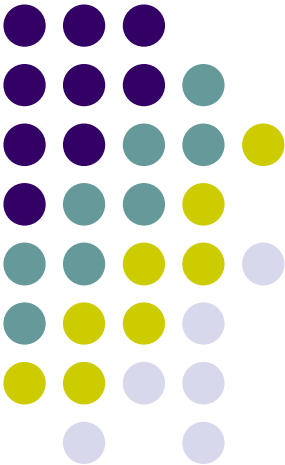


Northwood Provider Orientation

Durable Medical Equipment Benefit Management (DBM)



What is Durable Medical Equipment Benefit Management (DBM)?



- Provider Network Management
 - Credentialing/Re-credentialing process
 - Convenient member access – to meet the Plan’s needs
- Member/Provider Service Management
 - Call center for members and providers – 24/7 access
- Utilization Management
 - 100% Prior Authorization
- Claims Management
 - 30 day turnaround time on clean claims



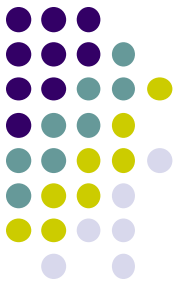
Why Durable Medical Equipment Benefit Management?



- Ensure appropriate utilization of durable medical equipment, prosthetic, orthotic and medical supply services.
- Achieve reasonable cost savings while providing appropriate member care.



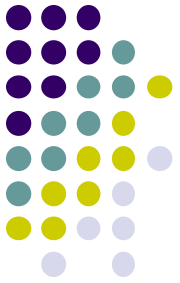
Northwood Overview



- Northwood is a Durable Medical Equipment Benefit Management (DBM) company specializing in cost management and improving member care and satisfaction.
- Founded in 1992 by an independent, family-owned home medical equipment company.
- Over 5,800 durable medical equipment, prosthetic, orthotic and medical supply (DMEPOS) provider locations nationwide.
- Large staff consisting of experts in the DMEPOS industry and clinicians.
- URAC accredited in Health Utilization Management and Claims Processing.



Northwood Experience



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Northwood and Security Health Plan of Wisconsin



- Security Health Plan of Wisconsin, Inc. (SHP) has contracted Northwood to be their Durable Medical Equipment Benefit Manager for their members beginning July 1, 2015.



Security Health Plan Members



- All Plan Members
 - Commercial
 - Family Health Center
 - Advocare (Medicare Advantage)
 - BadgerCare Plus (Medicaid)
 - Security Administrative Services (TPA)



Products and Services Managed by Northwood for the Plan's Programs



All Durable Medical Equipment, Prosthetics, Orthotics, and Medical Supplies dispensed and billed by the following provider types:

- Durable medical equipment providers
- Medical supply providers
- Oxygen/respiratory equipment providers
- Mobility providers
- Orthotics/prosthetics providers
- Breast prosthesis providers
- Ocular prosthetic providers



Products and Services Managed by Northwood for the Plan's Programs (cont.)



- Pharmacy providers (who distribute/dispense DMEPOS)
- Speech generating device providers
- Sleep study providers*

***Exception:** When this provider type bills for professional studies supporting sleep services, Security Health Plan is responsible to manage/pay those services/claims.



Timeline – July 1, 2015



- Starting July 1, 2015 all Durable Medical Equipment, Prosthetics, Orthotics, and Medical Supplies will need to be prior authorized through Northwood.
- All Security Health Plan member claims with a date of service (DOS) of 7/1/15 or after must be submitted to Northwood.



Transition Timeline for Northwood Contracted Providers



Beginning July 1, 2015 all DMEPOS equipment/services will need to be prior authorized by Northwood. For July dates of service (DOS) only, please use Northwood's Online Provider Portal or fax Northwood a Batch Authorization Request* for all Security Health Plan members you are servicing – based upon the following schedule:

- **July 1 – July 8:** to ensure continuity of services – Providers with members who have DOS between 7/1 – 7/8 - will be authorized retroactively. The provider is still responsible to have the appropriate medical necessity documentation on file to support equipment/supplies provided.
- **July 1 – July 10:** Providers must submit requests for members whose dates of service fall between 7/9 and 7/20.
- **July 11 – July 22:** Providers must submit requests for members whose dates of service fall between 7/21 and 7/31.

