Verifying Provider Status

Facilitator Guide

Acknowledgements

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Document Summary

This module is about using the Physician Finder website to verify if a provider is within a member's network.

This is common module material and is shared with Medicare, Medicaid, and Commercial.

Learning Objectives

After completing this module, learners will be able to:

- Verify the status of a provider for the member's network using Physician Finder Plus given a member and a provider

- Locate a specialist in an Independent Physician's Association using Physician Finder Plus given a member and a Primary Care Physician

- Locate a Primary Care Physician in an Independent Physician's Association using Physician Finder Plus given a member and a specialist

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Program Timing

- 15 minutes of instruction

- 30 minutes for activities

Pre-work

- None

Required Supplemental Materials

- MMRx 3417-Verifying Provider Status-SPM

- CRM 201059-CRM Service ID Bank-SPM

Set-up

- None

Security Access Requirements

- Mentor

Prerequisites

- None

Module-Specific Instructions

- None

Provider Status

Objectives:

- By the end of this section of the module, learners will verify the status of a provider for the member's network using Physician Finder Plus given a member and a provider

Objectives

Ask Learners:

- **Question**: How can you accurately quote a benefit if a member doesn't know if the doctor is in their network?

- **Answer**: Using Physician Finder Plus (PFP) is one way to find if the provider is in a member's network or the status of a provider

Q&A

Worksheet ALERT:

- Instruct Learners to open the Supplemental document entitled: *MMRx 3417-Verifying Provider Status-SPM*

- Some of the information from this module may or may **not** be listed in the supplemental document

- Direct learners to page 1

- Instruct them to fill-in-the-blanks as you discuss the Overview

  - *Appropriate fill-in responses are <u>underlined</u> in the **Overview** section below*

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Physician Finder Plus (PFP) Overview:

- PFP is an electronic provider <u>search</u> <u>application</u> that provides Humana members with an online, interactive view of <u>provider</u> information

- PFP shows:

  - Basic <u>demographic</u> information on physicians, hospitals and other providers in a user-friendly format

  - <u>Customizable</u> search options and displays

  - A mapping ability for the user to map out search results

  - <u>Provider</u> <u>status</u> *(participating or non-participating)*

Say This

Mentor References:

- [PFP Overview](#)

  - In this document, review the **Definition**, **Types of Providers**, and **Search Options** sections

- [PFP Initial Search Procedure](#)

- [Physician Finder Plus (PFP) Search By Provider Name](#)

Group Calls will use the following for Group Transitional PPO or Waiver Plans:
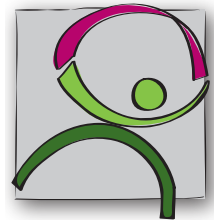
Mentor

FACILITATOR NOTE: Does not apply for Puerto Rico market.

- [Medicare Transitional PPO and Employer Group Service Area Expansion Waiver Overview](#)

  - Group calls associates would go to the GMAI resource center and click on the **OON Provider Acceptance** link at the top of the page for guidance
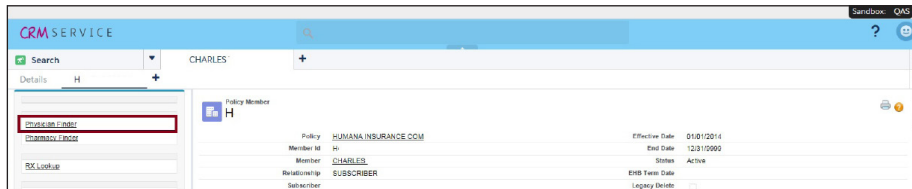
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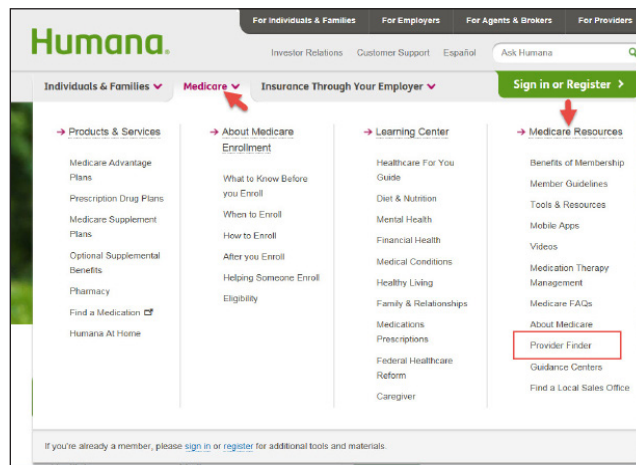MCO RFP #758 2000000202   Attachmemnt I.C.12-4   4 of 25

