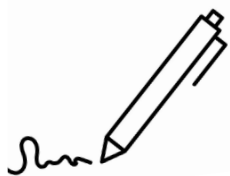


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ERA Enrollment Forms

835 enrollment forms are available on our website. Please log in to your provider portal and select “ERA enrollment form.” Once completed, you will need to send the form back to Change Healthcare via e-mail: Batchenrollment@changehealthcare.com or by fax: **(615) 885-3713**.



EDI Sign Up

Providers or their billing agent or clearinghouse are encouraged to sign up for EDI. You may sign up for EDI using this link:

https://conduent.formstack.com/forms/svcmc_trading_partner_enrollment_form

Clear Legible Reports (CLRs)

Your office may have been selected in our random consult audit report. If you received a fax from us requesting proof of submission for specialty care consultations or referral reports, please make sure you fax submission proof to **(212) 356-4868** or **(646) 612-7693**. We appreciate your participation!



Provider Portal

USFHP’s [Provider Portal](#) is available 24 hours a day 7 days per week. If you are a network provider, we encourage you to sign up to save time on:

- Checking eligibility
- Viewing claims
- Registering or updating EFT information
- Enrolling in ERAs
- Updating demographic information

Please note, only network providers may be granted access to USFHP’s provider portal. If you receive an error when enrolling as a user, please reach out to provnetwork@svcmcnny.org for assistance. Be sure to include your name, NPI, and TIN to avoid delays.

For password resets, please e-mail provnetwork@svcmcnny.org and include your user ID. A provider network specialist can assist you quickly with a password reset.

Coming Soon!



medecision

USFHP has partnered with Medecision will make prior authorizations easily accessible. There are several benefits to using this new platform. Submitting prior authorization requests electronically will provide efficient, expedited workflows to reduce time and expenses associated with paper, telephone and fax processes while increasing patient satisfaction by streamlining communication.

At this time, we have an external link for providers to gain access to electronic submissions. If you are interested in having credentials created please send an e-mail to provnetwork@svcmcnny.org.

Provider Survey



In October we sent out a provider satisfaction survey. We appreciate the responses we have received. If you have not responded, your feedback is valuable.

Contact Us



Please reach out to **provnetwork@svcmcnyc.org**, a dedicated member of the provider network department can assist you.

Be on the lookout for HEDIS!

US Family Health Plan (USFHP) at SVCMC, Inc. annually completes the National Committee for Quality Assurance's (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS®). HEDIS is one of the most widely used sets of healthcare performance measures in the United States. The Defense Health Agency (DHA) requires USFHP to report HEDIS, and we strive to use it as a tool to improve the health of our beneficiaries.

USFHP needs the help of our valued providers to be successful in HEDIS reporting! In the coming months, USFHP will be requesting medical records to facilitate completion of two HEDIS measures, Controlling High Blood Pressure (CBP) and Glycemic Status Assessment for Patients with Diabetes (GSD).

Here's how providers can help:

- Adhere to VA / DoD clinical practice guidelines when caring for patients with hypertension and diabetes. The guidelines are accessible through the USFHP website or by visiting <https://www.healthquality.va.gov/>.
- Ensure clear and accurate documentation of blood pressure and A1c, including date of service and results.
- Use the following CPT II codes on claims to report blood pressure values and A1c results. Using CPT II codes reduces the administrative burden of chart reviews for both providers and payers.

Measure	Code	Description
Controlling High Blood Pressure (CBP)	3074F	Systolic blood pressure <130 mmHg
	3075F	Systolic blood pressure 130-139 mmHg
	3077F	Systolic blood pressure ≥140 mmHg
	3078F	Diastolic blood pressure <80 mmHg
	3079F	Diastolic blood pressure 80-89 mmHg
	3080F	Diastolic blood pressure ≥90 mmHg
Glycemic Status Assessment for Patients with Diabetes (GSD)	3044F	Hemoglobin A1c <7.0%
	3051F	Hemoglobin A1c ≥7.0% and <8.0%
	3052F	Hemoglobin A1c ≥8.0% and <9.0%
	3046F	Hemoglobin A1c ≥9.0%

- Please respond to HEDIS medical record requests in a timely manner. US Family Health Plan is a federally funded Military Health Care Option sponsored by the Department of Defense and administered by SVCMC, a TRICARE Designated Provider.



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