

March 30, 2015

MSOG-PCC-LET-004-020415-E

Re: Government Health Plan Effectiveness

Dear provider:

As it was recently announced, MMM Multi Health will administrate the Northeast Region of the Government Health Plan (GHP). This will be done under the Managed Care Organization (MCO) model, approved by the Puerto Rico Health Insurance Administration (ASES).

Taking this into account, MSO of Puerto Rico, LLC (MSO) was delegated as the administrator of the provider network that will offer services to enrollees of this region. Under this agreement, effective on April 1, 2015, MSO will administrate the contract provisions included in contractual clauses for the services provided to these enrollees.

What processes should you know?

Beneficiary eligibility – Verification

All participating providers in the GHP will have different methods available to carry out the eligibility verification process in a convenient and easy way.

Electronic Systems	IVR	Interactive Voice Response System (IVR), available for providers through which they will be able to obtain automated information 24 hours a day, 7 days a week. It is convenient, fast and easy to use. The system also provides the information that you need at that moment. All information you enter to the system is confidential. 787-993-2317 (Metro Area) 1-866-676-6060 (toll free)
	InnovaMD Provider Portal	Our provider portal has different functionalities that will assist you in the services you will offer GHP enrollees. To make the best use of the electronic services of our portal, visit www.innovamd.com .
Call Center	Provider Call Center	Representatives are available to attend your needs through the phone. Provider Services, Monday through Friday from 7:00 a.m. to 7:00 p.m. 787-993-2317 (Metro Area) 1-866-676-6060 (toll free)



PO Box 72010
San Juan PR 00936-7710



Call Center	Dental Provider Call Center	Representatives are available to attend the needs of dental providers through the phone. Provider Services, Monday through Friday from 7:00 a.m. to 7:00 p.m. 787-522-5699 (Metro Area) 1-877-522-0670 (toll free)
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Other Call Centers – Business hours

Call Centers	Toll Free	Schedule	Working Days
Government Health Plan Enrollees	1-844-336-3331	7:00 a.m. -7:00 p.m.	Monday through Friday
Haciendo Contacto Line (Medical Advice)	1-844-337-3332	24/7	Monday through Sunday

Primary Care Medical Group patient list

The list of assigned enrollees for each IPA Group in the GHP will be available in electronic format through www.innovamd.com. This list will be updated and published on a monthly basis.

Positioning Facilities and Inverse Positioning

Each Physician Medical Group (PMG) contracted should offer services of a psychologist or another mental health provider in their groups. This provider should perform screening evaluations, crises interventions, and brief counseling (between 4-6 sessions). Mental health services need to be brief and focused interventions using follow-up protocols depending on the required level of care. It is crucial to keep a log of formal and informal discussions of progress of cases using collected documentation. In addition, under this coordinated model, it is imperative to make referrals to other levels of care including Case Management and Disease Management, among others.

It is important to highlight that the efficacy and results shown due to the implementation of an Integrated Model of Physical and Mental Health is based on the biomedical evidence that represents a great benefit in the service the patient receives. The experience of Mental Health providers in GMPs has been positive in the following indicators:

- Initial evaluations
- Individual interventions
- Referrals for the coordination of services with clinical areas
- Educational talks
- Case discussions



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- Couples therapy and group therapy

Continuity of Services

Preauthorizations: To ensure the continuity of services during this transition period, MMM Multi Health will honor every preauthorization emitted by Triple S that is still open until 4/1/2015. Preauthorizations for beneficiaries in Special Coverage, Case Management or Condition Management valid until 4/1/2015 will be honored until 6/30/2015. Other preauthorizations that are valid until 4/1/2015 will be honored until 5/30/2015. This period was established in collaboration with ASES to guarantee the continuity of services and a smooth transition.

Special Coverage: Enrollees previously identified under special coverage will be recognized as such. These enrollees will receive a letter before 4/1/15 confirming their register under MMM Multi Health and indicating the duration of their coverage. Cases will be evaluated prospectively to adjust the care plan and to apply clinical criteria for the coverage, as established by the Puerto Rico Health Insurance Administration (ASES).

Obstetric Coverage: The obstetric coverage for beneficiaries previously identified by Triple-S will be honored. The beneficiary will receive a letter confirming your registration under MMM Multi Health and indicating the termination of the period covered. Beneficiaries in their second or third trimester may continue to receive their services with their OB / GYN to her current post-partum period. The period will end 56 days from her due date (EDD) recorded by Triple S.

Hospitalized Beneficiaries: Patients hospitalized before 4/1/15 will be managed by SSS. However, MSO will request the census for these cases to coordinate post discharge services. MMM Multi Health is responsible for all admissions after 4/1/15.

Referrals: All referrals will be honored for a period of 30 days from the emission date, as long as the provider is under contract with MSO. Starting on April 1, 2015, providers will have to submit a new referral to providers within the network.

Claims: MSO will process all claims with a **service date** of April 1, 2015 or after for the GHP.

Electronic Claims: All claims with a service date of April 1, 2015 and after should be sent through Inmediata or Assertus.

Important: In order to process the claims correctly, you need to change the corresponding Payer ID:

- MMM Multi Health: **660-65-3763**



PO Box 72010
San Juan PR 00936-7710



Claims filed manually with a service date of April 1, 2015 should be sent to the following physical address:

MMM Multi Health
PO Box 71307
San Juan, PR 00936

We are certain that these measures will ensure the continuity of services during the transition period. This is why we reiterate our disposition to work hand in hand to maintain these communication channels. Utilization processes as established by MMM Multi Health will be shared in the Provider Guidebook. To learn about these and other important processes related to the Government Health Plan, register on our provider portal at www.innovamd.com and download the Provider Guidelines.

For more information, call Provider Services at 787-993-2317 (Metro Area) or 1-866-676-6060 (toll free), Monday to Friday from 7:00 a.m. to 7:00 p.m. You can also contact your service representative directly.

Sincerely,



Zinnia I. Santiago Betancourt
Chief Operating Officer
MSO of Puerto Rico, LLC