National Education

Accessing Physician Finder:

- In CRM Service, Physician Finder is accessed by clicking the **Physician Finder** link, in the left panel from the Policy Member landing page.

Computer Exercise

- From **Humana.com**, hover over the **Medicare** tab and select **Provider Finder** from the **Medicare Resources** column.

- All methods will open PFP online to search for a specific provider or a type of provider. From CRM, you will notice the member's Network is pre-filled on the screen.

- Use the **Guided Group Activity** *(See Facilitator Note)*

FACILITATOR NOTE:

Refer to the **Medical MODs** tab, of the [CRM 201059-CRM Service ID Bank-SPM](#) to get the member information used in Activity below.

Facilitator Note
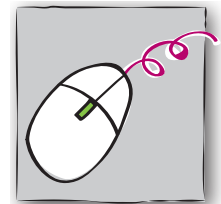
Guided Group Activity:

Group Activity

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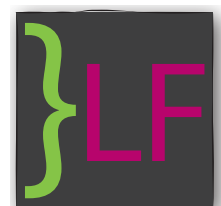MCO RFP #758 2000000202   Attachmemnt I.C.12-4   5 of 25

- Use CRM to demo an example

- Once the case is open, click the **Physician Finder** button or link, as appropriate.

  - This link does not work in CRM Training. Please advise learners that it will work in CRM Prodcution and continue to the correct page.

- On the **Find a doctor** window, select *Medical* as the **Search Type.** *(This is the default.)*

- Select the **Member ID** tab, and Use a member ID selected in [CRM 201059-CRM Service ID Bank-SPM](#)

- The member's information should default into the **Network** and **Zip Code** fields.

- In the **Search** box - Select *All*, and click the link to **Specialty** *(located under the Text box)*

- When the **Specialties** window opens, select the letter *F* and click the **Select** button associated with **Family Practice**

- Be sure to click the *Terms of Use* link and click **OK**

- Click **Search**

Ask Learners:

- **Question**: How many Family Practice results were returned?

- **Answer**: Poll the Class *(Answer will vary based on ID)*

Q&A

Continue with the Activity:

- Now, click the **New Search** button *(on the top, right of the Results screen).* Perform a search for *a participating Hospital*

Ask Learners:

- **Question**: What participating Hospitals were found?

- **Answer**: Poll the class (answers will vary)

Q&A

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Ask All Learners:

- **Question**: How do we refer to an in-network provider?

- **Answer**: Participating

- **Question**: How do we refer to an out-of-network provider?

- **Answer**: Non participating

Q&A

Let's discuss Network Providers

Transition

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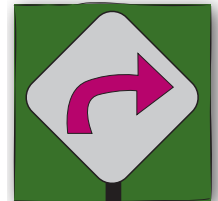
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Networks

Objective:

- By the end of this section of the module learners will verify the status of a provider for the member's network using Physician Finder Plus given a member and a provider

Objectives

Overview:

- From time-to-time, callers may need the name of a doctor that is in their network

- Since we *cannot* recommend specific doctors, we can provide members with a list of eligible doctors

Say This

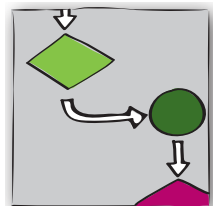## To Access a List of Eligible Doctors in Physician Finder Plus:

- Click the **Export to PDF** link *(located in the upper-right of the PFP Results screen)*

- This will open the **Export Search Results** window

- Select the appropriate Radio button

  - **View PDF** - allows you to view the list. *NOTE: Adobe Reader is required to view the PDF files*

    - Once you select this radio button, click **Submit**

    - You will be asked if you want to *Open* or *Save* the PDF file

  - **Email PDF** - allows you to email the results to yourself or to someone else *(See Important Notes)*

Process

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IMPORTANT NOTES:

If you select this option, you will be asked to complete two fields: **Email Address** and **Confirm the email address**.

