



## PROVIDER BULLETIN

No. 16-32

**DATE:** December 16, 2016

**TO:** All Medicaid Providers

**FROM:** Calder Lynch, Director *CL*  
Division of Medicaid & Long-Term Care

**BY:** Heather Leschinsky, Deputy Director  
Delivery Systems

**RE:** Heritage Health Rapid Response

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

Heritage Health, the state's new integrated managed care delivery system, begins on January 1, 2017. To facilitate a smooth transition when the program begins, the Division of Medicaid and Long-Term Care (MLTC) will be hosting conference calls with providers and member advocates.

The purpose of the calls is to answer general questions and receive feedback from stakeholders on potential implementation issues. Specific claim or benefit questions should be addressed directly to the health plans. All of the Rapid Response calls will be open calls, so we cannot discuss any individual member details.

These calls have been scheduled for the first two weeks of Heritage Health. If it is determined that additional calls will be needed after the first two weeks, another schedule will be published.

Pharmacy/Prescribing Providers calls will take place on 1/1/17 and 1/2/17 at 1:00 pm:

		Toll Free Conference Line	Attendee Code
Pharmacy/Prescribing Providers	1:00 pm – 1:30 pm	(888) 820-1398	2069628 #

The following calls will take place daily, Monday through Friday, January 3<sup>rd</sup> through January 13<sup>th</sup>:

		Toll Free Conference Line	Attendee Code
Behavioral Health Providers	10:00 am – 10:30 am	(888) 820-1398	3322859#
Pharmacy/Prescribing Providers	11:00 am – 11:30 am	(888) 820-1398	2069628#
Long Term Care Providers	1:00 pm – 1:30 pm	(888) 820-1398	3322859#
General Providers	1:30 pm – 2:00 pm	(888) 820-1398	2069628#
General Advocacy - Member	2:00 pm – 2:30 pm	(888) 820-1398	3322859#
Developmental Disability (DD) Providers	3:00 pm – 3:30 pm	(888) 820-1398	2069628#
DD Members or representatives	3:30 pm – 4:00 pm	(888) 820-1398	3322859#

In addition to participating in these implementation calls, providers may send questions regarding Heritage Health or the content of this bulletin to [dhhs.heritagehealth@nebraska.gov](mailto:dhhs.heritagehealth@nebraska.gov).