

SUFFOLK HEALTH PLAN MEDICAL MANAGEMENT REMINDERS

Please note the following change in the Plan's authorization process:

For Child Health Plus (CHP) members only, initial speech therapy evaluations require prior authorization through Medical Management. Medicaid and Family Health Plus (FHP) members do not require authorization for the initial evaluation.

Treatment plans for ongoing therapy will continue to require authorization for all three product lines.

Please also note the following important reminders:

In-network outpatient procedures do not require prior authorization with the following exceptions:

- Services potentially cosmetic in nature
- Hemodialysis
- Home health nursing for CHP and FHP members
- Ongoing courses of Physical, Occupational and Speech Therapy
- Wound Center Therapy
- Coumadin Center Therapy
- Durable Medical Equipment including Prostheses and Orthotics

Authorization is also required for all out of network services as well as all inpatient services including acute and sub acute rehabilitation

Please fax initial requests for authorization as well as concurrent reviews to our toll free fax line 1-877-267-7900.

To speak with a Nurse Manager please call 1-800-250-5007

Suffolk Health Plan aims to authorize services within 48 hours of receipt by fax of all clinical information necessary to make a decision.

PROVIDER SERVICES FAQ'S

Since the referral requirements for Suffolk Health Plan members has been lifted, do hearing services require a referral or an authorization?

No. Evaluative hearing services do not require a referral from the member's PCP. However, there is an authorization required if an actual hearing aid is going to be dispensed.

How can I obtain my Suffolk Health Plan participating provider ID number?

Generally, Suffolk Health Plan uses the provider's license number followed by a dash (-) 01 as the provider ID number. However, in some instances a different number is used. If you're unsure of your provider ID number, you can look in the Suffolk Health Plan Participating Provider Directory, or you can contact Provider Relations at (631) 881-6703.

Are Suffolk Health Plan members reimbursed for health club membership fees?

No. While Suffolk Health Plan continues to promote good health and fitness, Suffolk Health Plan does not reimburse its members for health club/gym memberships.

What is the timely filing limit for submitting claims?

Suffolk Health Plan requires participating providers to submit claims within 90 days of the date of service. For faster claims processing, Suffolk Health Plan encourages providers to submit claims electronically using WebMD. Suffolk Health Plan's submitter ID number is 88331. Denied claims must be appealed within 45 days of the date of denial.

SUFFOLK HEALTH PLAN'S MARKETING SPECIALISTS

There are eleven Suffolk County Department of Health Services health centers throughout Suffolk County. Suffolk Health Plan has marketing representatives at most of the health centers. The marketing representatives are responsible for enrolling uninsured members into Suffolk Health Plan. Suffolk Health Plan has managed care plans to serve Medicaid members, as well as Child Health Plus for children and Family Health Plus for adult patients.

If you, or your office become aware of a patient, or family, that is either uninsured or underinsured, please refer them to one of the health centers so that they can speak directly to one of Suffolk Health Plan's Marketing Specialists (the telephone numbers indicated are **direct telephone numbers** to the Marketing Specialists). Currently there are health centers located at the following locations:

Amityville	1080 Sunrise Highway, Amityville, NY 11701	(631) 854-1073
Brentwood	1869 Brentwood Road, Brentwood, NY 11717	(631) 853-3450
Central Islip	45 West Suffolk Avenue, Central Islip, NY 11722***	
Coram	82 Middle Country Road, Coram, NY 11727	(631) 854-2369
East Hampton	316 Accobanac Road, East Hampton, NY 11937	(631) 852-7630
Greenlawn	284 Pulaski Road, Greenlawn, NY 11740	(631) 425-3107
Patchogue	365 East Main Street, Patchogue, NY 11772	(631) 854-1354
Riverhead	300 Center Drive, Riverhead, NY 11901	(631) 852-3130
Shirley	550 Montauk Highway, Shirley, NY 11967	(631) 852-1103
Southampton	240 Meeting House Lane, Southampton, NY 11968	(631) 852-8853
Wyandanch	1556 Straight Path, Wyandanch, NY 11798	(631) 854-1731

The Suffolk Health Plan marketing staff are able to enroll members into a Medicaid plan so that your patients will be able to receive medical care.

In Suffolk County, there are a large number of residents that are eligible to be enrolled in a Medicaid plan. Many of them are unaware that they are even eligible. **It is very important for your office to inform patients that there are plans available at little or no cost to them.** With your help, many of these members will have access to health care benefits that many of them don't even know exists, and they so deeply deserve.

***No marketing representative available at this location, use Brentwood

EMERGENCY ROOM USE

Suffolk Health Plan's rate of Emergency Room use is four (4) times higher than the state-wide average for other Medicaid Managed Care Plans in New York State. There are ways for providers and health plans to reduce the amount of patients that visit the Emergency Room for non-emergent conditions.

An emergency is defined as a medical or behavioral condition, the onset of which is sudden, that manifests itself by symptoms of sufficient severity, including severe pain, that a prudent layperson, possessing an average knowledge of medicine and health could reasonably expect the absence of immediate medical attention to result in:

Placing the health of the person afflicted with such a condition in serious jeopardy, or in the case of a behavioral condition placing the health of such person, or others, in serious jeopardy.

Serious impairment to such person's bodily functions

Serious dysfunction of any bodily organ or part of such person

Serious disfigurement of such a person

Suffolk Health Plan, and many other health plans, encourage patients to call their PCP if the condition is not life or limb threatening. Many of the non-emergent conditions can be treated without the use of the Emergency Room. All participating providers are required to provide 24 hour access to any health care professional in order to reduce the amount of emergency room usage. Patients should be informed that care is available to them 24 hours a day, 7 days a week, by a physician, rather than sending patients directly to the Emergency Room for care.

SUFFOLK HEALTH PLAN

P.O. Box 6024
Hauppauge, NY 11788

Provider News

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FROM THE DESK OF:

Peter Hirsch, Provider Relations Representative for Suffolk Health Plan

It is the goal of Suffolk Health Plan to provide the best possible service to its providers. With that goal in mind we try to meet each office in the Suffolk Health Plan network. We have been making appointments to meet each office, and will continue to do so. If there is an issue that you would like to discuss, please contact me whenever it is most convenient for you. You can contact me by using any of the information indicated below.

Peter Hirsch, Provider Relations Representative
Royal Health Care, LLC, for Suffolk Health Plan
1377 Motor Parkway, Suite 400
Islandia, NY 11749
Office: (631) 881-6703
Fax: (646) 219-1697
E-mail: Phirsch@royalhc.com

CLAIMS INFORMATION

All claims should be submitted within 90 days of the date of service.

To inquire about a denied claim call Provider Services at 1-800-SHP-6789 or fax us at 1-888-892-6130.

Specialty Providers note: Claims submissions should include the practice location in the middle box (32) as well as the billing address, provider name and tax ID number.

Hospitals note: It is important to include DRG number in box 71 for all inpatient UB-04 claim submissions.

Anesthesiologists note: Claims must contain an anesthesia designated CPT code (00100-01999), and time units.

DME Vendors note: All DME items valued at greater than \$150.00 **and** all rental equipment **regardless of dollar value** requires authorization through Medical Management. Call 1-800-250-5007 or fax authorization requests to 1-877-267-7900. Please check "carve out" lists whenever dispensing medical and surgical supplies to a Medicaid managed care member. Some items are covered by New York State Medicaid and require service authorization through EMEVS rather than the managed care plan.

Mental Health Providers: Mental Health and Substance Abuse providers are reminded to attach their referrals to their claims.