Once complete, the associate will receive a Thank you message advising them to check their email inbox for the information. Click **OK** to close this window.

This is a **one-time** use of the email address provided by the user. It will *not* be stored in any capacity or shared with third parties. Submitting an email address gives Humana permission to use it for sending the requested information only.

Important Note

Worksheet Alert:

- Direct learners to the Quick Reference Guide entitled: ***Providing Physician Find Plus (PFP) Results-Quick Reference Guide***

    – *A copy of this worksheet page is located at the end of this Module*

- Review the worksheet with the learners

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Page Reference

Mentor Reference:

For additional information on providing search results to a member, reference the following in Mentor

<div align="center">

[PFP Search Results to a Caller](#)

</div>
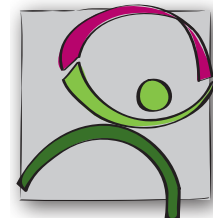
Mentor

Networks:

- Customer Care Specialists will receive calls regarding a provider's participation status with Humana's networks. Since members usually pay lower out-of-pocket costs for using approved network providers *(referred to as "in-network")* it is important to be able to give them the option of a participating provider

Say This

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IMPORTANT NOTE:

The Network-specific Mentor documents cited below are **not** applicable to Medicare. You can reference them as you see fit.

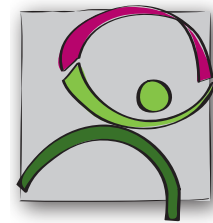Group Medicare Calls associates should know about the documents with the asterisks **(*)**

Important Note

Network-Specific Mentor References:

Network Overview

FACILITATOR NOTE: This does **not** apply for Puerto Rico market.

Mentor

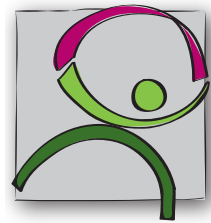Reference the following **as needed**, based on the class audience:

- **Brandover Networks** *

  – Brandover networks are regional networks that agree to allow Humana members access to their participating providers as if they were contracted directly with Humana. Humana brands over a network to make coverage more complete in an area.

  – Most of Humana's brandover network arrangements are seamless to the customer. All the brandover providers appear on Physician Finder Plus and are loaded to the payor systems. Most of our Brandover Networks do not require the Brandover Network's logo on our members' ID cards; however, a few brandover networks do require their logo on our member's ID cards to assist providers in recognizing members that participate in their network.

- **Repricing Networks** *

  – The contracts with providers/networks outline specific reimbursement rates for providers in network, in the network. Humana refers to these reimbursement rates as contracted amounts or negotiated rates. This arrangement allows for Humana and their members to control healthcare costs.

  – Several networks that Humana utilizes assume the responsibility for calculating deal amounts on each claim. In these cases, the network reprices the claim before Humana does. Humana receives repriced amounts via notes on the claim form or attachments to the claim. Once the repricing information is received, Humana can then process the claim.

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Network-Specific Mentor References (cont.):

Mentor

- **Leased/Rental Networks**

  – Leased Networks are networks Humana has contracted with to utilize for in network membership. Access fees are paid to the network for this utilization. The providers associated with a leased network are not integrated into our directory, nor into our payor systems. Customers using a leased network only have access to that network; they may not dual access CHC and a leased network. Due to this arrangement, the leased network provides provider verification for the member. Meaning, we never put a CHC logo on an ID card alongside of a leased network.

  – Leased networks are often used with ASO plans at the request of the employer. Networks that have been branded over as part of the CHC Network can also be used separately as a leased network.

  – Timely filing is not applicable to claims from leased networks.

  Humana Network List

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Let's Locate a Provider by Name:

FACILITATOR NOTE: Does *not* apply **Member ID** tab for Puerto Rico Market.

