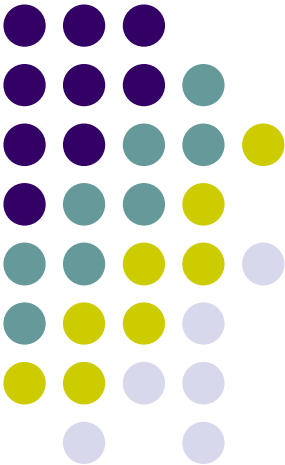


Northwood Provider Orientation

Durable Medical Equipment Benefit Management (DBM)



What is Durable Medical Equipment Benefit Management (DBM)?



- Provider Network Management
 - Credentialing/Re-credentialing process
 - Convenient member access – to meet Health New England’s needs
- Member/Provider Service Management
 - Call center for members and providers – 24/7 access
- Utilization Management
 - 100% Prior Authorization

Note: DME providers should still contact/request authorization from eviCore for CPAP/BiPAP and supplies. Claims for these items are to be submitted to Northwood.
- Claims Management
 - 30-day turn-around time on clean claims



Why Durable Medical Equipment Benefit Management?



- Ensure appropriate utilization of durable medical equipment, prosthetic, orthotic and medical supply services.
- Achieve reasonable cost savings while providing appropriate member care.



Northwood Overview



ACCREDITED

Health
Utilization
Management
Expires 01/01/2021



- Northwood is a Durable Medical Equipment Benefit Management (DBM) company specializing in cost management and improving member care and satisfaction.
- Founded in 1992 by an independent, family-owned home medical equipment company
- Over 5,800 durable medical equipment, prosthetic, orthotic and medical supply (DMEPOS) provider locations nationwide
- Large staff consisting of experts in the DMEPOS industry and clinicians
- URAC accredited in Health Utilization Management



Northwood Experience



Northwood and Health New England



- Health New England has contracted Northwood to be their Durable Medical Equipment Benefit Manager for their members beginning October 1, 2018.



Health New England Members



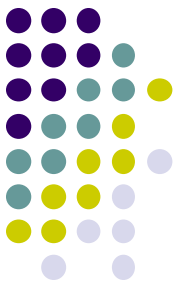
All Plan Members* Include:

- Commercial
- Medicare Advantage
- Medicaid

**The program does not apply to Medicare Supplement members.*



Products and Services Managed by Northwood for the Health New England Programs



All Durable Medical Equipment, Prosthetics, Orthotics, and Medical Supplies dispensed and billed by the following provider types:

- Durable medical equipment providers
- Medical supply providers
- Oxygen/respiratory equipment providers
- Mobility providers
- Orthotics/prosthetics providers
- Breast prosthesis providers
- Ocular prosthetic providers



Products and Services Managed by Northwood for the Health New England Programs (cont.)



- Emergency response providers
- Pharmacy providers (who distribute/dispense DMEPOS)
- Speech generating device providers
- Home infusion providers*
- Home care providers*
- Specialty pharmacy providers*
- Sleep DME providers**

***Exception:** When these provider types bill for medical supplies and equipment related to infusion/parenteral/tube fed nutrition, Health New England is responsible to manage/pay for those supplies/equipment claims.

****See Sleep DME Process** (next slide)



Sleep DME Process



- eviCore will continue to provide Sleep DME prior authorizations as they currently do today for HNE members. HNE will continue to supply the data that eviCore needs to provide DME prior authorizations.
- DME providers will submit authorization requests to eviCore for Sleep DME equipment and supplies. This can be done via eviCore's online portal at <https://www.evicore.com/pages/providerlogin.aspx>, by phone at (888) 693-3211, or by fax to (888) 693-3210.
- eviCore will authorize Sleep DME products for Northwood and will continue to authorize sleep study professional services for HNE.
- Health New England will continue to process Sleep Study Professional services.
- Health New England will continue to process Sleep DME claims that are submitted by a physician.



Timeline – October 1, 2018



- Starting October 1, 2018, all Durable Medical Equipment, Prosthetics, Orthotics, and Medical Supplies will need to be prior authorized through Northwood.
 - Note: Providers supplying CPAP/BiPAP equipment and related supplies will continue to request authorizations for those items through eviCore.
- All Health New England member claims with a date of service (DOS) of 10/1/18 or after must be submitted to Northwood.



