Here we grow!

Please join me in welcoming Renee Gerber as PHP's AVP of Provider Contracting and Network Development. Renee will be responsible for executive leadership strategy related to PHP provider contracts including, but not limited to, network development, network expansion, and all networking contracting. She will also be responsible for analytic undertakings pertaining to provider contract modeling, contract performance, and contract maintenance for all provider arrangements.

To support the contracting team, we are pleased to announce the addition of our Healthcare Economics Analyst, Jerry Caldwell. Jerry will serve as a member of the Provider Contracting team, providing payor reimbursement modeling and data analytics to the organization's provider contracting and management functions.

Who ya gonna call?

As we grow we want to ensure that we continue to provide timely response to your questions and inquiries. As such below is a listing of staff members and their contact information.

Dawn Dager - Provider Contracting Supervisor
(260) 421-4304.
ddager@phpni.com

Randy Goins – Contracting Services
(260) 421-4472
rgoins@phpni.com

Susan Werner – Director Provider Implementation and Services
(260) 421-4528
swerner@phpni.com

Toni Simmons – Credentialing Coordinator
(260) 421-4319
tsimmons@phpni.com

Provider Update

PHP (logo)

Demographics – Is your practice information up to date?

PHP uses your notifications to update our online Provider Directory so that our members know how to contact you. Have you had any changed in practice location, fax number or phone? Are you accepting new patients? What are your office hours? These are just a few of the items that the Center for Medicare and Medicaid Services (CMS) requires in our Provider Directory. In addition, the No Surprise Act and your PHP provider contract require you to submitted updated practice information every 90 days. Please take a minute to review the practice information in our provider directory at phpni.com.

When submitting your changes or demographic files every 90 days, please notify our Provider Network Staff by fax at (260) 969-2421-or email at phpprovsvc@phpni.com

New Prior authorization requirements:

- Spinal Surgery – Codes (20930–22899 and 63003–63688)
- Neck Surgery – Codes (22548–22858 and 63001–63304)
- Arthroplasty Surgery – Codes (23470–27703)
- Rotator Cuff Surgery – Codes (23130–23921)
- Arthroscopy Surgery – Codes (27332–29999, G0289, G0428, S2112, S2300)
- Pain Management Injections – Codes (20550-27096 and 62321–64999)

PHP will send additional information 30 days in advance including any changes to a prior-authorization portal, call-in number and fax line for future reference. Training materials will also be provided and will include items such as a list of frequently asked questions.

We look forward to working with you as we strive to ensure patients and members receive appropriate care at the right time, and in the right place.

PHP to Transition Precertification

In our continuing efforts to improve the health and well-being of our members, PHP is pleased to announce a new care management program. Beginning, in early 2023, PHP will transition our care management program to Vãlenz Care. Vãlenz is triple URAC certified in case management, utilization review and disease management. As always, our combined program will use evidence-based clinical criteria and is staffed by licensed, specialized clinical teams.

UR/QI Update Online

All clinical policies and procedures are updated annually on the PHP Provider Web Portal including our UR/QI and Peer Review Plan.

EDI Submission of COB

Did you know that PHP accepts COB data electronically? PHP has set up the standard x12 documentation with our clearinghouse and the fields are set up for the 837 COB data. Submitting COB data with your electronic claims will speed up claim reimbursement.

Provider Update

PHP

Genetic Testing

PHP requires that all genetic testing be prior authorized and conducted through one of our participating genetic lab partners. The ordering physician is responsible for the prior authorization process. Request for prior authorization can be submitted online at www.phpni.com or by fax at (260) 436-4809.

PHP Closing Schedule

PHP will be closed on the days listed below. For your convenience, our Medical Management Department does have 24-hour voicemail that can be utilized for precert and admission information.

- December 23rd
- December 26th
- January 2nd

We Want to Hear From You!

PHP strives to keep providers up-to-date on industry changes and regulations. We'd also like to be a resource in addressing your medical practice business needs and concerns. Please send suggestions for potential future articles to: providerservices@phpni.com, or call (260) 432-6690