

# PROVIDER BULLETIN

No. 10-33

July 15, 2010

TO: All Medicaid Providers Serving Physical Health Managed Care Clients

FROM: Vivianne M. Chaumont, Director   
Division of Medicaid & Long-Term Care

BY: Heather Leschinsky, Program Coordinator

RE: **Managed Care Authorizations**

**Please share this information with administrative, clinical and billing staff**

Recent provider bulletins ([10-13](#) and [10-19](#)) informed providers that beginning **August 1, 2010**, the Medicaid Managed Care Program for Physical Health will be implementing two (2) Managed Care Organization (MCO) health plans. The Primary Care Plus (PC+) plan will be no longer be offered after July 31, 2010. The two health plans will be:

**Coventry Nebraska and  
ShareAdvantage (administered by United HealthCare)**

Please see the following section for guidance on the authorization of services for clients enrolled in a Managed Care plan.

## **Managed Care Authorization Information and Process:**

1. PC+ will not be issuing authorizations past July 31, 2010. After August 1, providers will need to verify the client's health plan enrollment through the NMES line at **800-642-6092** or through the internet. To sign up for client eligibility access through the internet, visit <http://www.dhhs.ne.gov/med/eligibility.htm>.
2. Providers will need to obtain a new authorization for services from the client's health plan. **Authorization** can be requested by calling:  
**Coventry: 1-800-471-0240**  
**Share Advantage: 1-866-604-3267 or faxing 1-800-764-4716**
3. So that clients on managed care are ensured continuity of care, providers will have until August 31, 2010, to obtain a new authorization from the health plan. After August 31, claims will be denied by the health plan due to lack of an authorization.

4. Claims for physical health managed care clients must be sent to the health plan the client is enrolled in. *Claims sent to DHHS for payment of services provided to a managed care client will be denied.* Both health plans are capable of receiving claims electronically. **Paper claims** can be sent to the following filing addresses:

Coventry  
P.O. Box 7810  
London, KY 40741

AmeriChoice  
P.O. Box 31365  
Salt Lake City, UT 84131

5. If the provider is not enrolled as a network provider, they will need to enroll to be paid for services provided after August 31, 2010. Providers will need to contact the health plans to complete the network enrollment process. **Provider enrollment** questions should be directed to:

Coventry Nebraska at (800) 865-2673  
ShareAdvantage (800) 284-0626

If you have further questions or concerns about this information, please contact Heather Leschinsky at 402-471-9337 or [heather.leschinsky@nebraska.gov](mailto:heather.leschinsky@nebraska.gov).