

The Memorial Hermann Health Plan Newsletter



## Quick Reference Guide

### Memorial Hermann Health Plan

[healthplan.memorialhermann.org](http://healthplan.memorialhermann.org)

Provider Services:  
713.338.4801

Customer Service:

Self Funded Groups: 888.642.5040

Insured Groups: 888.594.0671

Medicare Advantage HMO: 844.550.6886

Medicare Advantage PPO: 844.550.6896

Utilization Review or

Medical Management:

888.252.7680

### Prescription Drug Information – OptumRx

[optumrx.com/myCatamaranRx](http://optumrx.com/myCatamaranRx)

Customer Service: 877.633.4461

### Envision RX

[customerservice@envisionrx.com](mailto:customerservice@envisionrx.com)

Medicare Advantage HMO: 844.550.6750

Medicare Advantage PPO: 844.782.7672

### Nurse Health Line

713.338.4998

### Teladoc\*

800.835.2362

\*HSA - compatible plans require a \$40 service charge

## Get to Know Our HMO.

Advancing Health, Expanding Coverage.

Did you know that Memorial Hermann Health Plan offers an HMO option for members? Our commercial HMO plans are uniquely designed to provide safer, smarter and more cost-effective care for members.

Our HMO has you covered.

If you are not familiar with our commercial HMO plans, here are just a few of the benefits:

- Our HMO plans are **open access**. This means you are not required to designate a PCP, and **no referrals** are needed to see specialists.
- All Memorial Hermann hospital locations are in our network.
- Our HMO plans include Memorial Hermann Convenient Care Centers, HEB RediClinics and Walgreens Take Care Clinics.
- UT Physician groups are in our network.
- Our HMO plans use all Memorial Hermann Diagnostic Labs, Quest Diagnostics, and LabCorp.
- HMO service area includes: Ft. Bend, Harris and Montgomery County.
- National emergency coverage is included as an in-network benefit.

[healthplan.memorialhermann.org/providers](http://healthplan.memorialhermann.org/providers)

## Provider Spotlight.

Memorial Hermann Health Plan is excited to announce that we added several additional SNFs to our network beginning in September. We will have SNFs located throughout the Houston area as well as in Pasadena, Conroe, Humble, The Woodlands, Tomball and Sugar Land.

We are happy to also announce that Dr. Sean Boutros has joined our provider network. Dr. Boutros is a Plastic and Reconstructive Surgeon who is widely known for performing the DIEP Flap procedure.

Our DME Network has also been enhanced with the addition of Edgepark Medical Supplies. Edgepark offers a wide range of medical supplies including Diabetic supplies, Insulin Pumps and Insulin Pump supplies. For a full list of products, please visit their website at [www.edgepark.com](http://www.edgepark.com) or call Customer Service at 1-888-394-5375.

For more information regarding our newly participating SNFs and Dr. Boutros, please go to our online Provider Directory at <http://healthplan.memorialhermann.org>.



## Special Billing Practices for Dual Eligible Beneficiaries.

The term "Dual Eligible" refers to individuals who are enrolled in Medicare Part A and/or Part B and receive full Medicaid benefits and/or assistance with Medicare premiums or cost sharing through one of the following Medicare Savings Program (MSP) categories:

- **Qualified Medicare Beneficiary (QMB) Program** - Helps pay for Part A and/or Part B premiums, deductibles, coinsurance, and copayments;
- **Specified Low-Income Medicare Beneficiary (SLMB) Program** - Helps pay for Part B premiums;
- **Qualifying Individual (QI) Program** - Helps pay for Part B premiums; and
- **Qualified Disabled Working Individuals (QDWI) Program** - Pays the Part A premium for certain people who have disabilities and are working.

Federal law bars Medicare providers from collecting Medicare Part A and Medicare Part B deductibles, coinsurance, or copayments from those members enrolled in the QMB program, a dual eligible program which exempts individuals from Medicare cost-sharing liability.

Memorial Hermann Advantage providers must either accept the Medicare Advantage (MA) payment as payment in full, or bill the Medicaid HMO or State for applicable Medicare cost-sharing for enrollees that are dual eligible. All MA providers, not only those that accept Medicaid, must abide by the balance billing prohibitions.

To verify whether your patient has dual coverage, please contact the Customer Service phone number listed on the back of the member's card.

## Changes Coming Soon to Customer Service!

We are happy to announce that beginning October 1, 2016 our Customer Service Department will be completely in-house. In addition, we have a dedicated business unit for providers. We believe the new design will truly enhance your overall experience when calling our Customer Service Department as we will be able to better serve your needs.

## In-Network Laboratories.

As a reminder, please refer members to in-network labs only. Referring members to the correct labs ensures that members do not experience unnecessary out-of-network charges or possibly higher copayments/coinsurance. Participating labs are listed below by plan type:

### Commercial Plans

Memorial Hermann Diagnostic Labs  
LabCorp  
Quest Diagnostics

### Medicare Advantage Plans

Memorial Hermann Diagnostic Labs  
Quest Diagnostics

# Fraud, Waste and Abuse (FWA).

You will soon be receiving our first Fraud, Waste and Abuse (FWA) bulletin. In addition to those bulletins we will be including short articles in this newsletter on the latest trends in healthcare fraud from across the country.

Like other insurance companies, we are continuously monitoring and auditing our claims in line with national trends. You may receive a letter from us requesting medical records or an explanation for a specific billing practice, so please respond within the requested timeframe. We receive federal and state funding so we must properly act to maintain our contractual obligations with the government, including diligently investigating any irregularities in claims. Examples of irregularities may include spikes in billing, outliers or abnormal billing patterns. Receiving a letter is not an accusation; it's simply a part of our oversight because an anomaly may have been detected. We are required to monitor based on state and federal regulations.

Look for future articles highlighting the most up-to-date in FWA news. We also have helpful information on FWA on our web site <http://healthplan.memorialhermann.org/compliance/>.