Ask learners to:

- Access **PFP** from Humana.com

- On the ***Find a Doctor*** landing page, have learners select the **Member ID** tab *(located under the heading **Search by Humana Plan or Member ID**)*

  – Provide learners with the member from the previous example

  – During prep locate a Dr. to use for a class search and ask the class to search for this Dr. by name by typing the name directly in the **Search** text box

  – Name should be entered *Last Name, First*

- Click **Search** (by clicking **Search** you accept the *Terms of use)*

- When the search results are returned, instruct learners to click on the physician's name *(notice it is a hyperlink)*

  – *If more than one option for the provider, go with the first one listed.*

- Review the information:

  – The information displays Address, Office Hours, whether the doctor is accepting new Patients *(a green check indicates YES),* if the doctor is Board Certified *(a green check indicates YES)*

  – Scrolling down the doctor's page, you will see two tabs *(the active tab is white):*

    □ **Overview** - displays various information listed about this provider (i.e., Specialties, Education, Languages, Fellowships, Residency, Hospital Privileges)

    □ **Locations and Affiliations** - displays additional office locations for the provider, as well as other affiliations

Facilitator Note

Group Activity

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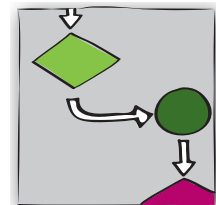
National Education

Ask Learners:

- **Question**: Is the Dr. Board Certified?

- **Answer**: Answer will vary depending upon choice made during class prep.

- From the **Physician Details** page, instruct learners to click on the **Search** button located at the top of the screen

- On the **Find a Doctor** landing page, have learners select the **Just Looking** tab *(located under the heading Search by Humana Plan or Member ID)*

Q&A

Steps for Searching for a Provider from the *Just Looking* tab:

- Step 1: Select a **Coverage Type**

  – Have learners select a type of medical coverage *(based on class type Medicare or Employer Group)*

- Step 2: Enter *their* personal **ZIP Code** *(or use **40207: use for Puerto Rico market 00725**)*

- Step 3: Select a **Network** from the drop-down listing

- Step 4: Search for a Provider *(instruct learners to search for a provider, by:)*

  – To find a provider by Specialty, use the drop-down associated with the **Search** step, and select *Specialty*, then type the specialty in the **Search Text** box (i.e., Cardiologist, Dermatologist, Podiatrist etc)

  – To find a provider by Condition, use the drop-down associated with the **Search** step, and select *Condition or Diagnosis*, then type the condition in the **Search Text** box (i.e., Diabetes, Abdominal Pain, etc)

  – To find a specific provider, use the drop-down associated with the **Search** step, and select *Name*, then type the last name or enter the name of a group or facility in the Search Text Box

- Click **Search**

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Practice Searching:

- How many Primary Care Physicians can you locate within 20 miles of your ZIP Code?

- Can you find your Primary Care Physician (using their name), **or** If using Zip Code 40207, Can you find Dr. Stephen B. Self?

- What is the closest hospital to your Zip Code?

- Can you and the person sitting beside you find the same Ophthalmologist?

Discovery Learning

ACTIVITY 1:

- To practice searching for Providers direct learners to Activity 1 on Page 3 of the Supplemental document.

- In Activity 1, instruct learners to locate a minimum of three providers for the descriptions provided using Physician Finder

- Allow 15-20 minutes for completion

3

Page Reference

Review Answers to Activity 1:

- See answers, in Blue text. ***Please Note: This is <u>not</u> an all-inclusive listing. There may be additional answers (These were found searching alphabetically, by name)***

ZIP	COVERAGE / NETWORK	PROVIDER TYPE	PROVIDERS / FACILITIES
40202	**Coverage:** Medicare or Medicare-Medicaid **Network:** Medicare PPO	Specialist: Ear, Nose & Throat	Gregory M Abbas, MD Wes A Allison, MD Andrew S Mickler MD Group

