicaid)
  - Shop for plans
  - Enroll in a plan

Overall: Ambetter Plans

Ambetter Essential/Balanced/Secure

Ambetter 2022 Essential/Balanced/Secure



Existing Counties:

Aransas, Armstrong, Atascosa, Austin, Bandera, Bastrop, Bell, Bexar, Blanco, Bosque, Brazoria, Brazos, Brewster, Brooks, Brown, Burleson, Burnet, Caldwell, Calhoun, Cameron, Camp, Carson, Castro, Chambers, Cherokee, Coleman, Collin, Collingsworth, Comal, Comanche, Concho, Cooke, Dallam, Dallas, Deaf Smith, Delta, Denton, DeWitt, Donley, Edwards, El Paso, Ellis, Falls, Fayette, Fisher, Fort Bend, Freestone, Frio, Galveston, Gillespie, Goliad, Gonzales, Grayson, Gregg, Grimes, Guadalupe, Hamilton, Hardin, Harris, Hartley, Hays, Henderson, Hidalgo, Hill, Hood, Houston, Hunt, Irion, Jack, Jackson, Jefferson, Johnson, Kendall, Kerr, Kimble, Kinney, Lampasas, Lavaca, Lee, Leon, Liberty, Limestone, Llano, Madison, Mason, Matagorda, McCulloch, McLennan, Medina, Menard, Milam, Mills, Mitchell, Montague, Montgomery, Nacogdoches, Navarro, Nueces, Oldham, Orange, Palo Pinto, Panola, Parker, Parmer, Potter, Rains, Randall, Real, Refugio, Robertson, Rockwall, Rusk, San Jacinto, San Saba, Schleicher, Scurry, Sherman, Smith, Somervell, Starr, Stonewall, Sutton, Tarrant, Travis, Trinity, Tyler, Val Verde, Van Zandt, Victoria, Waller, Webb, Wharton, Wheeler, Willacy, Williamson, Wise, Wood, Zapata

2022 Expansion Counties

Coke, Ector, Fannin, Maverick, Runnels, Sterling, Tom Green

Health Insurance Marketplace

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PCP Selection and Panel Status:

- Ambetter emphasizes to members the importance of establishing a medical home (better care, greater appointment availability, consistent care, etc.). Part of that is the selection of a Primary Care Provider (PCP).

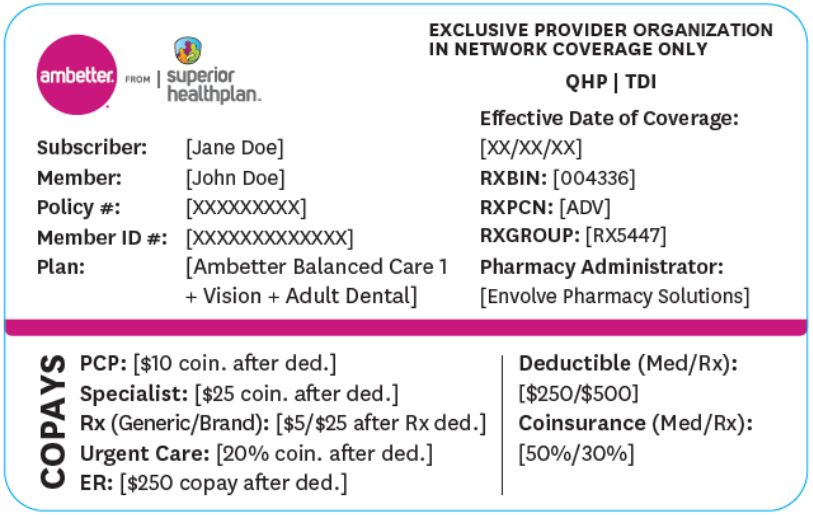
- While members may see any provider they choose, Ambetter encourages providers to emphasize the importance of the medical home relationship to members.

- PCPs can still administer service if the member is not assigned to them and may wish to have member assigned to them for future care.

- PCPs should confirm that a member is assigned to their patient panel.
  - This can be done through the Secure Provider Portal.

Ambetter Essential/Balanced/Secure ID Card

Member ID Card:



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EXCLUSIVE PROVIDER ORGANIZATION
IN NETWORK COVERAGE ONLY

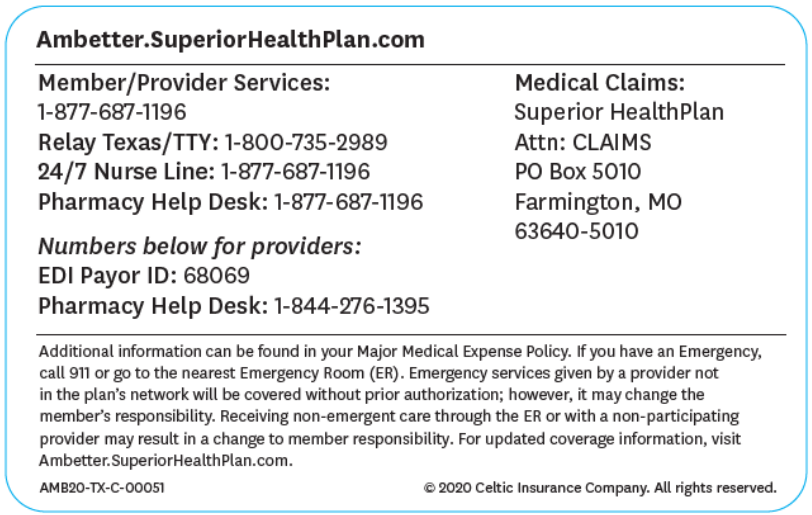
QHP | TDI

Subscriber:	[Jane Doe]	**Effective Date of Coverage:**	[XX/XX/XX]
Member:	[John Doe]	**RXBIN:**	[004336]
Policy #:	[XXXXXXXXX]	**RXPCN:**	[ADV]
Member ID #:	[XXXXXXXXXXXXX]	**RXGROUP:**	[RX5447]
Plan:	[Ambetter Balanced Care 1 + Vision + Adult Dental]	**Pharmacy Administrator:**	[Envolve Pharmacy Solutions]

COPAYS

PCP: [$10 coin. after ded.]
Specialist: [$25 coin. after ded.]
Rx (Generic/Brand): [$5/$25 after Rx ded.]
Urgent Care: [20% coin. after ded.]
ER: [$250 copay after ded.]

Deductible (Med/Rx): [$250/$500]
Coinsurance (Med/Rx): [50%/30%]



Ambetter.SuperiorHealthPlan.com

Member/Provider Services:
1-877-687-1196
Relay Texas/TTY: 1-800-735-2989
24/7 Nurse Line: 1-877-687-1196
Pharmacy Help Desk: 1-877-687-1196

Numbers below for providers:
EDI Payor ID: 68069
Pharmacy Help Desk: 1-844-276-1395

Medical Claims:
Superior HealthPlan
Attn: CLAIMS
PO Box 5010
Farmington, MO
63640-5010

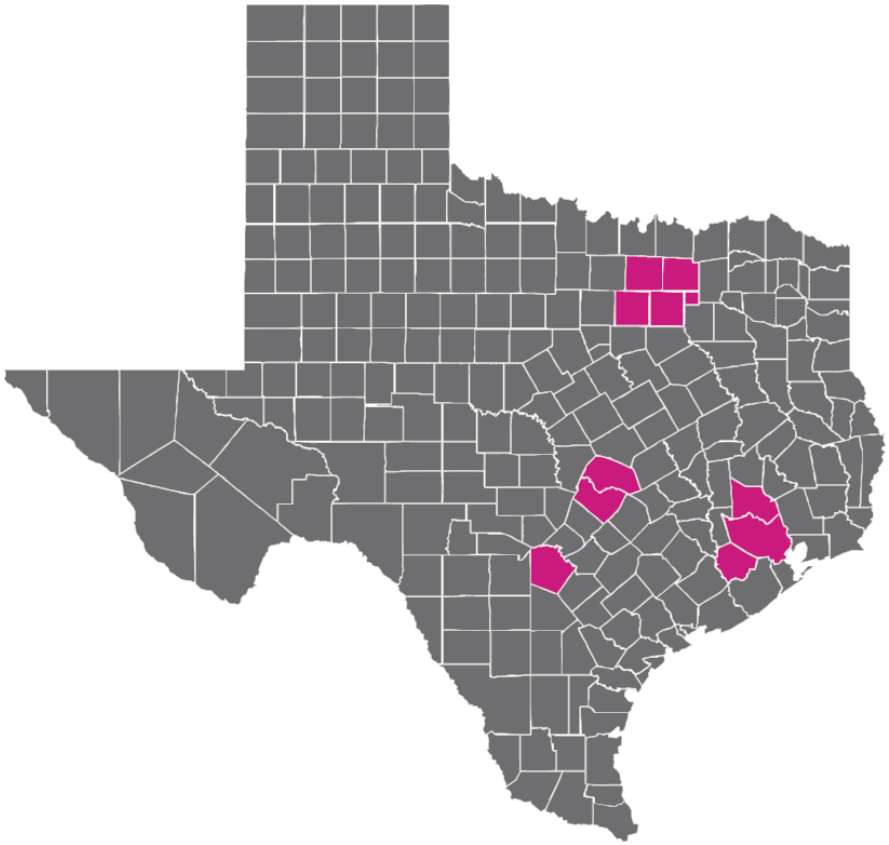
Additional information can be found in your Major Medical Expense Policy. If you have an Emergency, call 911 or go to the nearest Emergency Room (ER). Emergency services given by a provider not in the plan's network will be covered without prior authorization; however, it may change the member's responsibility. Receiving non-emergent care through the ER or with a non-participating provider may result in a change to member responsibility. For updated coverage information, visit Ambetter.SuperiorHealthPlan.com.

