

PROVIDER BULLETIN

No. 12-34

Date: June 27, 2012
TO: Nebraska Medicaid Providers
FROM: Vivianne M. Chaumont, Director 
Division of Medicaid & Long-Term Care
BY: Heather Leschinsky, Program Coordinator
RE: Physical Health Managed Care Authorizations

Please share this information with administrative, clinical and billing staff

Recent provider bulletins ([12-13](#) and [12-15](#)) informed providers that beginning **July 1, 2012**, the Medicaid Managed Care Program for Physical Health will be expanding statewide. The Nebraska Department of Health and Human Services (DHHS) Division of Medicaid and Long-Term Care (MLTC) is implementing two (2) Managed Care Organization (MCO) health plans in the 83 counties not already served by managed care. The two health plans are:

Arbor Health Plan (administered by AmeriHealth Nebraska, Inc.) and CoventryCares (administered by Coventry Health Care of Nebraska, Inc.)

Please see the following section for guidance on the authorization of services for clients enrolled in a CoventryCares or Arbor Health Managed Care Plan.

Managed Care Authorization Information and Process:

1. After July 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:

Arbor Health Plan: 1-866-729-0076
CoventryCares: 1-800-471-0240

3. So that clients on managed care in the expansion 83 counties are ensured continuity of care, providers will have until September 30, 2012, to obtain a new authorization from the health plan. After September 30, 2012, claims may be denied by the health plan due to lack of an authorization.

4. Claims for physical health services (excludes pharmacy, dental, long-term nursing facility care, mental health/substance abuse, and hospice services) must be sent to the health plan the client is enrolled in. *Claims sent to DHHS for payment of physical health 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:

Arbor Health Plan
Claims Processing Department
P.O. Box 7336
London, KY 40742

Coventry Health Care of Nebraska, Inc.
P.O. Box 7705
London, KY 40742

5. To allow a transition period between July 1, 2012 and September 30, 2012, providers not enrolled in CoventryCares or Arbor Health networks will be paid by the client's health plan. After September 30, 2012, if the provider is not enrolled as a network provider, they will need to enroll to be paid for services provided. Providers will need to contact the health plans to complete the network enrollment process. **Provider enrollment** questions should be directed to:

Arbor Health (866) 610-2770
CoventryCares at (800) 865-2673

See provider bulletin [12-15](#) for Answers to Frequently Asked Questions about Managed Care. If you have further questions or concerns about this information, please contact John Naujokaitis at 402-471-6535 or john.naujokaitis@nebraska.gov.