



CareCentrix and PEIA Member Services

Purpose of this communication:

- To notify participating providers contracted to service West Virginia Public Employees Insurance Agency (PEIA) members of changes to processes related to service registration and authorizations, claims, and coordination of DME and Home Sleep services with CareCentrix for PEIA members

What do I need to know?

- As previously communicated, effective July 1, 2021 CareCentrix will no longer be contracted with PEIA.
- This change does not impact any other health plan clients and will not affect your provider agreement with CareCentrix.

CHANGES IMPACTING THE COORDINATION OF SERVICES WITH CARECENTRIX	
Service Registration / Authorization	<ul style="list-style-type: none"> Authorization requests for PEIA members with start date on or after 7/1/2021 should be submitted to UMR, <u>not</u> CareCentrix. CareCentrix will not accept requests for a service start date on or after 7/1/2021. CareCentrix will share active service registrations and authorizations with an end-date on or after 7/1/2021 with UMR. Retrospective requests and retro authorization edits for service dates on or before 6/30/2021 will be handled by CareCentrix if received by 7/21/2021 and submitted via the CareCentrix Provider Portal: HomeBridge®.
Claims	<ul style="list-style-type: none"> Providers should continue to follow current claims submission/billing processes for any date of service on or before 6/30/2021. Claims submitted to CareCentrix for PEIA members with start date on or after 7/1/2021 will not be processed and should be submitted directly to UMR. Providers should ensure claims are submitted timely and to the appropriate party (CareCentrix or UMR) based on the dates of service. Claims should be submitted as soon as possible and in accordance with your agreement to avoid claim denials.
Patient Transition	<ul style="list-style-type: none"> The CareCentrix Transition team will be working with UMR and providers to ensure continuity of care and a smooth transition for all parties.
Contact Information	<ul style="list-style-type: none"> Providers seeking CareCentrix support for dates of service on or before 6/30/2021 should utilize Provider Portal: HomeBridge® or the contact information listed in the Provider Manual. Providers should utilize the following UMR contact information for support for services rendered on or after 7/1/2021: <ul style="list-style-type: none"> Access I-Exchange portal via umr.com to request authorization, check status of authorization, and/or for claims/billing related support Call UMR at 888-440-7342 to request authorizations Fax UMR at 888-444-7342 to request authorizations

What do I need to do?

- Review the above information and attached FAQ for additional details on claims, authorizations, iComply, and more.

Thank you in advance for your cooperation and continued partnership.

PEIA Transition – Effective 7/1/2021

FREQUENTLY ASKED QUESTIONS (FAQ)

General Questions

Q-1: When is this change effective?

A-1: July 1, 2021.

Q-2: Which health plan/patients are impacted?

A-2: All PEIA members are impacted. This change does not impact any other CareCentrix health plan clients and will not affect your provider agreement with CareCentrix.

Q-3: Will CareCentrix continue to support any services for PEIA?

A-3: No. All CareCentrix products (Home Sleep, Home DME) are included in the transition to UMR effective 7/1/2021.

Q-4: Will my contract with CareCentrix automatically terminate on 7/1/2021?

A-4: No, this change will not affect your provider agreement with CareCentrix.

Q-5: Will I still have access to the CareCentrix Provider Portal: HomeBridge® after 6/30/2021?

A-5: Yes, this change will not affect your ability to access Provider Portal: HomeBridge®.

Q-6: If I am contracted with CareCentrix, will that make me automatically in network with UMR once the transition occurs?

A-6: No, providers should visit umr.com for additional information related to contracting or credentialing.

Q-7: Is there someone I can speak with at UMR regarding contracting?

A-7: Please visit umr.com for additional information related to contracting or credentialing.

Q-8: What will happen if UMR does not extend a contract to me?

A-8: Please visit umr.com for additional information related to contracting or credentialing.

Q-9: Will my rates change if I contract with UMR?

A-9: Please visit umr.com for additional information related to contracting or credentialing. As a reminder, you must keep your rates confidential in accordance with the CareCentrix agreement.

Q-10: Can I disclose my contracted rates with CareCentrix to UMR?

A-10: No, providers may not disclose their fee schedule or rates.

Q-11: Who should I call for claims and/or authorization questions or support for services rendered to PEIA members on or before 6/30/2021?

A-11: Providers seeking CareCentrix support for dates of service on or before 6/30/2021 should utilize Provider Portal: HomeBridge® or the contact information listed in the Provider Manual.

Q-12: Who should I call for claims and/or authorization questions or support for services rendered to PEIA members on or after 7/1/2021?

A-12: Providers should utilize the following UMR contact information for claims and/or authorization questions and support for services rendered on or after 7/1/2021:

- Access I-Exchange portal via umr.com to request authorization, check status of authorization, and/or for claims/billing related support
- Call UMR at 888-440-7342 to request authorizations
- Fax UMR at 888-444-7342 to request authorizations

Authorization Related Questions

Q-13: Will my authorization be shared with UMR if the date of service is on or after 7/1/2021?