AMB20-TX-C-00051

Note: Possession of an ID Card does not guarantee eligibility and benefits.

Ambetter Value

Ambetter 2022
Value

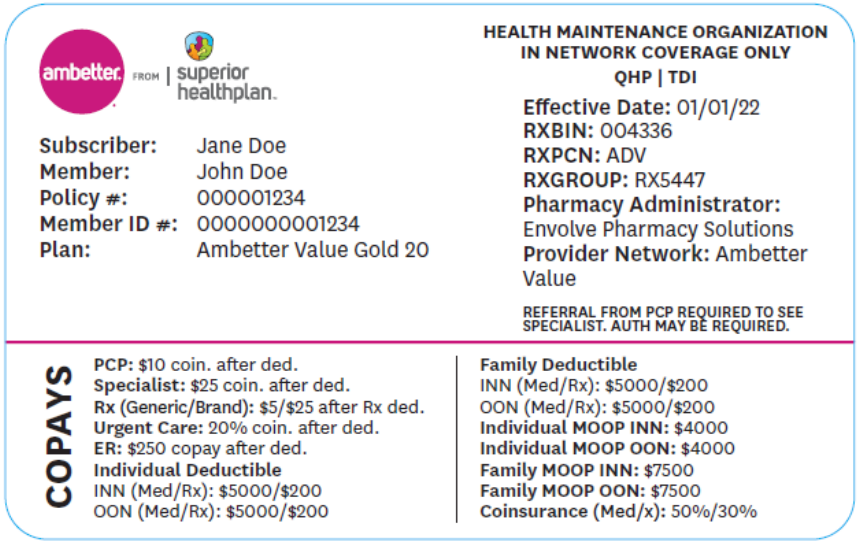


2022 Counties:

Bexar, Collin, Dallas, Denton, Fort Bend, Harris, Montgomery, Rockwall, Tarrant, Travis, Williamson

Ambetter Value ID Card

Member ID Card:



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Subscriber: Jane Doe
Member: John Doe
Policy #: 000001234
Member ID #: 0000000001234
Plan: Ambetter Value Gold 20

HEALTH MAINTENANCE ORGANIZATION
IN NETWORK COVERAGE ONLY
QHP | TDI

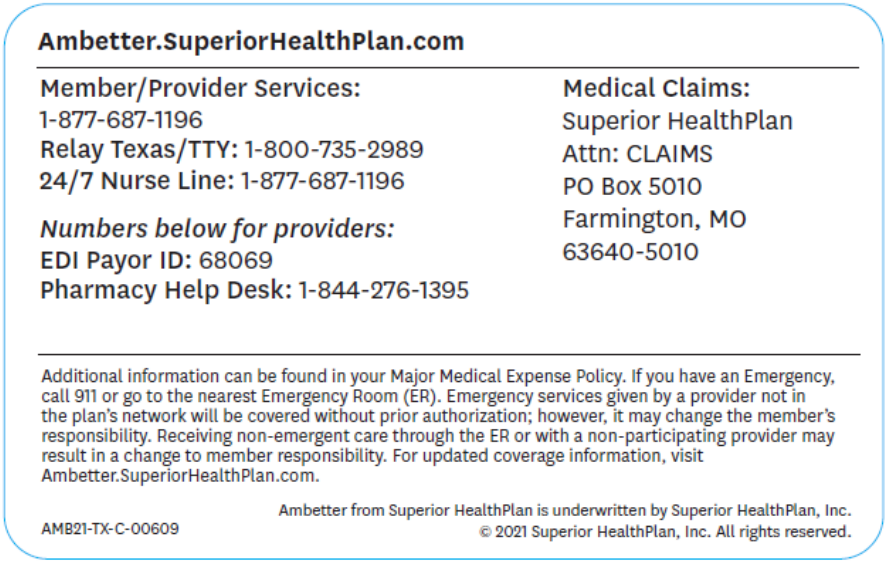
Effective Date: 01/01/22
RXBIN: 004336
RXPCN: ADV
RXGROUP: RX5447
Pharmacy Administrator: Envolve Pharmacy Solutions
Provider Network: Ambetter Value

REFERRAL FROM PCP REQUIRED TO SEE SPECIALIST. AUTH MAY BE REQUIRED.

COPAYS

PCP: $10 coin. after ded.
Specialist: $25 coin. after ded.
Rx (Generic/Brand): $5/$25 after Rx ded.
Urgent Care: 20% coin. after ded.
ER: $250 copay after ded.
Individual Deductible
INN (Med/Rx): $5000/$200
OON (Med/Rx): $5000/$200

Family Deductible
INN (Med/Rx): $5000/$200
OON (Med/Rx): $5000/$200
Individual MOOP INN: $4000
Individual MOOP OON: $4000
Family MOOP INN: $7500
Family MOOP OON: $7500
Coinsurance (Med/x): 50%/30%



Ambetter.SuperiorHealthPlan.com

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24/7 Nurse Line: 1-877-687-1196

Numbers below for providers:
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AMB21-TX-C-00609

Ambetter from Superior HealthPlan is underwritten by Superior HealthPlan, Inc.

Note: Possession of an ID Card does not guarantee eligibility and benefits.

Ambetter Value

- New plan design with a more restrictive yet inclusive and adequate network being offered within a limited set of counties:
  - Bexar, Collin, Dallas, Denton, Fort Bend, Harris, Montgomery, Rockwall, Tarrant, Travis, Williamson
- The Ambetter Value plan design differs in the following:
  - HCA Physicians Groups are the preferred PCP groups in which members will be able to utilize as a medical home.
    - ID Cards will display "**Ambetter Value Medical Group**"
  - Any specialty care rendered by a specialist outside of the HCA Physicians Group will require a referral prior to services being rendered to our members.
- Referrals are NOT required or applicable to the following specialties or service types:
  - OB/GYN, MH/SUD, Urgent Care, Emergent Care, Labs, Radiology and Anesthesia
  - The above provider or facility types will still be required to be in-network and prior authorization requirements will continue to apply as applicable.

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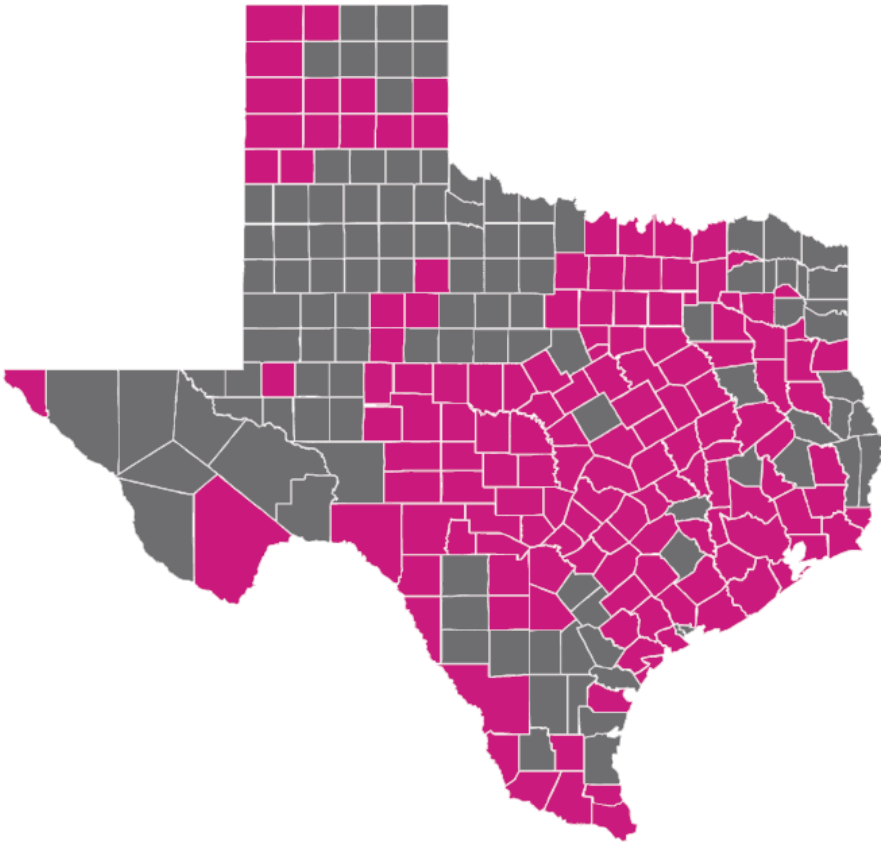
Ambetter Virtual