*Northwood's Online Provider Portal may be accessed at <https://provider.northwoodinc.com> and a Batch Authorization Request form may be obtained by contacting Northwood or online at www.northwoodinc.com.



Transition Timeline for Non-Contracted Providers



Non-contracted providers will still need to obtain an authorization for equipment/services through Northwood for Security Health Plan members.

For July dates of service (DOS) only, please fax Northwood a Batch Authorization Request* for all Security Health Plan members you are servicing – based upon the following schedule:

- **July 1 – July 8:** to ensure continuity of services – Providers with members who have DOS between 7/1 – 7/8 - will be authorized retroactively. The provider is still responsible to have the appropriate medical necessity documentation on file to support equipment/supplies provided.
- **July 1 – July 10:** Providers must submit requests for members whose dates of service fall between 7/9 and 7/20.
- **July 11 – July 22:** Providers must submit requests for members whose dates of service fall between 7/21 and 7/31.

*Batch Authorization Request form may be obtained by contacting Northwood or online at www.northwoodinc.com.



Transition Timeline for Non-Contracted Providers (cont.)



- If you have Security Health Plan members receiving continuous rentals, recurring supplies or continuous therapy (and you do not already have an existing Security Health Plan authorization), please contact Northwood (according to the schedule on the previous slide) to receive a transitional authorization.
- If you have Security Health Plan members who are receiving capped rental equipment (and you do not already have an existing Security Health Plan authorization), please contact Northwood (according to the schedule on the previous slide) to receive a transitional authorization so that the member may continue with your company to complete capped rental coverage for remaining cap months or be transitioned to an in-network provider.



Prior Authorization Process



- Prior Authorization is Required
 - 100% Prior Authorization Program
 - For all Durable Medical Equipment, Prosthetics, Orthotics and Medical Supplies (DMEPOS) and Enteral Products/Supplies For all Security Health Plan Members



Prior Authorization Process (cont.)



To Request an Authorization:

- Online at <https://provider.northwoodinc.com>
 - To request access to the portal please visit <https://provider.northwoodinc.com/FormsAndDocumentation/Documentation.aspx>. The user manual is located on Northwood's website under the provider tab.
- Fax Northwood at: 1-866-483-9988
- Call Northwood at: 1-866-532-1344



Information Needed To Obtain An Authorization



To assist with the authorization process, it is essential to have the following information available when contacting Northwood:

- Provider ID Number
- Member Name/
Address/Telephone
- Member Contact/Telephone
- Member Date of Birth
- Referral Source/Telephone
- Security Health Plan ID #
- Other Insurance Information
(if any)
- Diagnosis - ICD-9/10-CM
Code and Description
- Date of Service
- Referring Physician
- Level II HCPCS Code
- Description of Product/Service
- Service Type
(Purchase or Rental)/Modifiers
- Quantity
- Duration of Need



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Prior Authorization Outcomes



Immediate Authorization

- Northwood's Benefit Coordinators will be your initial contact for requesting an authorization. If the request and related equipment/service meet criteria for diagnosis, quantity, standard equipment, etc. - an immediate authorization will be issued to the provider and electronically faxed to the provider for their records. A Northwood authorization number is required for claim submission.
- If the requested product/service cannot be authorized by Northwood's Benefit Coordinators because it does not immediately meet criteria - it will be sent to Northwood's Case Review department for review and processing.



Prior Authorization Outcomes (cont.)