Transition Timeline for Northwood Contracted Providers



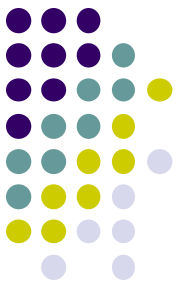
Beginning October 1, 2018, all DMEPOS equipment/services will need to be prior authorized by Northwood. For October dates of service (DOS) only, please use Northwood's Online Provider Portal for all Health New England members you are currently servicing – based upon the following schedule:

- **October 1 – October 8:** to ensure continuity of services – Providers with members who have DOS between 10/1 – 10/8 - will be authorized retroactively. The provider is still responsible to have the appropriate medical necessity documentation on file to support equipment/supplies provided.
- **October 1 – October 10:** Providers must submit requests for members whose dates of service fall between 10/9 and 10/20.
- **October 11 – October 22:** Providers must submit requests for members whose dates of service fall between 10/21 and 10/31.

*Northwood's Online Provider Portal may be accessed at <https://providerportal.northwoodinc.com>. A Log In ID Request Form can be obtained at www.northwoodinc.com along with a user manual and a video tutorial.



Transition Timeline for Providers Not Contracted with Northwood or Health New England



Non-contracted providers will still need to obtain an authorization for equipment/services through Northwood for Health New England members.

For October dates of service (DOS) only, please fax Northwood a Batch Authorization Request* for all Health New England members you are currently servicing – based upon the following schedule:

- **October 1 – October 8:** to ensure continuity of services – Providers with members who have DOS between 10/1 – 10/8 - will be authorized retroactively. The provider is still responsible to have the appropriate medical necessity documentation on file to support equipment/supplies provided.
- **October 1 – October 10:** Providers must submit requests for members whose dates of service fall between 10/9 and 10/20.
- **October 11 – October 22:** Providers must submit requests for members whose dates of service fall between 10/21 and 10/31.

*Batch Authorization Request form may be obtained online at www.northwoodinc.com.



Transition Timeline for Providers Not Contracted with Northwood or Health New England (cont.)



- If you have Health New England members receiving continuous rentals or recurring supplies (and you do not already have an existing Health New England authorization), please contact Northwood (according to the schedule on the previous slide) to receive a transitional authorization.
- If you have Health New England members who are receiving rent-to-purchase rental equipment (and you do not already have an existing Health New England authorization), please contact Northwood (according to the schedule on the previous slide) to receive a transitional authorization so that the member may continue with your company to complete the rent-to-purchase coverage for remaining rental months or be transitioned to an in-network provider.



For Health New England Providers Not Contracting with Northwood



- Members can continue receiving DMEPOS services from you until your contract with Health New England expires. Continue business as usual working with Health New England through the end of your contract.
- If, at that time, you do not contract with Northwood, members will be transitioned to a Northwood provider. Members can contact Health New England Member Services at (800) 310-2835 for assistance in finding a Northwood DMEPOS provider.
- If you would like to transition Health New England members prior to your contract expiration date, you may contact Northwood.



Prior Authorization Process



- Prior Authorization is Required
 - 100% Prior Authorization Program
 - For all Durable Medical Equipment*, Prosthetics, Orthotics and Medical Supplies (DMEPOS) and Enteral Products/Supplies for all Health New England Members

*DME providers should still contact/request authorization from eviCore for CPAP/BiPAP and supplies. Claims for these items are to be submitted to Northwood.



Prior Authorization Process (cont.)



To Request an Authorization:

- Online at <https://providerportal.northwoodinc.com>
 - To request access to the portal, please visit <https://providerportal.northwoodinc.com/FormsAndDocumentation/Documentation.aspx>. The user manual is located on Northwood's website under the provider tab.
- Fax Northwood at: (877) 552-6551 (non-contracted Providers only)
- Call Northwood at: (877) 807-3701 (urgent requests only)



Information Needed To Obtain An Authorization



To assist with the authorization process, it is essential to have the following information available when submitting an online authorization request to Northwood:

- Provider ID Number
- Member Name/
Address/Telephone
- Member Contact/Telephone
- Member Date of Birth
- Referral Source/Telephone
- Health New England ID #
- Other Insurance Information
(if any)
- Diagnosis - ICD-10-CM
Code and Description
- Date of Service
- Referring Physician
- Level II HCPCS Code
- Description of Product/Service
- Service Type
(Purchase or Rental)/Modifiers
- Quantity
- Duration of Need



Prior Authorization Outcomes



Routine Authorization

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



Prior Authorization Outcomes (cont.)