Ambetter 2022
Virtual

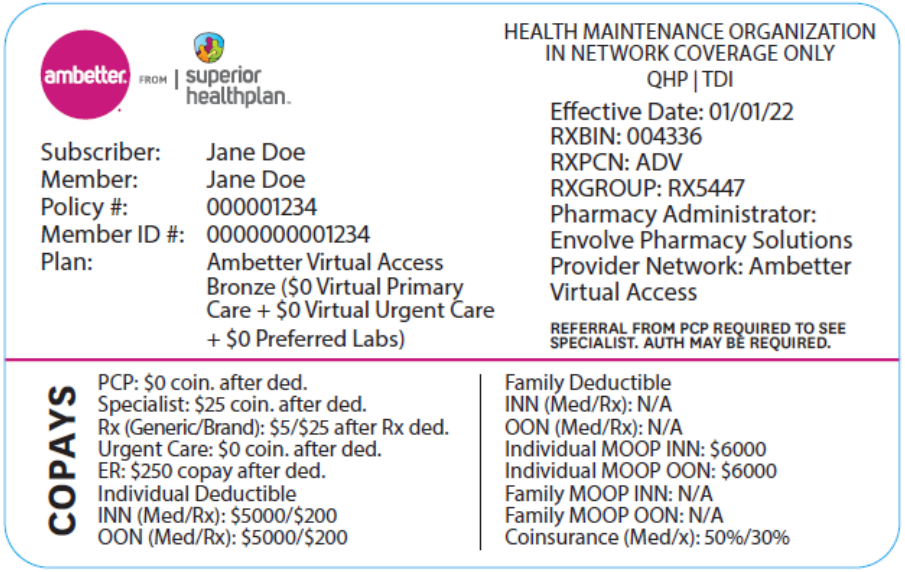


2022 Counties:

Aransas, Armstrong, Atascosa, Austin, Bandera, Bastrop, Bell, Bexar, Blanco, Bosque, Brazoria, Brazos, Brewster, Brooks, Brown, Burleson, Burnet, Caldwell, Calhoun, Cameron, Camp, Carson, Castro, Chambers, Cherokee, Coke, Coleman, Collin, Collingsworth, Comal, Comanche, Concho, Cooke, Dallam, Dallas, Deaf Smith, Delta, Denton, DeWitt, Donley, Ector, Edwards, El Paso, Ellis, Falls, Fannin, Fayette, Fisher, Fort Bend, Freestone, Frio, Galveston, Gillespie, Goliad, Gonzales, Grayson, Gregg, Grimes, Guadalupe, Hamilton, Hardin, Harris, Hartley, Hays, Henderson, Hidalgo, Hill, Hood, Houston, Hunt, Irion, Jack, Jackson, Jefferson, Johnson, Kendall, Kerr, Kimble, Kinney, Lampasas, Lavaca, Lee, Leon, Liberty, Limestone, Llano, Madison, Mason, Matagorda, Maverick, McCulloch, McLennan, Medina, Menard, Milam, Mills, Mitchell, Montague, Montgomery, Nacogdoches, Navarro, Nueces, Oldham, Orange, Palo Pinto, Panola, Parker, Parmer, Potter, Rains, Randall, Real, Refugio, Robertson, Runnels, Rockwall, Rusk, San Jacinto, San Saba, Schleicher, Scurry, Sherman, Smith, Somervell, Starr, Sterling, Stonewall, Sutton, Tarrant, Tom Green, Travis, Trinity, Tyler, Val Verde, Van Zandt, Victoria, Waller, Webb, Wharton, Wheeler, Willacy, Williamson, Wise, Wood, Zapata

Ambetter Virtual ID Card

- **Member ID Card:**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HEALTH MAINTENANCE ORGANIZATION
IN NETWORK COVERAGE ONLY
QHP | TDI

Subscriber: Jane Doe
Member: Jane Doe
Policy #: 000001234
Member ID #: 0000000001234
Plan: Ambetter Virtual Access Bronze ($0 Virtual Primary Care + $0 Virtual Urgent Care + $0 Preferred Labs)

Effective Date: 01/01/22
RXBIN: 004336
RXPCN: ADV
RXGROUP: RX5447
Pharmacy Administrator: Envolve Pharmacy Solutions
Provider Network: Ambetter Virtual Access

REFERRAL FROM PCP REQUIRED TO SEE SPECIALIST. AUTH MAY BE REQUIRED.

COPAYS

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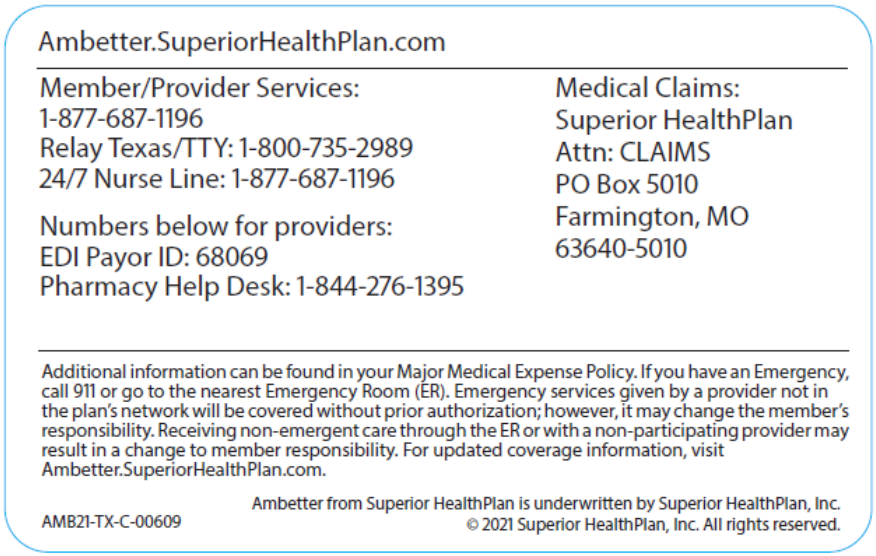
Specialist: $25 coin. after ded.
Rx (Generic/Brand): $5/$25 after Rx ded.
Urgent Care: $0 coin. after ded.
ER: $250 copay after ded.
Individual Deductible
INN (Med/Rx): $5000/$200
OON (Med/Rx): $5000/$200

Family Deductible
INN (Med/Rx): N/A
OON (Med/Rx): N/A
Individual MOOP INN: $6000
Individual MOOP OON: $6000
Family MOOP INN: N/A
Family MOOP OON: N/A
Coinsurance (Med/x): 50%/30%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AMB21-TX-C-00609

Note: Possession of an ID Card does not guarantee eligibility and benefits.

Ambetter Virtual

- New plan design which most closely mirrors the network offered within Essential/Balanced/Secure.
  - There are a few exceptions most noticeably within our Hospital systems network.
- The Ambetter Virtual Access plan design differs in the following:
  - Teladoc is the preferred PCP group in which members will automatically be assigned to.
    - Members under the age of 18 are the exception as they will be assigned to a local PCP
  - Teladoc (or local PCP) will be responsible to submit a referral to Ambetter from Superior Health Plan in order for any Specialty care provider to render services to our members.
- Referrals are NOT required or applicable to the following specialties or service types:
  - OB/GYN, MH/SUD, Urgent Care, Emergent Care, Labs, Radiology and Anesthesia
  - The above provider or facility types will still be required to be in-network and prior authorization requirements will continue to apply as applicable.

Verification of Eligibility, Benefits and Cost Shares

Verification of Eligibility, Benefits and Cost Shares

Eligibility, Benefits and Cost Shares can be verified in 3 ways:

1. Visit the Secure Provider Portal found at Provider.SuperiorHealthPlan.com.
   - If you are already a registered user of the Secure Provider Portal, you do not need a separate registration.

2. Utilize the 24/7 Interactive Voice Response system at 1-800-964-2777.
   - Enter the Member ID Number and the month of service to check eligibility.