Review

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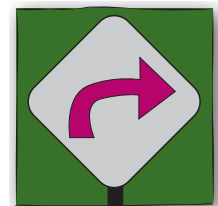
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60618	**Coverage:** Medicare or Medicare-Medicaid **Network:** HumanaGoldChoice Network PFFS	Internal Medicine	Zareena Abbas, MD Mohamad A Abdessamad, MD Hina Abid, MD
40208	**Coverage:** Medicare or Medicare-Medicaid **Network:** Gold Plus HMO/Employer HMO	Specialist: Allergy & Immunology	Mark L Corbett MD Jennifer E Gentner MD Thomas A Glass MD
40216	**Coverage:** Medicare or Medicare-Medicaid **Network:** Medicare PPO	Specialty: Hospitals	Sts Mary and Elizabeth Hospital Norton Audubon Hospital Norton Healthcare Pavilion

Ask Learners to Close Physician Finder Plus:

Continue with the Module

Transition

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Independent Physician Associations

Objectives:

After completing this section of the module, learners will:

- Locate a specialist in an Independent Physician's Association using Physician Finder Plus given a member and a Primary Care Physician

- Locate a Primary Care Physician in an Independent Physician's Association using Physician Finder Plus given a member and a specialist

Objectives

Independent Physician's Association (IPA):

Independent Physician's Associations, also known as Independent Provider or Independent Practice Associations are a group of affiliated providers who offer primary care services for Health Maintenance Organization (HMO) members. These alliances were formed to deliver health services and direct the healthcare for HMO members. The associations are comprised mostly of physicians and clinicians.

All HMO plans in the following Markets have IPA affiliations:

- Chicago *(the affiliations are referred to as **groups**)*

- South Florida *(the affiliations are referred to as **centers**)*

- Las Vegas

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IMPORTANT NOTE about the **West Coast IPA Expansion:**

Since 2012, HMO plans in the following West Coast Markets have IPA affiliations as well:
- Portland
- California *(Fresno, San Diego, San Bernadino, Riverside, Los Angeles, and Orange County)*
- Washington
- Arizona
- Idaho
- Nevada
- Montana
- Texas
- Kansas
- Wyoming
- Nebraska

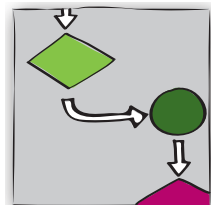**Important Note**

Locating a Specialist in a PCP's IPA:

- A member may call wanting to know **why** they **cannot** go to a particular specialist

  – If their primary care physician is a part of an IPA, the member can *only* see specialists who are in-network with Humana **and** a part of their primary physician's IPA.

Say This

Steps for Viewing IPA Information in Physician Finder Plus:

- Open PFP via **Humana.com**

  – You will land on **Find A Doctor** Search page

- Set the **Search Type** field to Medical *(if not defaulted)*

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- On the **Just Looking** tab:

  – Select radio button associated with **Medicare or Medicare-Medicaid** option

  – Enter the zip code *91729*

  – When selecting a **Network**, be sure to choose one with *HMO* in the name

  – At the **Search** field, click the link to *Specialty* or select *Specialty* from the Drop-down box

    ▢ Search for **Family Practice**

- Click **Search** *(Note: By clicking search, the user agrees to Humana's Terms of Use)*

- Once results are returned you can refine the results by adjusting any of the information listed in the **Narrow your results** area *(located down the left-hand side of the page - **Instruct learners to expand the search to a 20-mile radius.**)*

  – Let's say we only wanted to see doctor's whose **Last Name** started with the Letter *A*

  – Under the **Last Name** option, instruct learners to highlight the letter *A*, then click *Refine Results*

- When the new search results are returned, locate *Jesusa T Aquino, MD*

  – Point out, just below the **Primary Care Number**, they will see one of two options:

    ▢ the name of the IPA the provider is affiliated with *(bulleted with a green bullet)*, or

    ▢ a link entitled: **View doctor's IPAs.** Clicking this link will open the **Independent provider association** pop up window, and reveal the names of any IPAs the doctor is affiliated with. *(See Important Note)*

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IMPORTANT NOTE:

The **View doctor's IPAs** link *only* appears when a doctor is affiliated with multiple IPAs. Otherwise, the name of the individual IPA will be listed with a bullet point *(Dr. Aquino is only affiliated with <u>one</u> IPA.)*

Important Note

Ask Learners:

- **Question**: What is the name of the IPA(s) that Dr. Aquino is affiliated with?