A-13: Yes. Active service registrations and authorizations issued by CareCentrix, including the associated end dates and units, will be shared with UMR. The CareCentrix Transition team will be working with UMR, PEIA members and providers to ensure continuity of care and a smooth transition for all parties.

Q-14: Will CareCentrix still issue retroactive authorizations for PEIA members?

A-14: CareCentrix will process retroactive authorization requests received through 7/21/2021 for service dates on or before 6/30/2021. CareCentrix will not accept authorization requests for service start date on or after 7/1/2021. These requests should be submitted to UMR.

Q-15: Can I submit retrospective authorization requests?

A-15: Retrospective requests and retro authorization edits for service dates on or before 6/30/2021 will be handled by CareCentrix if received by 7/21/2021 and submitted via Provider Portal: HomeBridge®.

Q-16: What happens if my authorization is still pending on 7/1/2021 for services that have already been completed?

A-16: CareCentrix will keep and process authorization requests if the request was submitted to CareCentrix and the service was rendered prior to 6/30/2021.

Q-17: Can I still self-refer PEIA members to CareCentrix after 7/1/2021 if I contract with UMR?

A-17: CareCentrix will not accept authorization requests for dates of service on or after 7/1/2021. These authorization requests should be submitted to UMR.

Q-18: What is the impact to rent-to-purchase equipment that has not met the purchase price prior to 7/1/2021?

A-18: Rent-to-purchase equipment that has not met the purchase price prior to 7/1/2021 will be passed to UMR to manage the transition. CareCentrix will not make adjustments to authorizations to accelerate the conversion to purchase prior to 7/1/2021 unless the purchase price has been met.

Q-19: How are qualifying patients enrolled in the PEIA Sleep Management Program impacted?

A-19: Qualifying patients must be enrolled in the PEIA Sleep Management Program by 4/1/2021 in order to have their sleep therapy adherence monitored. This is to allow for the full 90-day adherence monitoring period that is required of the program. Any patients who are not enrolled in the PEIA Sleep Management Program by 4/1/2021 will not have their sleep therapy adherence monitored and will follow the regular authorization process with CareCentrix. The provider will have to contact UMR on or after 7/1/2021 for these patients.

Q-20: Will I still have access to the SleepUM portal?

A-20: Yes. Any providers who currently have access to the SleepUM portal will continue to have access to review

patients who are enrolled in the PEIA Sleep Management Program. Any qualifying patients who were not enrolled in the PEIA Sleep Management Program by 4/1/2021 will not show as active in the SleepUM Portal.

Claims Related Questions

Q-21: Are there any changes to the billing or claims practices to CareCentrix for dates of service on or before 6/30/2021?

A-21: There are no changes to the current billing or claims practices. Providers should continue to follow current claims submission/billing practices for services rendered on or before 6/30/2021.

Q-22: Where should I submit claims for PEIA members with dates of service on or after 7/1/2021?

A-22: All claims for dates of service on or after 7/1/2021 should be submitted to UMR, even if the authorization was issued by CareCentrix. Dates of service through 6/30/2021 should be billed to CareCentrix, while dates of service on or after 7/1/2021 should be billed to UMR.

Q-23: What is the timely filing deadline for claims for services provided prior to the transition?

A-23: The timely filing deadline for claims is not impacted by this change. Please refer to your CareCentrix Provider Agreement and Provider Manual.

Q-24: Should I still send secondary claims to CareCentrix?

A-24: Yes, providers should send CareCentrix their secondary claims for services rendered prior to 6/30/2021 to commercial patients. Additional information on secondary claims can be found in the Provider Manual.

Q-25: Will PEIA or UMR offer claims support on denied or rejected claims by CareCentrix?

A-25: No, claims billed for services provided on or before 6/30/2021 must be resolved directly with CareCentrix using the claims resolution process outlined in your CareCentrix Provider Agreement and the Provider Manual.

Q-26: What if I accidentally send claims for dates of service on or after 7/1/2021 to CareCentrix instead of UMR?

A-26: Claims submitted to CareCentrix for PEIA members with start date on or after 7/1/2021 will be rejected and should be submitted directly to UMR.

Q-27: Will reconsiderations and appeals still follow the same timeline?

A-27: Providers should continue to follow the reconsideration and appeals processes defined in the CareCentrix Provider Agreement and Provider Manual for services provided on or before 6/30/2021. The process for reconsideration and appeals for claims with dates of service on or after 7/1/2021 will need to follow the process set forth by UMR/PEIA

Q-28: Will I be subject to recoupments on or after 7/1/2021?

A-28: Claims for dates of service prior to 7/1/2021 will be subject to the standard claims process, including recoupment where appropriate.

Q-29: If I am currently enrolled in ERA and EFT through CAQH, how can I ensure this information is transferred to UMR?

A-29: CareCentrix cannot transition provider ERA and EFT enrollment to UMR. Please contact UMR for direction on enrollment for ERA and EFT processing.