3. Contact Provider Services at 1-877-687-1196.
   - Available Monday – Friday, 8:00 a.m. – 6:00 p.m. CST.

Verification of Eligibility, Benefits and Cost Shares

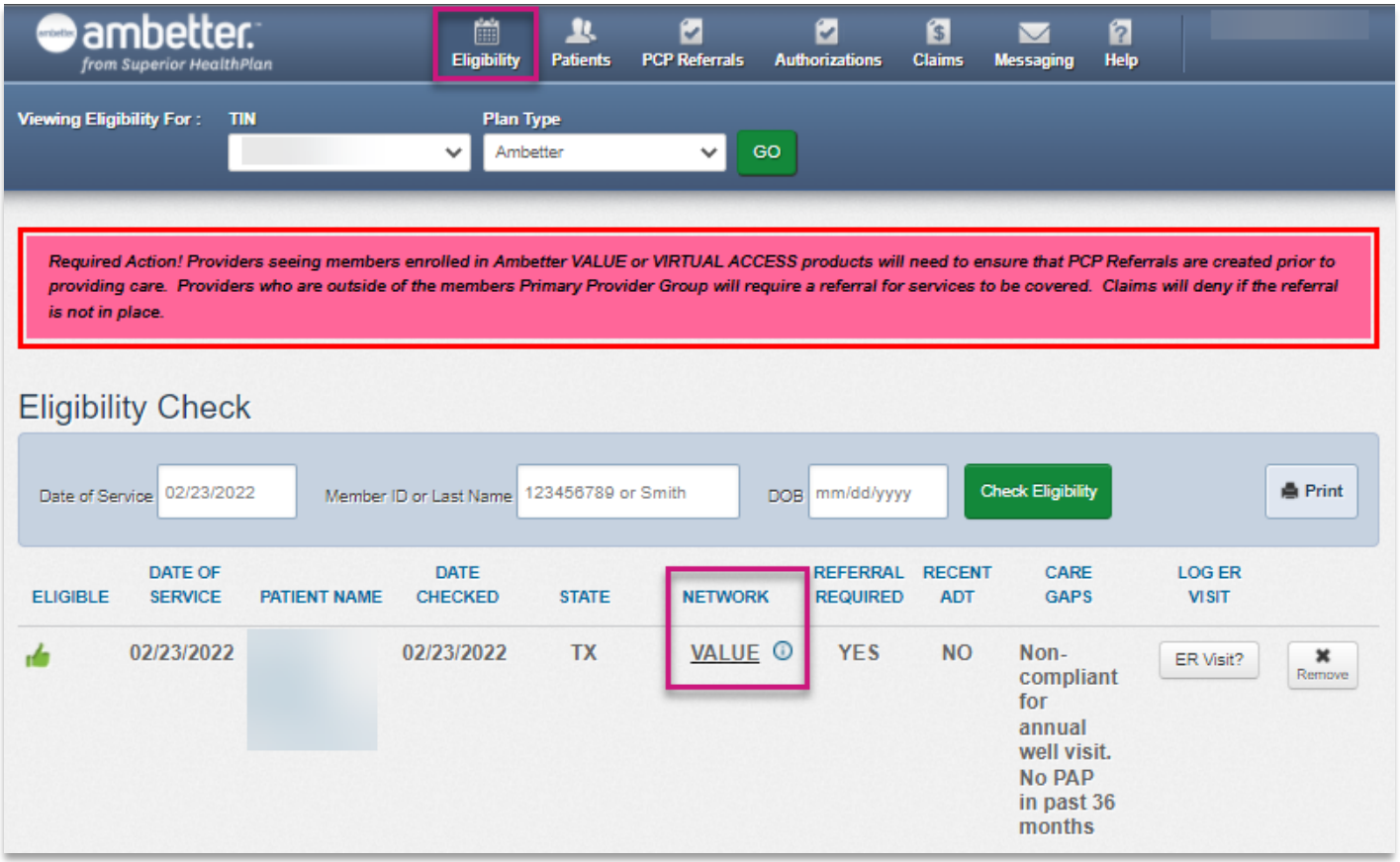
Providers MUST verify member eligibility

- Every time a member schedules an appointment.
- When the member arrives for the appointment.

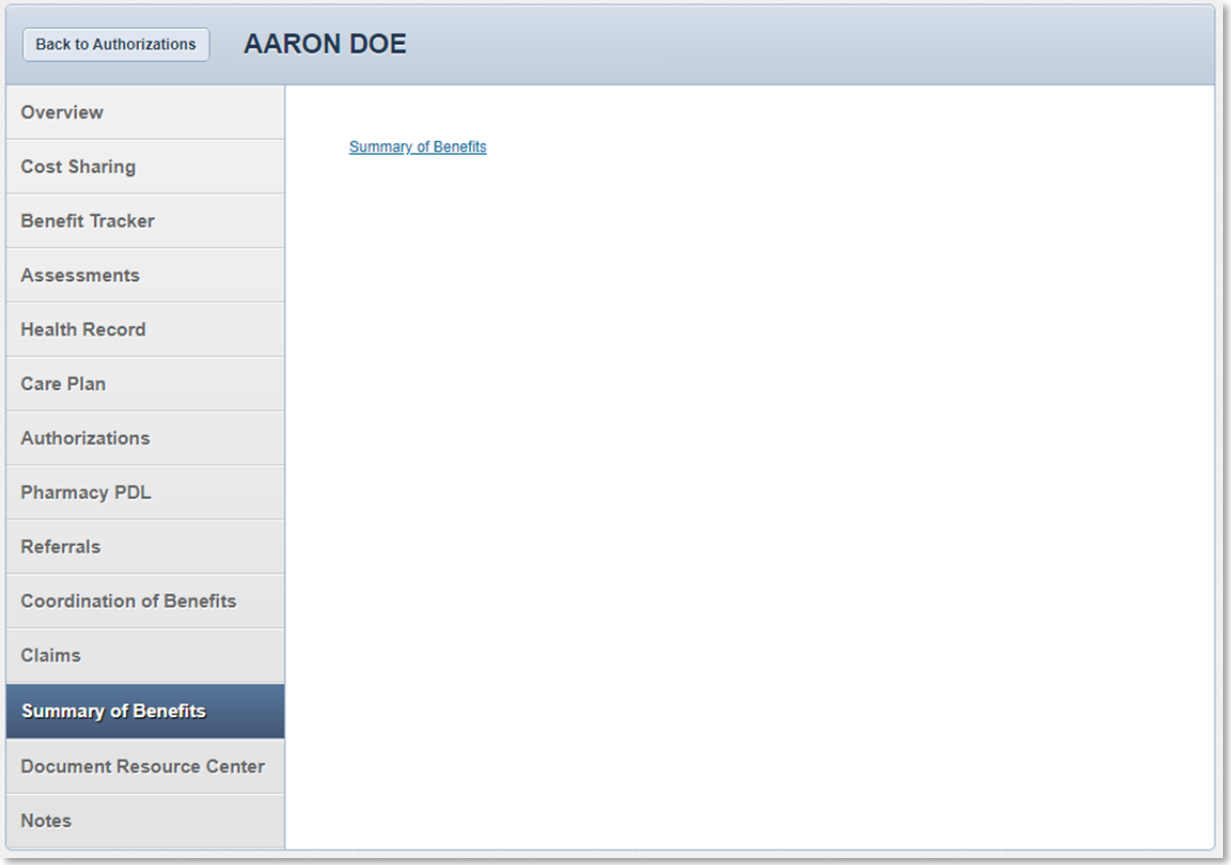
Panel Status

- Primary Care Physicians (PCPs) should confirm that a member is assigned to their patient panel.
- This can be done through the Secure Provider Portal.
- PCPs can still administer service if the member is not on their panel and they wish to have member assigned to them for future care.

Verification of Eligibility



Verification of Benefits



Verification of Cost Shares

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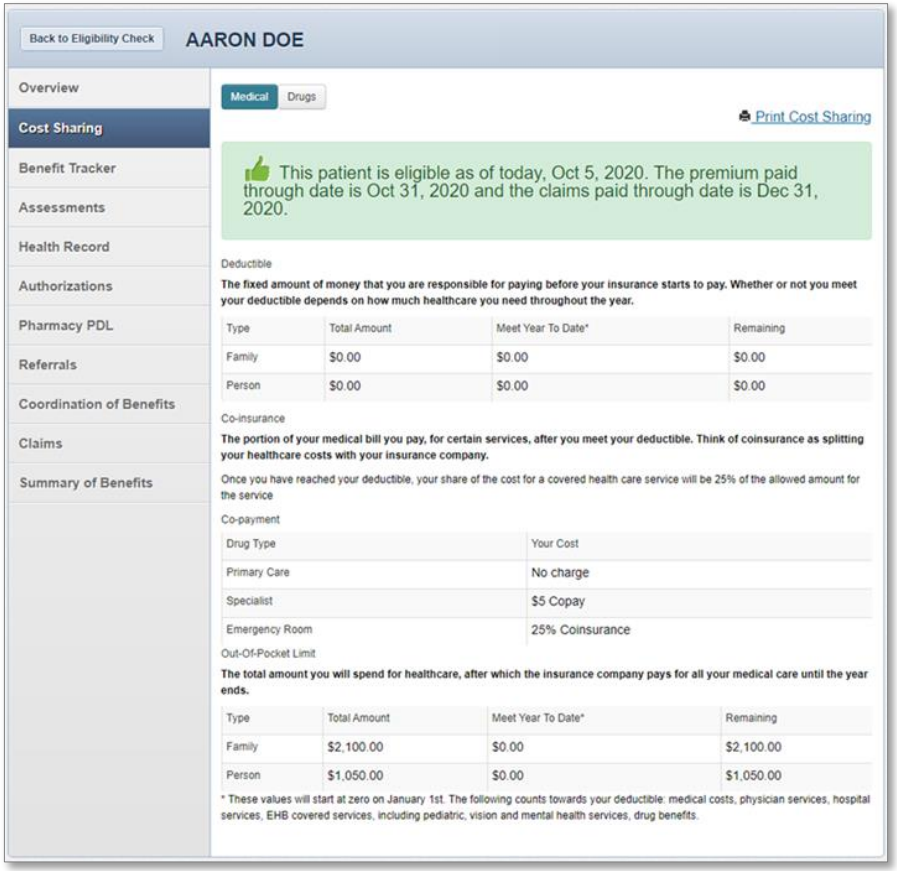


Back to Eligibility Check

AARON DOE

- Overview
- Cost Sharing
- Benefit Tracker
- Assessments
- Health Record
- Authorizations
- Pharmacy PDL
- Referrals
- Coordination of Benefits
- Claims
- Summary of Benefits

Medical | Drugs

Print Cost Sharing

This patient is eligible as of today, Oct 5, 2020. The premium paid through date is Oct 31, 2020 and the claims paid through date is Dec 31, 2020.

Deductible

The fixed amount of money that you are responsible for paying before your insurance starts to pay. Whether or not you meet your deductible depends on how much healthcare you need throughout the year.

Type	Total Amount	Meet Year To Date*	Remaining
Family	$0.00	$0.00	$0.00
Person	$0.00	$0.00	$0.00

Co-insurance

The portion of your medical bill you pay, for certain services, after you meet your deductible. Think of coinsurance as splitting your healthcare costs with your insurance company.