- **Answer**:   EHS-Inland Valley

Note: When applicable, to close the **View doctor's IPAs** window click the **Close X** in the upper right corner of the pop-up window.

Q&A

Steps for Locating Additional IPA Information:

- Instruct learners to click on the hyperlink for Dr. Aquino's name

  – Additional information about that Doctor is shown *(i.e., Office Hours and directions to the office)*

  – Point out: the **Overview** tab contains additional information about the provider's specialties, education, where they did their residency, and links to additional information about the provider via *Highlights* section

- Instruct learners to click on the **Locations and Affiliations** tab

  – Details about his office appear along with his Specialties and hospital/IPA affiliations

  – Dr. Aquino is affiliated with one IPA. It is listed under the **IPA Affiliations** section, for each location Dr. Aquino has listed.

Process

IMPORTANT NOTE:
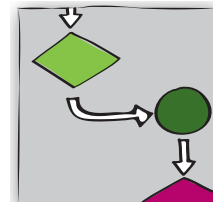
The name of the IPA may ***not*** match exactly what appears in CCP or CRM, but this is the same IPA.

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Ask Learners:

- **Question**: What is the name of the name of the IPA listed for Dr. Aquino?

- **Answer**: EHS-Inland Valley

Q&A

Make the following Key Points:

- On the **Locations and Affiliations** tab, the name of the IPA is actually a hyperlink to a list of associated providers

- Instruct learners to click the link to **EHS-Inland Valley**

- Point out the **Sort By** field located at the top of the specific IPA's pop-up window

    – Instruct learners to **Sort By** *Specialists* and ask the following questions:
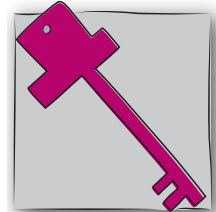
Key Point

Ask Learners:

- **Question 1:** What is the name of an Orthopedic Surgeon within this IPA?

- **Answers 1:** *May vary,* but one is Ahmad, Sohail S, MD *(as of August, 2016)*

- **Question 2:** Locate Pamela J Bekendam, MD. What is this provider's specialty?

- **Answer 2:** Ophthalmology

- **Question 3:** Locate Jay S. Agarwal, MD. What is the specialty of this provider?

- **Answer 3:** Nephrology

Q&A

Explain:

Providers who are listed here are associated with this IPA. It does **not** necessarily mean they are also participating with Humana. The found provider should also be checked in Physician Finder.

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Run the Participating Specialist Activity:

Ask learners to perform a search for one of the specialists from the practice questions above (in PFP) to determine if this provider is participating with Humana.

- **Question**: Does **Dr. Paul D. Burton, DO** participate with Humana?

  – Close the IPA listing.

  – Click the **Search** button *(located at the top of Physician Finder Plus)*

  – On the **Just Looking** tab, under the **Search** option *(Question 4)*, select **Name**

  – Enter **Burton, Paul D DO**

  – Click **Search** *(Learners will have to change the radius to 30 miles)*

- **Answer**: Yes

Group Activity

Locating a PCP in a Specialist's IPA:

A member may have the opposite situation, where they have been seeing a specialist for years, but have to find a new primary care physician. They want to keep their specialist, but locate a PCP who is in that specialist's network, as well as Humana's to ensure continued care from the specialist.

Say This

Run the PCP Specialist Activity:

- Open PFP via Humana.com

- Set the **Search Type** field to *Medical (if not defaulted)*

- On the **Just Looking** tab:

  – Select radio button associated with **Medicare or Medicare-Medicaid** option

  – Enter the zip code **60628**

  – When selecting a **Network**, be sure to choose **Gold Plus HMO/ Employer HMO**

  – At the **Search** field, select *Name,* and key *Salem* in the **Name** field

Group Activity

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- Click **Search** *(Note: By clicking search, the user agrees to Humana's Terms of Use)*

- Once results are returned you can refine the results by adjusting any of the information listed in the **Narrow your results** area *(you may have to expand the search to a 30 mile radius)*

  – Click the link to Dr. Mohamed M Salem *(3023 N Ashland Ave, Chicago, IL 60657, Cook office)*

- Ask learners to view the **Locations and Affiliations** for Mohamed Salem

Ask Learners:

- **Question**: How many IPAs does it show that Dr. Salem is associated with in Physician Finder *(for this specific location)*?