Case Review Authorization

- For cases that are sent to Northwood's Case Review department, Northwood's Case Review team will gather necessary documentation to determine whether an authorization can be granted.
 - Once medical information is obtained and determination can be made to authorize the product/service, Northwood will contact the provider with the authorization number and an electronic authorization notification.
 - If Northwood is unable to authorize the product/service, even after receiving additional information - the case will be sent to Northwood's Medical Director for their review.



Prior Authorization Outcomes (cont.)



Denials

- Northwood will manage denials for the Plan. The types of denials are:
 - Administrative denials – these denials are based on an administrative reason; not based on medical necessity of service/product:
 - Not following authorization/referral process (denial will be to the DME provider)
 - Benefit exclusion denials – these denials are based on the requested item/product/service being excluded from a members benefit plan. (member denial)
 - Medical Necessity Denials – these denials are based on the requested item/product/service not meeting medical necessity guidelines. (member denial)



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Prior Authorization Outcomes (cont.)



Inquiries, Appeals and Grievances

- **Member Inquiries, Appeals and Grievances**
 - Security Health Plan will continue to retain responsibility for member appeals and grievances for all plan members.
 - Northwood will respond to member inquiries.
- **Provider Inquiries, Appeals and Grievances**
 - Northwood has been delegated by Security Health Plan to manage all provider inquiries, appeals and grievances for the Security Health Plan program.



Member Appeals and Grievances



Security Health Plan members or the member's Authorized Representative may submit a grievance or appeal in the following ways:

- Try to resolve problems by calling customer service at:
 - Advocare Members: 1-877-998-0998 (1-877-727-2232 TTY/TDD)
 - BadgerCare Plus Members: 1-800-791-3044
 - Commercial Members: 1-800-472-2363
- Submit an appeal by mail:

Security Health Plan
Member Appeals and Grievances
1515 St. Joseph Avenue
P.O. Box 8000
Marshfield, WI 54449-8000



Provider Inquiries, Appeals and Grievances



- Provider inquiries, appeals* and grievances may be made by contacting Northwood at:

- Phone: 1-866-532-1344
- Fax: 1-866-483-9988
- Mail: Northwood

Attn: Security Health Plan Program/Provider
Appeal

7277 Bernice

Center Line, MI 48015

*Provider appeals must be submitted in writing.



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Claims



Claim Filing Process

- Northwood claims for Security Health Plan member services may be submitted electronically or on a CMS 1500 (paper) claim form.
- The filing limit for Security Health Plan member claims follows current Security Health Plan claim filing deadlines (please see provider manual for detail – general information below):
 - Commercial members: one hundred and eighty (180) days from the date of service (DOS).
 - Advocare members: three hundred and sixty-five (365) days from the date of service (DOS).
 - BadgerCare Plus members: three hundred and sixty-five (365) days from the date of service (DOS).



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Claims (cont.)



Paper Claims

- Paper claims must be fully completed and include:
 - Northwood's authorization number
 - Member's Security Health Plan ID No.
 - Physician's written order including NPI number (with initial claim only)
 - Attached remittance advice for secondary claims
 - Manufacturer's name, description, and product number documented in Box 19 of the CMS claim form for not otherwise classified (NOC) items



Claims (cont.)



Send paper claims (CMS 1500) to:

Northwood, Inc.

Attn: Security Health Plan Claims

P.O. Box 510

Warren, MI 48090-0510



Claims (cont.)



Electronic Claims

- Providers may send their claims to Northwood electronically. Electronic claims must be completed according to HIPAA 837 transaction requirements detailed on Northwood's website at www.northwoodinc.com.

Electronic Funds Transfer

- Electronic funds transfer (EFT) is available, please visit the Northwood website at www.northwoodinc.com to sign up.



Provider Resources



- All reference materials for the Security Health Plan DMEPOS program can be found at www.northwoodinc.com under the provider tab.
 - Northwood Security Health Plan Program Provider Manual
 - Quick provider reference guide
 - Frequently asked questions
 - A PDF copy of this presentation
 - Batch authorization request form
 - Login ID and password request form
 - Northwood Provider Online Authorization Request Portal User Manual



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