Once you have reached your deductible, your share of the cost for a covered health care service will be 25% of the allowed amount for the service

Co-payment

Drug Type	Your Cost
Primary Care	No charge
Specialist	$5 Copay
Emergency Room	25% Coinsurance

Out-Of-Pocket Limit

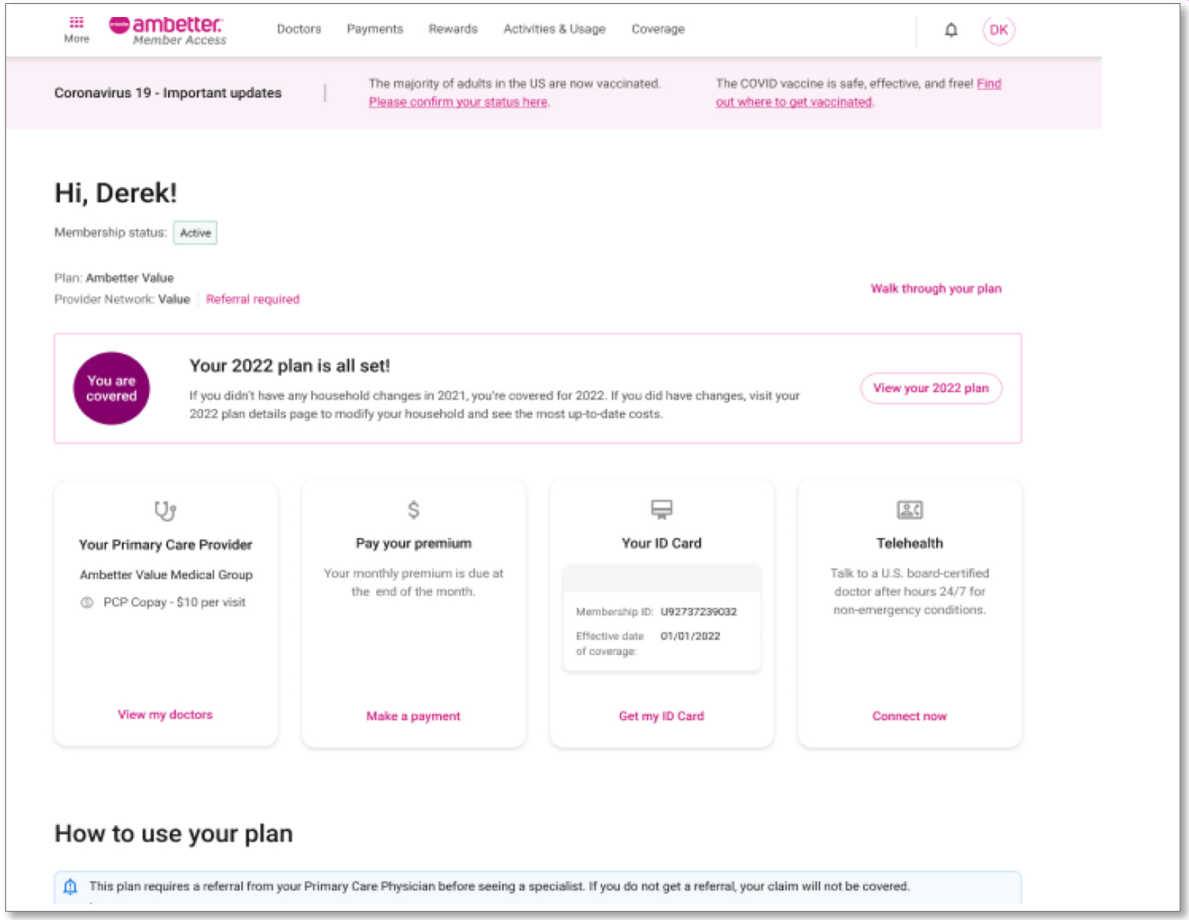
The total amount you will spend for healthcare, after which the insurance company pays for all your medical care until the year ends.

Type	Total Amount	Meet Year To Date*	Remaining
Family	$2,100.00	$0.00	$2,100.00
Person	$1,050.00	$0.00	$1,050.00

* These values will start at zero on January 1st. The following counts towards your deductible: medical costs, physician services, hospital services, EHB covered services, including pediatric, vision and mental health services, drug benefits.

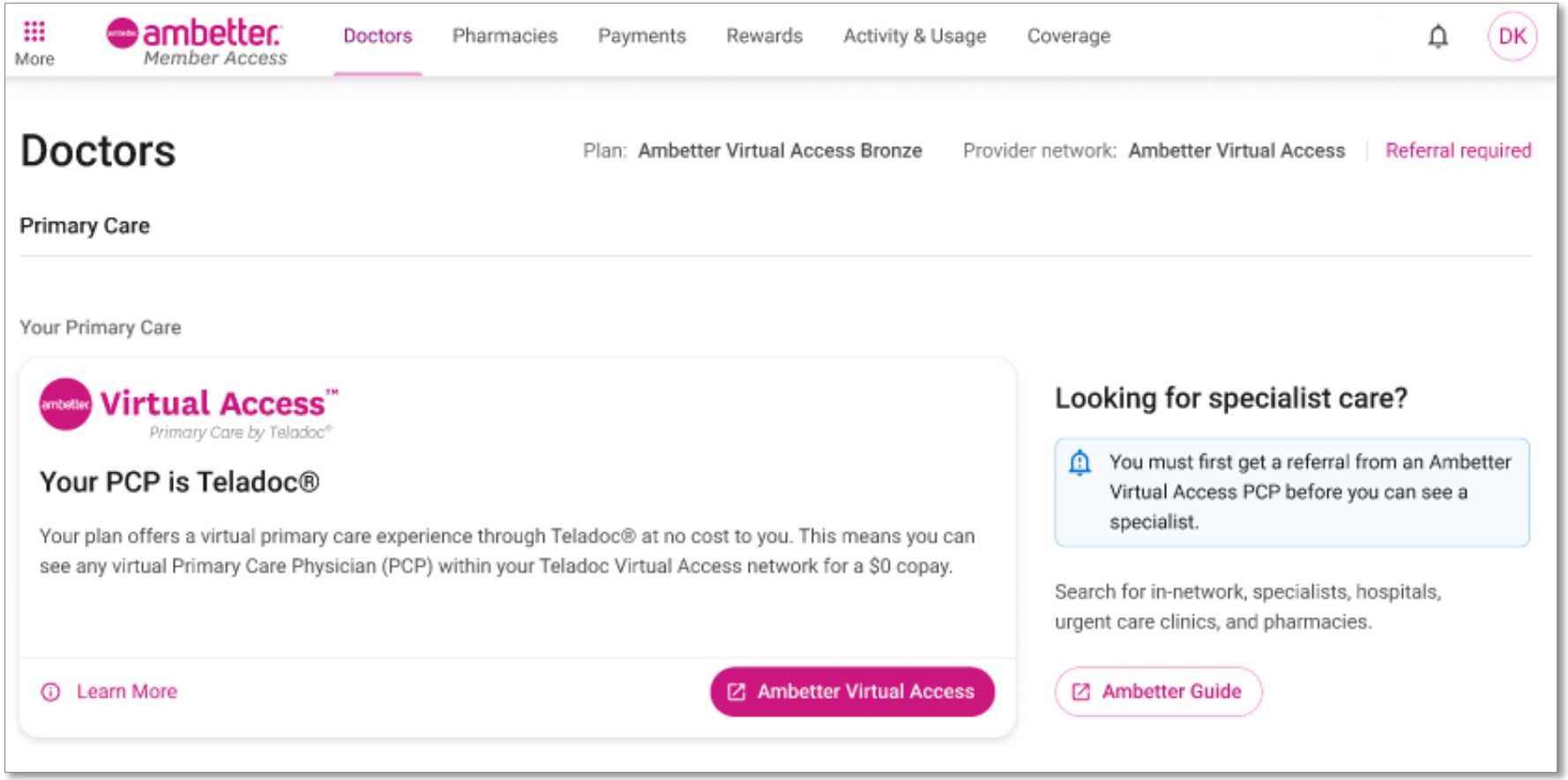
Ambetter Value

Member Portal View



Ambetter Virtual

Member Portal View



Essential Health Benefits

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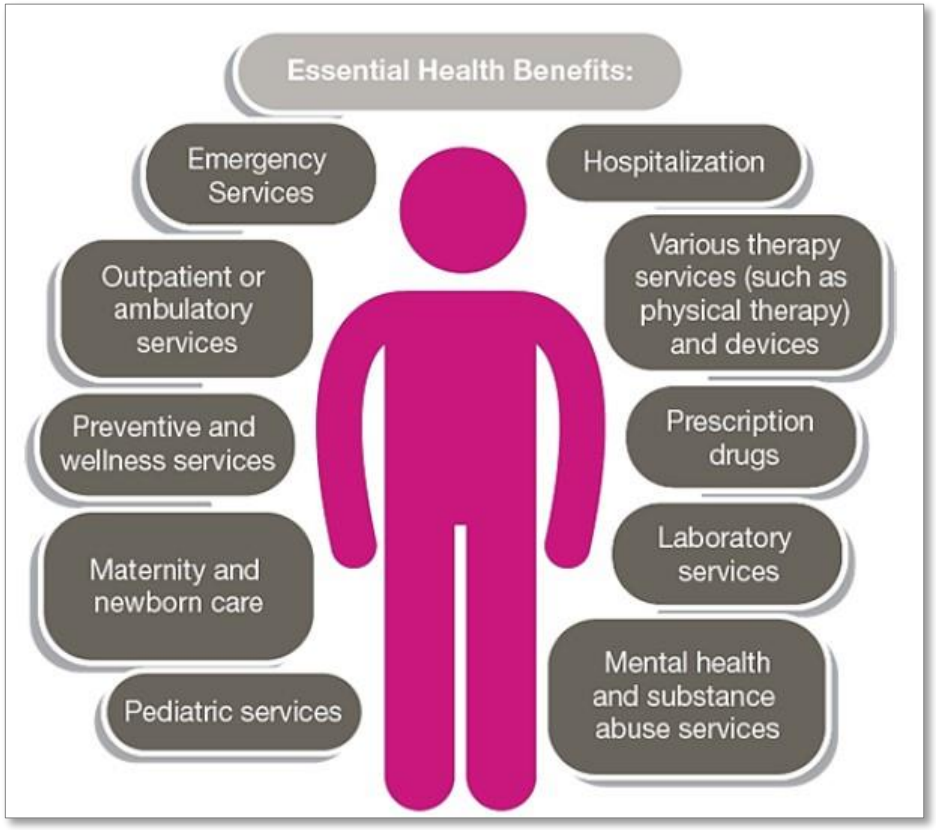