- **Answer**: Three, total. *(Advocate Illinois Masonic Physician Partners, Advocate Trinity Physician Partners, and Presence Health Partners.)*

Q&A

Locate a PCP from Advocate Medical Group, Evergreen Park:

- Ask learners to locate the first five <u>Specialists</u> from the Dr. Salem's IPA by clicking on **Advocate Illinois Masonic Physician Partners** link

- First five specialists listed for this IPA are:

  – Abdelsalam, Ahmed MD *(Ophthalmology)*

  – Ahluwalia, Mukesh K, MD *(Pulmonary Disease)*

  – Akimov, Sergey P MD *(Infectious Disease)*

  – Albert, Andrew MD *(Gastroenterology)*

  – Allen, Neil MD *(Hematology & Oncology)*

Group Activity

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ACTIVITY 2 - IPA:

- To practice searching for Providers affiliated with IPAs direct learners to Activity 2 on Page 4 of the Supplemental Document.

- In Activity 2, instruct learners to use the information in the chart to locate a Provider and their IPA affiliation, if any

  – When the Search Results are returned, learners should select the **first** provider listed, indicate that provider's name and the name of the IPA that physician is affiliated with, if any

  – If the provider is *not* affiliated with an IPA, indicate that as part of the answer

- Allow 20-30 minutes for completion

Group Activity

Review the Answers to Activity 2:

- Answers are indicated in Blue, and may have changed since the writing of this module.

ZIP	COVERAGE / NETWORK	PROVIDER TYPE	PROVIDER NAME / IPA
92211	**Coverage:** Medicare or Medicare-Medicaid **Network:** Gold Plus HMO / Employer HMO	Specialty: Dermatology	Abishami, Pyam MD EHS-Inland Valley
60628	**Coverage:** Medicare or Medicare-Medicaid **Network:** Gold Plus HMO / Employer HMO	Specialty: Internal Medicine	Clanton, Waverly MD Advocate Medical Group Evergreen Park

Review

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89193	**Coverage:** Medicare or Medicare-Medicaid **Network:** Gold Plus HMO/Employer HMO	Specialty: Allergy & Immunology	Christensen, Jim C MD **NO** IPA Affiliations
91729	**Coverage:** Medicare or Medicare-Medicaid **Network:** Gold Plus HMO / Employer HMO	Specialty: Cardiology	Alla, Haritha Reddy MD - PrimeCare of Citrus Valley - PrimeCare of Corona - PrimeCare of Hemet Valley - PrimeCare of Inland Valley - PrimeCare of Moreno Valley - PrimeCare of Redlands - PrimeCare of Riverside - PrimeCare of San Bernadino - PrimeCare of Sun City - PrimeCare of Temecula - EHS-Inland Valley - EHS Los Angeles - Hispanic Physicians - Alpha Care Medical Group

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Closing

Review Module Objectives:

After completing this module, learners will be able to:

- Verify the status of a provider for the member's network using Physician Finder Plus given a member and a provider

- Locate a specialist in an Independent Physician's Association using Physician Finder Plus given a member and a Primary Care Physician

- Locate a Primary Care Physician in an Independent Physician's Association using Physician Finder Plus given a member and a specialist

Objectives

Closing:

- There are a few tricks to locating providers in Physician Finder Plus:

  - Knowing what information to put into the search and what information to leave out can make or break a search

  - Be willing to ask probing questions to help you locate the provider

  - Since you may not be familiar with the area the caller is from, it is important to ask probing questions to get the best location

Say This

There is *no* Assessment associated with this Module:

- The activities throughout this module will demonstrate the learners ability to locate physicians using Physician Finder Plus

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