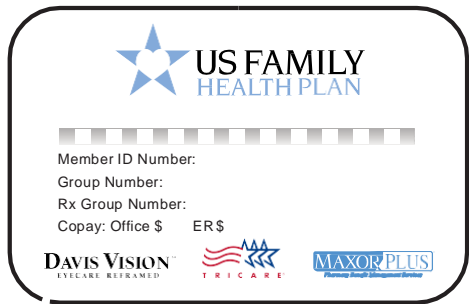


PROVIDER QUICK REFERENCE GUIDE

VERIFY USFHP MEMBER ELIGIBILITY

- Provider Portal: <https://provider.usfhp.net>
- Check claims status: <https://provider.usfhp.net>
- Customer Services Provider Line **800-241-4848**
- 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 \$38
 - 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 60 days)
- Referrals should be made to participating providers. 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**

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/c/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

DURABLE MEDICAL EQUIPMENT (DME)

Contact AdaptHealth **844-679-1577**

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 HEALTH – RADIOLOGY

Medical & Radiology: 800-241-4848 • Fax: 866-337-8690

BH Phone: 800-241-4848 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.

- 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
- Gamma knife radiosurgery
- Genetic Testing
- Hearing aid and hearing aid services (benefit limited to active duty dependents)
- Home birth
- Home Health Care
- Home infusion therapy
- Hospice
- Hyperbaric Oxygen Therapy
- Indium Pentetreotide (octreoscan) Scintigraphy
- Injectables, select adjunctive dental
- Inpatient admissions
- Laminectomy / microdisectomy
- 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.
- 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	800-241-4848	212-356-4949	www.usfhp.net
Outpatient PT/OT Authorization	800-241-4848	Must call for fax #	www.optum.com
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	800-241-4848	866-337-8660	
Behavioral Health/Eligibility/ Benefits/Claims/Auth/Appeals	800-241-4848	888-656-4219	

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
3903 Northdale Blvd
Suite 220-E
Tampa, FL 33624

Claims/Denials

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