***Essential Health Benefits are offered within each Ambetter plan.*

Other Benefits

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Start Smart for Your Baby®

Prescription Coverage
Ambetter covers a wide range of prescriptions, so your patients can count on care when they need it most.

Care Management and Disease Management
Our care managers work closely with you to make sure your patients have access to the care and support services they need as part of your treatment plan.

24/7 Nurse Advice Line
Your patients have nonstop access to our medical advice line for answers to all of their health questions.

myhealthpays® Rewards Program
By staying up-to-date with regular preventive care, your patients can earn rewards, which can be used to help pay for health-related costs and more.

Ambetter Telehealth
Your patients have convenient, 24-hour phone or video access to healthcare providers for non-emergency health issues through Ambetter Telehealth.

Your Better Health Center

Prior Authorization

Specialty Referrals

- Essential/Balance/Secure
  - Members are educated to seek care or consultation with their PCP first.
  - Medically necessary care is needed beyond the scope of what a PCP provides, PCPs should initiate and coordinate the care members receive from specialist providers.
  - Paper referrals are not required for members to seek care with in-network specialists
- Ambetter Virtual
  - Teladoc (or local PCP) will be responsible to submit a referral to Ambetter in order for any specialty care provider to render services to our members.
- Ambetter Value
  - Any specialty care rendered by a specialist outside of the HCA Physicians Group will require a referral prior to services being rendered to our members.

Specialty Referrals

- The method for submitting PCP referrals is through the Secure Provider Portal at ambetter.superiorhealthplan.com/.
  - The provider must be a registered user on the Secure Provider Portal.
- If a provider is already registered for the Secure Provider Portal under another products, that registration will grant the provider access to Ambetter.
  - If the provider is not already a registered user and needs assistance or training on submitting prior authorizations, the provider should contact their local Account Manager.
- The requesting or rendering provider must provide the following information to request PCP referrals:
  - Referral Number will be auto-assigned by the system. Specialists will need to include that Referral Number on claims submitted under the referral.
  - Submission Date
  - Member's Assigned Medical Provider Group
  - Referring Provider
    - Provider Name, NPI, TIN
    - Medical Group Number
    - Specialty
  - Referred Provider
    - MUST be within the Ambetter Guide for the product/network member belongs to. Find the guide here: guide.ambetterhealth.com
    - Provider Specialty Type
    - Provider Name, NPI, TIN
    - Medical Group or TIN
  - Service
    - Specialty Type
    - Referral Date Range start
    - Referral Date Range End
    - Referral Type (Consult vs. Treatment)
    - Number of Visits referred for
    - Notes

Prior Authorization

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Procedures / Services*:

- Potentially Cosmetic
- Experimental or Investigational
- High-Tech Imaging (i.e., CT, MRI, PET)
- Infertility
- Obstetrical Ultrasound
  - Two allowed in a nine month period. Any additional ultrasounds will require prior authorization (unless rendered by a Perinatologist).
  - For urgent/emergent ultrasounds, treat using best clinical judgment and authorizations will be reviewed retrospectively.
- Pain Management
- Therapy services (effective January 1, 2021)

**Please note: This is not meant to be an all-inclusive list and exclusions apply.*

Prior Authorization

Inpatient Authorization*:

- All elective/scheduled admission notifications requested at least 5 business days prior to the scheduled date of admit including:
  - All services performed in out-of-network facilities
  - Behavioral health/substance use
  - Hospice care
  - Rehabilitation facilities
  - Transplants, including evaluation
- Observation stays exceeding 23 hours require Inpatient Authorization.
- Urgent/Emergent Admissions
  - Within one business day following the date of admission
  - Newborn deliveries must include birth outcomes
- Partial Inpatient, Psychiatric Residential Treatment Facility (PRTF) and/or Intensive Outpatient Programs

**Please note: This is not meant to be an all-inclusive list and exclusions apply.*

Prior Authorization

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Ancillary Services*:

- Air Ambulance Transport
- Durable Medical Equipment (DME)
- Hearing Aid Devices (including cochlear implants)
- Genetic Testing
- Quantitative Urine Drug Screen
- Orthotics/Prosthetics
- Home Health Care Services (including Home Infusion Skilled Nursing and Therapy)
  - Home Health Services
  - Private Duty Nursing
  - Adult Medical Day Care
  - Hospice
  - Furnished Medical Supplies and DME
  - Occupational Therapy
  - Physical Therapy
  - Speech Therapy

**Please note: This is not meant to be an all-inclusive list and exclusions apply.*

Prior Authorization

Service Type*	Timeframe
Scheduled admissions	Prior Authorization required 5 business days prior to the scheduled admission date.
Elective outpatient services	Prior Authorization required 5 business days prior to the elective outpatient admission date.
Emergent inpatient admissions	Notification within 1 business day.
Observation – 48 hours or less	Notification within 1 business day for non-participating providers.
Observation – greater than 48 hours	Requires inpatient prior authorization within 1 business day.
Emergency room and post stabilization, urgent care and crisis intervention	Notification within 1 business day.
Maternity admissions	Notification within 1 business day.
Newborn admissions	Notification within 1 business day.
Neonatal Intensive Care Unit (NICU) admissions	Notification within 1 business day.
Outpatient Dialysis	Notification within 1 business day.
Organ transplant initial evaluation	Prior authorization required at least 30 days prior to the initial evaluation for organ transplant services
Clinical trials services	Prior Authorization required at least 30 days prior to receiving clinical trial services

** This is not meant to be an all-inclusive list.*

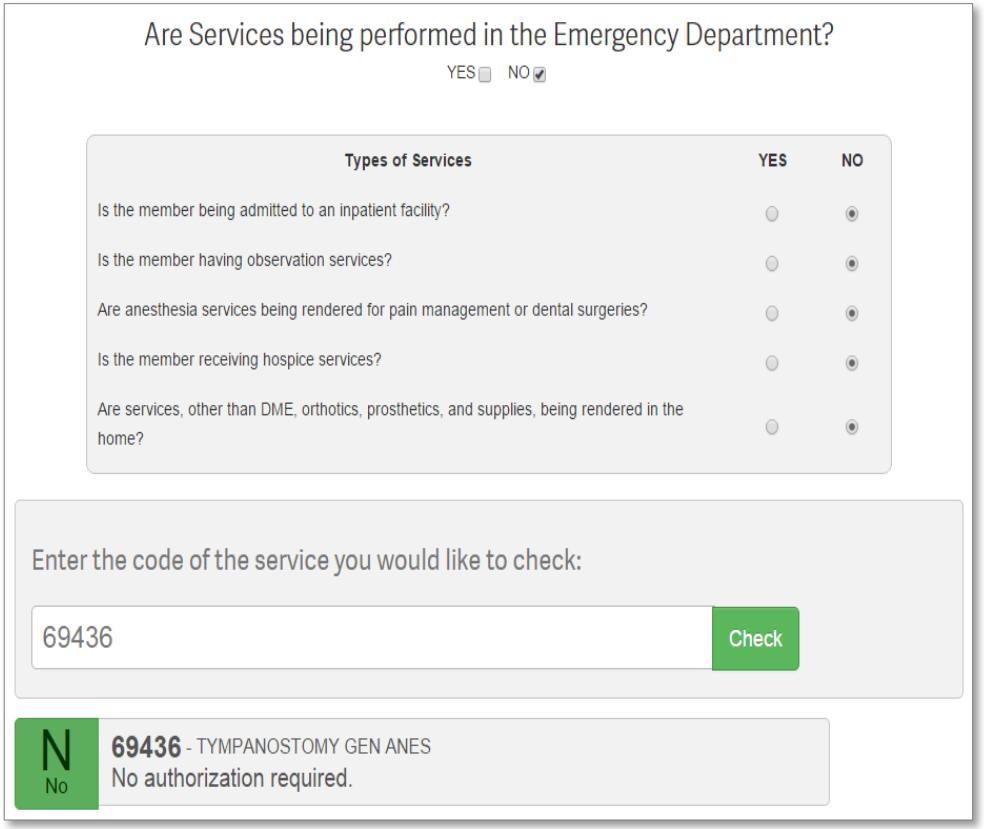
Utilization Determination Timeframes

Type*	Timeframe
Prospective/Urgent	3 calendar days
Prospective/Non-Urgent	3 calendar days
Concurrent/Urgent	24 hours
Concurrent/Non-Urgent	24 hours (1 calendar day)
Retrospective	30 calendar days

** This is not meant to be an all-inclusive list.*

Pre-Auth Needed Tool

- Use the Pre-Auth Needed Tool to quickly determine if a service or procedure requires prior authorization.
- Available on the provider section of the Ambetter from Superior HealthPlan website at Ambetter.SuperiorHealthPlan.com



Prior Authorization

Prior Authorization can be requested in 3 ways:

1. On the Secure Provider Portal at Provider.SuperiorHealthPlan.com.
   - If you are already a registered user of the Secure Provider Portal, you do not need a separate registration.
2. Fax requests to:
   - Outpatient: 1-855-537-3447 (Medical) or 1-844-307-4442 (Behavioral)
   - Inpatient: 1-866-838-7615 (Medical) or 1-866-900-6918 (Behavioral)
     - The fax authorization forms are located at Ambetter.SuperiorHealthPlan.com.
3. Call for Prior Authorization at 1-877-687-1196.

