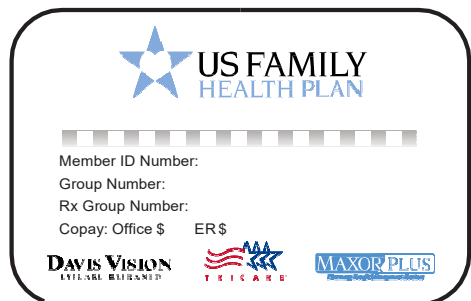


PROVIDER QUICK REFERENCE GUIDE

VERIFY USFHP MEMBER ELIGIBILITY

- Provider Portal: <https://provider.usfhp.net>
- Check claims status: <https://provider.usfhp.net>
- Customer Services Provider Line **844-356-4901**
- Claims Submission & ERA.....Payor ID 13407
- Member Eligibility – 270/271.....Payor ID SVMNY
- Claims Status - 276/277.....Payor ID SVMNY



* **Make copy of Membership card for your records**

CO-PAYMENTS FOR OFFICE VISITS

- Active duty dependents: \$0
- Retirees (regardless of age)
 - Without** Medicare Part B:
 - Primary Care \$25
 - Specialty Care \$37
 - With** Medicare Part B: \$0

EXCEPTION TO CO-PAYMENTS

No co-payments collected for:

- Annual eye examination
- Annual gynecology exam
- Annual preventative health visits
- Chemotherapy
- Home Care
- Hospice
- Immunizations
- Laboratory
- Obstetrical Care
- Well-Child visits up to age 6 years
- Radiology
- Radiation Therapy

REFERRALS

- Must be obtained from the member's PCP or approved specialist
- Valid for 6 months from date of referral (1st visit must be within 90 days)
- Should be to participating provider. Participating providers are listed on the Provider Locator at www.usfhp.net
- Referrals are not pre-authorizations
- Non-emergent out-of-network services require an authorization and a referral
- Submit consult report to referring provider within 30 business days of routine consult
- Provide preliminary report within 24 hours of urgent/emergent consult followed by a formal written report within 10 business days of emergent/urgent consult
- Referral forms can be downloaded from our website or you can use your prescription pad
- Referral forms are not required to be submitted to the Plan for payment

EYE GLASSES/EXAMS

- **Davis Vision** – Added benefit for eyeglasses
www.davisvision.com
- ☐ Member Services..... **800-999-5431**
- ☐ Provider Recruitment..... **800-584-3140**

PREVENTATIVE DENTAL BENEFIT

- United Health Care (Formerly Healthplex) Group #1735517
- Customer Service..... **877-816-3596**
- Email..... **info@healthplex.com**

LABORATORY

- **LabCorp 800-788-9091** or visit www.labcorp.com
- **BioReference 800-229-5227, option 1** or visit www.bioreference.com
- **Quest Diagnostics 888-277-8772** or visit <https://appointment.questdiagnostics.com/patient/confirmation>

PHARMACY

- Call **MPX at 800-687-0707** for prescription matters
- Refer to the TRICARE Formulary Tool on our website
- Routine refills for most prescription drugs must be obtained through **MPX Order at 866-408-2459**

OUTPATIENT PHYSICAL/OCCUPATIONAL THERAPY

- **Optum** is the Plan's Outpatient Physical and Occupational Therapy vendor; locate participating providers on the Plan's Provider Locator or by calling **Optum at 844-356-4901**

DURABLE MEDICAL EQUIPMENT (DME)

Contact **844-356-4901 FOLLOW PROMPTS** for the DME items listed:

- | | |
|-----------------------------|---------------------------------------|
| ▪ Ambulatory assist-devices | ▪ Beside commode |
| ▪ BiPAP | ▪ CPAP |
| ▪ Hydraulic lifts | ▪ Nebulizer |
| ▪ Non-Custom Hospital bed | ▪ Non-Custom/Non-Motorized wheelchair |
| ▪ Oxygen | ▪ Percusser |
| ▪ Pulse oximeter | ▪ Positioning devices |
| ▪ Suction | ▪ Ventilator |

COVERED SERVICES - Included but not limited to:

- | | |
|----------------------|------------------------|
| ▪ Ambulatory Surgery | ▪ Behavioral Health |
| ▪ DME | ▪ Inpatient care* |
| ▪ Medical supplies | ▪ Occupational Therapy |
| ▪ Orthotics | ▪ Pharmacy |
| ▪ Physical Therapy | ▪ Radiology |
| ▪ Speech Therapy | |

* *inpatient care: includes acute hospitals, long term acute care, restorative physical rehabilitation & skilled nursing*

NOTIFICATION

- | | |
|-------------------------------|----------------------------|
| Non-emergent admission..... | 120 hrs prior to admission |
| Urgent admission | within 48 hrs of admission |
| Emergency admission..... | within 48 hrs of admission |
| SNF/Acute/Subacute Rehab..... | 120 hrs prior to admission |
| Outpatient procedures..... | 120 hrs prior to procedure |
| Home Health Care | 120 hrs prior to procedure |

