

## Claims

### Claim Filing Process

Northwood claims for Security Health Plan Program members may be submitted electronically or on a CMS 1500 (paper) claim form.

**Paper Claims:** Paper claims must be fully completed and include -

- Northwood's authorization number
- Security Health Plan ID #
- Physician's written order (initial claim only) including NPI/TIN number
- Attached remittance advice for secondary claims
- Manufacturer's name, description, and product number documented in Box 19 of the CMS claim form for not otherwise classified (NOC) items (Manufacturer's Invoice attached if not submitted during authorization.)

Send paper claims (CMS 1500) to:

Northwood, Inc.  
Attn: Security Health Plan Claim  
P.O. Box 510  
Warren, MI 48090-0510

**Electronic Claims:** Electronic claims must be completed according to HIPAA 837 transaction requirements detailed on Northwood's website, [www.northwoodinc.com](http://www.northwoodinc.com).

**Electronic Funds Transfer:** Electronic funds transfer (EFT) is available; please visit the Northwood website at [www.northwoodinc.com](http://www.northwoodinc.com) to sign up.

**Claims submitted without the required information will be rejected and must be resubmitted within the claim filing limitation timeframe.**

**Northwood Provider Manual - Section V:** For more detailed information regarding Claims, please see Section V of the Northwood Provider Manual for Security Health Plan of Wisconsin, Inc. Program.

## NORTHWOOD SERVICES FOR SECURITY HEALTH PLAN PROGRAM MEMBERS

# SecurityHealthPlan<sup>SM</sup>

**DME • P&O • Medical Supplies**

Northwood provider inquiry hours are Monday through Friday 8:30 a.m. to 5:00 p.m. CST. After hours and on weekends, Northwood staff are on-call and can be reached for assistance and emergencies at:

1-866-532-1344



Northwood

P.O. Box 510  
Warren, MI 48090  
Phone: 1-866-532-1344  
Fax: 1-866-483-9988



Northwood

**1-866-532-1344**

**Provider Reference  
Guide For:**

**Durable Medical  
Equipment,  
Prosthetics,  
Orthotics and  
Medical Supplies  
Program**

# SecurityHealthPlan<sup>SM</sup>

**Security  
Health Plan of  
Wisconsin, Inc.**

**[www.northwoodinc.com](http://www.northwoodinc.com)**

## Security Health Plan and Northwood

Security Health Plan and Northwood have entered into a partnership to arrange for quality, cost-effective durable medical equipment, prosthetics, orthotics and medical supplies (DMEPOS) for the Plan's members.

### How To Request An Authorization



#### ONLINE

[www.northwoodinc.com](https://www.northwoodinc.com)

Northwood providers may submit electronic authorization requests for prescribed durable medical equipment, prosthetic, orthotic and medical supply services online at <https://provider.northwoodinc.com>. To request access to the portal, please contact Northwood or visit <https://provider.northwoodinc.com/FormsAndDocumentation/Documentation.aspx>.



#### FAX

**1-866-483-9988**

Authorization requests may also be faxed to Northwood. An authorization request form is available online at [www.northwoodinc.com](https://www.northwoodinc.com). Go to 'Providers' and click on the Security Health Plan program tab.

Please fax the completed form to Northwood at the number above. It will be processed during regular business hours. If you need immediate service please contact Northwood at 1-866-532-1344.



#### PHONE

**1-866-532-1344**

Providers may also contact Northwood to request an authorization by phone for urgent/emergent or same day requests (i.e. hospital discharge or member in retail store).

To assist with a speedy authorization process, please have all necessary information available - see 'Information Needed to Obtain an Authorization'.

## Authorization Required

Authorization is necessary for all Security Health Plan members requiring:

- Durable Medical Equipment
- Prosthetics
- Orthotics
- Medical Supplies

Authorizations are performed Monday thru Friday, 8:30 a.m. to 5:00 p.m. CST. Urgent/emergent authorization requests do not need to be prior authorized however, these requests must be submitted to Northwood within the next two (2) regularly scheduled business days.

### Information Needed to Obtain an Authorization

To assist with the authorization process, it is essential to have the following information available when contacting Northwood:

- Provider ID Number
- Member Name/Address/Telephone
- Member Contact/Telephone
- Member Date of Birth
- Referral Source/Telephone
- Member's Security Health Plan ID #
- Other Insurance Information (if any)
- Diagnosis - ICD-9/10-CM Code and Description
- Date of Service
- Referring Physician
- Level II HCPCS Code
- Description of Product/Service
- Manufacturer's Invoice for NOC/IC Codes
- Service Type (Purchase or Rental)/Modifiers
- Quantity
- Duration of Need

**Northwood Provider Manual - Section II:** For more detailed information regarding Authorization, please see Section II of the Northwood Provider Manual for the Security Health Plan Program.

## Authorizations

### Immediate Authorization

Northwood's Benefit Coordinators will be the provider's initial contact for requesting an authorization. If the request and related equipment/service meet criteria for diagnosis, quantity, standard equipment, etc. - an immediate authorization will be issued to the provider verbally and electronically faxed to the provider for their records. A Northwood authorization number is required on claim submission.

If the requested product/service cannot be authorized by Northwood's Benefit Coordinators because it does not immediately meet criteria - it will be sent to Northwood's Case Review department.

### Case Review and Denials

Cases that cannot be authorized immediately will be sent to Northwood's Case Review department. Northwood's Case Review team will gather necessary documentation to determine whether an authorization can be granted. If after gathering pertinent medical information a determination can be made to authorize the product/service, Northwood will contact the provider with the authorization number and an electronic authorization notification. If Case Review is unable to authorize the product/service, even after receiving additional information - the case will be reviewed by Northwood's Medical Director. If Northwood's Medical Director determines that the requested equipment/service does not meet medical criteria, Northwood will issue a denial to the provider and member.

### Appeals

If a member or member's authorized representative would like to file an appeal of a medical necessity decision - please contact Security Health Plan. To resolve problems, call Security Health Plan customer service at:

- Advocare members - 1-877-998-0998
- BadgerCare Plus members - 1-800-791-3044
- Commercial members - 1-800-472-2363

Providers who need to file a provider appeal (for claims or administrative denials) may contact Northwood at 1-866-532-1344 or access the Claim Status form online at [www.northwoodinc.com](https://www.northwoodinc.com) under the Provider tab.