Prior Authorization

Prior Authorization will be granted at the CPT code level:

- If a claim is submitted that contains CPT codes that were not authorized, the services will be denied.
- If additional procedures are performed during the procedure, the provider must contact Ambetter to update the authorization in order to avoid a claim denial.
  - It is recommended that this be done within 72 hours of the procedure; however, it must be done prior to claim submission or the claim will deny.
- Ambetter will update authorizations but will not retro-authorize services.
  - The claim will deny for lack of authorization.
  - If there are extenuating circumstances that led to the lack of authorization, the claim may be appealed.

HB 3459

- Providers will be exempt from obtaining prior authorization for services in which they previously received approval for at least 90% of their requests.
  - ***Please note outstanding guidance and rules impacted are provider definition, minimum quantitative request and inpatient applicability to hospital systems.***
- Twice a year, an exemption may be evaluated to rescind if:
  - 90% of the claims reviewed do not meet medical necessity criteria.
  - In these cases, providers may request an appeal and seek an independent review.
- The prior authorization requirements for out-of-network requests will remain the same.

Please note, as additional Texas Department of Insurance (TDI)guidance and adoption rules are released the information above is subject to change, to be modified or removed in it's entirety.

Complaints and Appeals

Complaints/Appeals

Claims:

- A provider must exhaust the Claims Reconsideration and Claims Dispute process before filing a complaint or appeal.

Complaint:

- Must be filed within 30 calendar days of the Notice of Action.
- Upon receipt of complete information to evaluate the request, Ambetter will provide a written response within 30 calendar days.

Complaints, Grievances and Appeals

FROM superior healthplan

Appeals:

- For claims, the Claims Reconsideration, Claims Dispute and Complaint process must be exhausted prior to filing an appeal.

Medical Necessity:

- Must be filed within 30 calendar days from the Notice of Action.
- Ambetter will acknowledge receipt within 10 business days of receiving the appeal.
- Ambetter will resolve each appeal and provide written notice as expeditiously as the member's health condition requires, but not to exceed 30 calendar days.
- Expedited appeals may be filed if the time expended in a standard appeal could seriously jeopardize the member's life or health. The timeframe for a decision for an expedited appeal will not exceed 72 hours.

Complaints, Grievances and Appeals

- Members may designate providers to act as their representative for filing appeals related to Medical Necessity.
  - Ambetter requires that this designation by the member be made in writing and provided to Ambetter.
- No punitive action will be taken against a provider by Ambetter for acting as a member's representative.
- Full details on claim reconsideration, claim dispute, complaints/grievances and appeals processes can be found in our provider manual at Ambetter.SuperiorHealthPlan.com.

Claims

Claims

Clean Claim:

- A claim that is received for adjudication in a nationally accepted format in compliance with standard coding guidelines and does not have any defect, impropriety, lack of any required documentation or particular circumstance requiring special treatment that prevents timely payment.

Claim Submission

The timely filing deadline for initial claims is 95 days from the date of service or date of discharge.

Claims may be submitted in 3 ways:

1. On the Secure Provider Portal at Provider.SuperiorHealthPlan.com.

2. Through an Electronic Clearinghouse:
   - Payor ID 68069
   - Clearinghouses currently utilized by Ambetter will continue to be utilized
   - For a list of our Clearinghouses, please visit our website at Ambetter.SuperiorHealthPlan.com.

3. By mail, paper claims may be submitted to:
   Ambetter from Superior HealthPlan
   P.O. Box 5010
   Farmington, MO 64640-5010

Claim Submission

Claim Reconsiderations:

- A written request from a provider about a disagreement in the manner in which a claim was processed. No specific form is required.
- Must be submitted within 120 days of the Explanation of Payment.
- Claim Reconsiderations may be mailed to:
  P.O. Box 5010
  Farmington, MO 63640-5010

Providers can also use the Reconsider Claim button on the Claim Details screen within the portal

Claim Disputes:

- Must be submitted within 120 days of the Explanation of Payment.
- A Claim Dispute form can be found on our website at Ambetter.SuperiorHealthPlan.com.
- The completed Claim Dispute form may be mailed to:
  P.O. Box 5000
  Farmington, MO 63640-5000

Claim Submission

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Member in Suspended Status:

- A provision of the ACA allows members who are receiving Advanced Premium Tax Credits (APTCs) a 3 month grace period for paying premiums.
- While the member is in a suspended status, claims will be pended.
  - After 60 days, the member is placed in a suspended status. The Explanation of Payment will indicate LZ Pend: Non-Payment of Premium.
  - **Note**: While the member is in a suspended status, claims will be paid for the first 60 days. Claims will be denied days 61-90.
- When the premium is paid by the member, the claims will be released and adjudicated.
- If the member does not pay the premium, the provider may bill the member directly for services.

Claim Submission

Member in Suspended Status (APTC Example):

- January 1st
  - Member pays premium.
- February 1st
  - Premium due - member does not pay.
- March 1st
  - Member placed in Suspended Status.
- April 1st
  - Member remains in Suspended Status.
- May 1st
  - If premium remains unpaid, member is terminated. Provider may bill member directly for services rendered.

Note: When checking Eligibility, the Secure Provider Portal will indicate that the member is in a Suspended Status. Claims for members in a Suspended Status are not considered "clean claims."

Claim Submission

Member in Suspended Status (Non-APTC Example)

- January 1st
  - Member pays premium.
- February 1st
  - Premium due - member does not pay.
- March 1st
  - Member placed in Suspended Status.
- April 1st
  - If premium remains unpaid, member is terminated. Provider may bill member directly for services rendered.

Note: When checking Eligibility, the Secure Provider Portal will indicate that the member is in a Suspended Status. Claims for members in a Suspended Status are not considered "clean claims."

Claim Submission

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Rendering Taxonomy Code:

- Claims must be submitted with the rendering provider's taxonomy code.
- The claim will deny if the taxonomy code is not present.
- This is necessary in order to accurately adjudicate the claim.

CLIA Number:

- If the claim contains CLIA certified or CLIA waived services, the CLIA number must be entered in Box 23 of a paper claim form or in the appropriate loop for EDI claims.
- Claims will be rejected if the CLIA number is not on the claim.

Claim Payment

PaySpan:

- Ambetter partners with PaySpan for Electronic Remittance Advice (ERA) and Electronic Funds Transfer.

- If you currently utilize PaySpan, you will need to register specifically for the Ambetter product.

- To register for PaySpan:
  - Call 1-877-331-7154 or visit www.PaySpanHealth.com.
  - You will need your National Provider Identifier (NPI) and Provider Tax ID Number (TIN) or Employer Identification Number (EIN).

Billing the Member

- Copays, coinsurance and any unpaid portion of the deductible may be collected at the time of service.
- The Secure Provider Portal will indicate the amount of the deductible that has been met.
- If the amount collected from the member is higher than the actual amount owed upon claim adjudication, the provider must reimburse the member within 45 days.

Ophthalmology for Medical Eye Care Services

FROM superior healthplan

- Ambetter manages all functions for ophthalmologists providing medical eye care services, including but not limited to:
  - Claim Processing and Appeals
  - Contracting/Credentialing
  - Prior Authorization
  - Retrospective Utilization Review
  - Medical Necessity Appeals
  - Provider Complaints Related to Medical Eye Care Services
  - Provider Relations/Account Management
  - Provider Services
  - Provider Web Portal
- Envolve Vision continues to manage routine eye care services and full-scope of licensure optometric services for Ambetter.
- For code-specific details of services requiring prior authorization, refer to Superior's Prior Authorization tool: www.SuperiorHealthPlan.com/providers/preauth-check.html.

Provider Resources

Provider Services

The Provider Services department is available to respond quickly and efficiently to all provider inquiries or requests including, but **not limited to**:

- Credentialing/Network Status.
- Claims.
- Request for adding/deleting physicians to an existing group.

Providers are able to access real time assistance for their service needs, Monday – Friday, 8:00 a.m. – 6:00 p.m. CST, by calling Provider Services at 1-877-687-1196.