CLAIMS

- Submit within sixty (60) days of date of service
- USFHP is primary to Medicare with few exceptions
- USFHP is secondary to commercial health plans
- USFHP is primary to Medicaid
- Electronic claims: submit via **Change Healthcare Payor ID13407**

AUTHORIZATION REQUIREMENTS

MEDICAL – BEHAVIORAL/MENTAL HEALTH – RADIOLOGY

Medical Phone: 844-356-4901 • Fax : 866-337-8690

BH Phone: 844-356-4901 Fax: 888-656-4219

**All services below AND most out of network services require medical necessity review and prior authorization.
Refer to our Provider Manual for a complete list.**

- | | | |
|--|---|---|
| <ul style="list-style-type: none"> ▪ All admissions ▪ Augmentative communication device (ACD) ▪ Behavioral health (except first 8 visits with par BH provider) ▪ Biofeedback ▪ Cardiac rehabilitation ▪ Carotid angiography ▪ Chelation therapy ▪ Coronary angiogram ▪ Cosmetic/plastic surgical procedures ▪ CT angiography ▪ Dental anesthesia and related institutional services ▪ Diabetic education ▪ Dialysis ▪ DME-\$2000 or greater not obtained from Mt. Holly Surgical Supplies ▪ Gamma knife radiosurgery ▪ Genetic Testing ▪ Hearing aid and hearing aid services (benefit limited to active duty dependents) | <ul style="list-style-type: none"> ▪ Home birth ▪ Home Health Care ▪ Home infusion therapy ▪ Hospice ▪ Hyperbaric Oxygen Therapy ▪ Indium Pentetretotide (octeoscan) Scintigraphy ▪ Injectables, select adjunctive dental ▪ Inpatient admissions ▪ Laminectomy / microdiscectomy ▪ Laparoscopic procedures, select ▪ Magnetic Resonance Angiography (MRA) ▪ Magnetic Resonance Imaging (MRI) ▪ Medical transport, non-emergent ▪ Meniscectomy ▪ NCI trial participation-phase I, II & III ▪ Neuropsychological testing ▪ Nutritional Counseling & Weight Management ▪ Office administration of medications over \$5,000 ▪ Nutritional therapy infusion ▪ Orthotics- L0100-L2999 & L3650-L9900, \$1000 or greater each item; L3000-L3649 at any price point. | <ul style="list-style-type: none"> ▪ Diabetic shoes & inserts require authorization (A5500, A5501, A5503, A5504, A5506, A5507, A5510, A5512, A5513) ▪ Out of network care ▪ Radiation Therapy ▪ Pain Management services ▪ PET Scans ▪ Prosthetics- L5000-L9999, \$1000 or greater ▪ Pulmonary rehabilitation ▪ Psychological testing ▪ Septoplasty / Rhinoplasty ▪ Single Photon emission ▪ Computer Tomography (SPECT) ▪ Speech Therapy ▪ Stereotactic radio surgery ▪ Vertebroplasty ▪ Virtual colonoscopy (CT colonoscopy) |
|--|---|---|

EXCLUSIONS

This is not all inclusive and is subject to change.

Please refer to our website www.usfhp.net for the complete listing of exclusions.

- Services provided or charges incurred prior to or after the effective date of coverage under the Plan
- Care or treatment as a result of being engaged in an illegal occupation or commission of, or attempted commission of, a felony or assault
- Charges or services for which you or your covered dependent(s) are not legally required to pay, or that would not have been made if coverage had not existed
- Charges for missed appointments, telephone consultations, or the completion of medical reports or certification services
- Services provided for education, employment, licensing, immigration, elective travel, or other administrative reasons
- Services considered by TRICARE as investigational or experimental (except NCI trials)
- Routine Dental Care

IMPORTANT CONTACT INFORMATION

Department	Phone	Fax	Website
USFHP Customer Service	844-356-4901	212-356-4949	www.usfhp.net
Outpatient PT/OT Authorization	844-356-4901	<i>Must call for fax #</i>	www.optum.com
Labcorp	800-788-9091	<i>Must call for fax #</i>	www.labcorp.com
➤ Apex (home drawing division)	631-753-3900	631-753-3910	
MPXMail Order	866-408-2459	866-589-7656	www.maxor.com
MPX	800-687-0707	866-222-3274	www.maxor.com
24-hour Nurse Advice Line	800-241-4848		
Medical Authorizations/ Appeals	844-356-4901	866-337-8690	
Behavioral Health/Eligibility/ Benefits/Claims/Auth/Appeals	844-356-4901	888-656-4219	www.magellanassist.com

Claims Filing Address

(Medical only:)
US Family Health Plan
PO Box 14847
Lexington, KY 40512

Appeals – Medical Necessity

US Family Health Plan- Appeals
C/O Toney Healthcare Consulting
3903 Northdale Blvd
Suite 220-E
Tampa, FL 33624

Claims/Denials:

US Family Health Plan
530 7th Ave, 10th Floor
New York, NY 10018
ATTN: Claims Dept.