Case Review Authorization

- For cases that are sent to Northwood's Case Review department, Northwood's Case Review team will gather necessary documentation to determine whether an authorization can be granted.
 - Once medical information is obtained and determination can be made to authorize the product/service, Northwood will contact the provider with the authorization number and an electronic authorization notification.
 - If Northwood is unable to authorize the product/service, even after receiving additional information - the case will be sent to Northwood's Medical Director for their review.



Prior Authorization Outcomes (cont.)



Denials

- Northwood will manage denials for Health New England. The types of denials are:
 - Administrative denials – these denials are based on an administrative reason; not based on medical necessity of service/product:
 - Not following authorization/referral process (denial will be to the DME provider)
 - Benefit exclusion denials – these denials are based on the requested item/product/service being excluded from a member's benefit plan. (member denial)
 - Medical Necessity Denials – these denials are based on the requested item/product/service not meeting medical necessity guidelines. (member denial)



Prior Authorization Outcomes (cont.)



Inquiries, Appeals and Grievances

- **Member Inquiries, Appeals and Grievances**
 - Health New England will continue to retain responsibility for member appeals and grievances for all plan members.
- **Provider Inquiries, Appeals and Grievances**
 - Northwood has been delegated by Health New England to manage all provider inquiries, appeals and grievances for the Health New England program.



Member Appeals and Grievances



Health New England members or the member's Authorized Representative may submit a grievance or appeal in the following ways:

- Try to resolve problems by calling Health New England Member Services:
 - Commercial Members: 1-800-310-2835
 - Medicaid Members: 1-800-786-9999
 - Medicare Advantage Members: 1-877-443-3314
- Submit an appeal by mail:

Health New England
Member Appeals and Grievances
One Monarch Place, Ste 1500
Springfield, MA 01144-1500



Provider Inquiries, Appeals and Grievances



- Provider inquiries, appeals* and grievances may be made by contacting Northwood at:

- Phone: 1-877-807-3701
- Fax: 1-877-552-6551
- Mail: Northwood

Attn: Health New England Program/Provider Appeal

P.O. Box 5010

Warren, MI 48090-5010

*Provider appeals must be submitted in writing.



Northwood

Claims



Claim Filing Process

- Northwood claims for Health New England member services may be submitted electronically (preferred) or on a CMS 1500 (paper) claim form.
- The filing limit for Health New England member claims is 180 days from the date of service (DOS) or the date from the primary payer's EOB/remittance. This time includes all claims submitted for adjustments and corrections.

Note: Claims for CPAP/BiPAP and supplies authorized by eviCore will need to be submitted to Northwood for processing. Submit with the eviCore authorization number.



Claims (cont.)



Electronic Claims

- Providers may send their claims to Northwood electronically. Electronic claims must be completed according to HIPAA 837 transaction requirements detailed on Northwood's website at www.northwoodinc.com.

Electronic Funds Transfer

- Electronic funds transfer (EFT) is available, please visit the Northwood website at www.northwoodinc.com to sign up.



Claims (cont.)



Paper Claims

- Paper claims must be fully completed and include:
 - Northwood's authorization number
 - Member's Health New England ID No.
 - 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
- Do not staple claims, fold claims or hand-write on paper claims as they will not be able to be scanned and will need to be returned.



Claims (cont.)



Send paper claims (CMS 1500) to:

Northwood, Inc.

Attn: Health New England Claims

P.O. Box 510

Warren, MI 48090-0510



Provider Resources



- All reference materials for the Health New England DMEPOS program can be found at www.northwoodinc.com under the provider tab.
 - Northwood Health New England Program Provider Manual
 - Quick Provider Reference Guide
 - Frequently asked questions
 - A PDF copy of this presentation
 - Batch authorization request form
 - Login ID and password request form
 - Northwood Provider Online Authorization Request Portal User Manual