Account Management

Each provider has an Account Manager assigned to them. This Account Manager serves as the primary liaison between Ambetter and our provider network. The Account Management team is responsible for:

- Provider education
- Claims assistance
- Demographic information update
- Provider enrollment status
- Administrative policies, procedures and operational issues
- Contract clarification
- Membership/provider roster questions
- Provider Portal registration and PaySpan

Quality Improvement

Quality Improvement

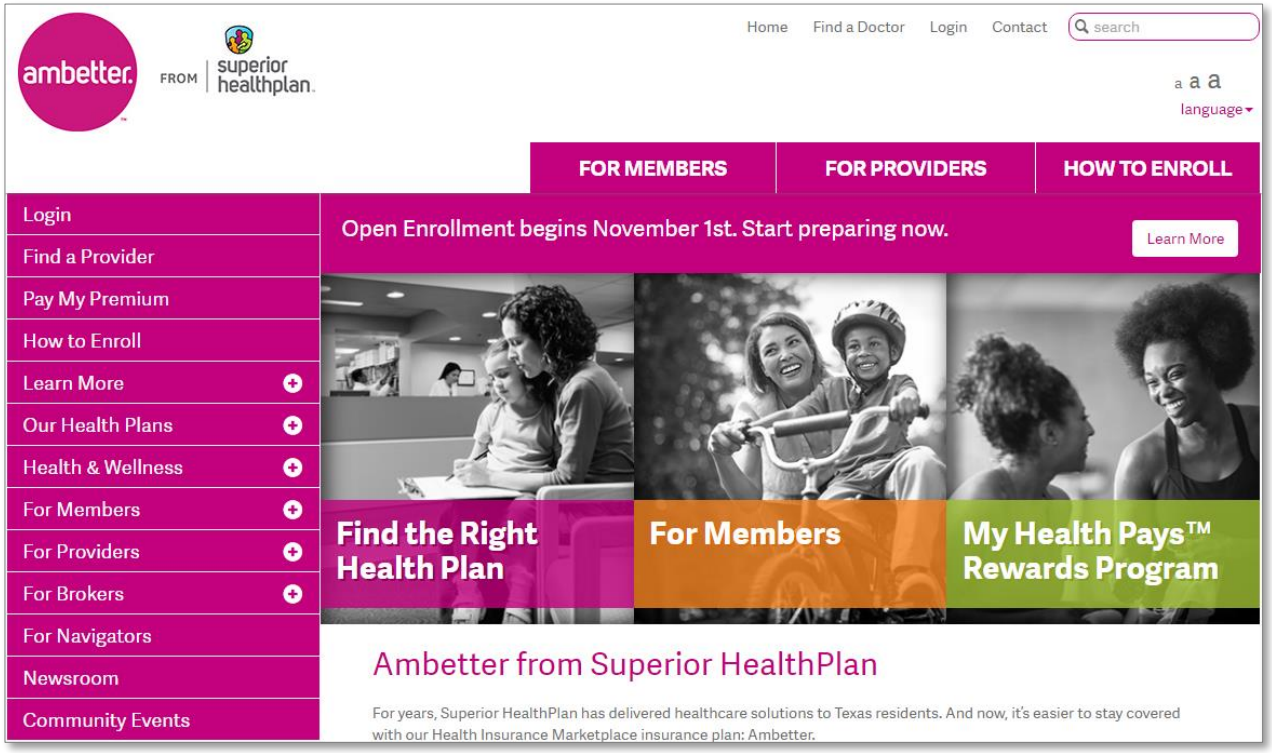
HEDIS and Risk Adjustment Programs

- Member Gap Forms
  - Provider initiative targeting Ambetter members who have a potential gap in their care.
  - Select providers will receive support to close gaps for scheduled members or to reach out and schedule members in order to address care gaps.
  - Forms with care gaps unique to each of the targeted patients will be provided.
- Chart Retrievals
  - Change Healthcare, Optum or Ciox will request charts for chart reviews, including the Risk Adjustment Data Validation Audit, for Ambetter members.
  - Charts are targeted based on reported and suspected chronic conditions for a member.
  - Coders then review medical charts to ensure claims data reflects the documented medical record accurately.
- Continuity of Care (CoC)
  - A provider engagement program that ensures that members receive care and treatment for all existing health conditions and not just acute health issues.
  - Providers will have access to Appointment Agendas that outline care gaps.

Helpful Websites

Ambetter Website

Ambetter.SuperiorHealthPlan.com



Website Resources

Provider resources available on the Ambetter website include, but are not limited to:

- The Provider and Billing Manual
- Quick Reference Guides
- Forms (Prior Authorization Fax forms, Behavioral Health forms, etc.)
- The Pre-Auth Needed Tool
- The Pharmacy Preferred Drug Listing
- Trainings
- And much more…

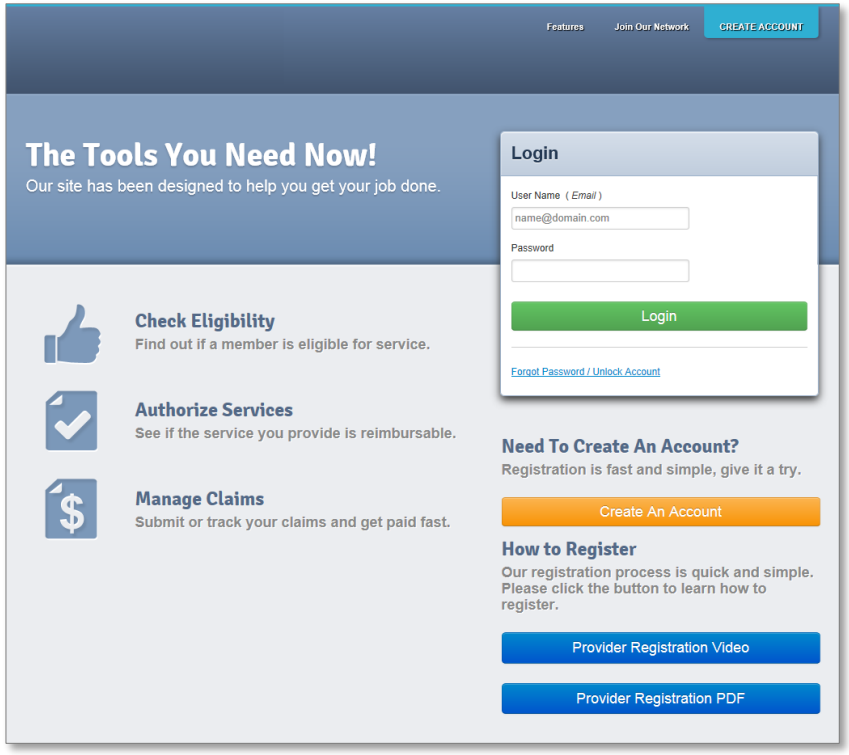
Secure Provider Portal

Information contained on Provider.SuperiorHealthPlan.com includes, but is not limited to:

- Member Eligibility and Benefits and Patient Listings
- Health Records and Care Gaps
- Authorizations
- Claims Submissions and Status
- Corrected Claims and Adjustments
- Payments History
- Monthly PCP Cost Reports - Generated on a monthly basis and can be exported into a PDF or Excel format. Reports Include:
  - Patient List with HEDIS Care Gaps
  - Emergency Room Utilization
  - Rx Claims Report
  - High Cost Claims

Secure Provider Portal

Registration is free and easy. Visit Provider.SuperiorHealthPlan.com to get started.



Our Vendor Partners

Specialty Vendors

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Service	Specialty Company/Vendor	Contact Information
High Tech Imaging Services	National Imaging Associates	1-877-687-1196 RadMD.com
Interventional Pain Management	National Imaging Associates	1-877-687-1196 RadMD.com
Therapy services	National Imaging Associates	1-877-687-1196 RadMD.com
Vision Services	Envolve Vision Services	1-866-753-5779 visionbenefits.envolvehealth.com/
Pharmacy Services	Envolve Pharmacy Solutions	1-866-399-0928 pharmacy.envolvehealth.com/pharmacists.html

Specialty Vendor Contacts

Service	Specialty Company/Vendor	Contact Information
Musculoskeletal Surgical Procedures	TurningPoint HealthCare Solutions	1-469-310-3104 www.myturningpoint-healthcare.com
Cardiac Surgical Procedures*	TurningPoint HealthCare Solutions	1-469-310-3104 www.myturningpoint-healthcare.com
Ear, Nose and Throat (ENT) Surgeries and Sleep Study Procedures*	TurningPoint HealthCare Solutions	1-469-310-3104 www.myturningpoint-healthcare.com

Specialty Vendor Contacts

- National Imaging Associates
  - Provides specialized utilization management and provider profiling services for radiology and imaging services rendered to Ambetter members.
  - NIA also provides services for Interventional Pain Management (IPM) and therapy services.
- Envolve Vision Services
  - Administers fully customizable vision plans to help reduce both provider and member costs while still delivering the highest quality vision benefits available.
  - **Ophthalmologists ONLY:** Claims and authorizations for medical eye services are administered through Ambetter.
    - Only routine vision services are administered through Envolve.

Specialty Vendor Contacts

- Envolve Pharmacy Solutions
  - Transforms the traditional pharmacy benefit delivery model through innovative, flexible pharmacy solutions, customized care and prescription drug coverage management.
- TurningPoint HealthCare Solutions
  - Processes prior authorization requests for medical necessity and appropriate length of stay (when applicable) for musculoskeletal surgical procedures.
  - TurningPoint also provides services for cardiac surgical procedures, Ear, Nose and Throat (ENT) surgeries and sleep study procedures.

Questions