**Summit Health Medicare Advantage Training Follow up FAQ’s**

**Eligibility & PCP’s:**

**Are patients aware that they are being rolled over to Summit Health, are all Moda Advantage being required to switch to Summit Health?** Yes, communication was sent to all Moda Medicare Advantage members advising their plan will no longer operate in 2021

**Will existing members PCPs automatically move over for 2021?** No. Members will have to indicate this in their enrollment as members were not mapped from Moda to Summit automatically.

**If they did not re-enroll with Summit, will that patient show inactive as of 1/1/2021?** If a member that is covered under Moda Medicare Advantage doesn’t switch to Summit health for 2021 then they will show in active as of 1/1/2021 for Moda Medicare Advantage.

**Are all patients on this insurance plan double covered with the Medicaid plan? Or is it possible to only have coverage through the Summit Advantage plan?** Not all members who choose to enroll with Summit Health will have a secondary plan. If a member qualifies for Medicaid, then they can be on both Medicaid and Medicare coverage

**Contracting & Credentialing:**

**If credentialed with Moda Medicare, do we need to credential with Summit?** If you are already credentialed with Moda Medicare, then you do not need to re-credential with Summit Health unless your credentialing with Moda is expiring

**Do you participate in 270/271?** Summit Health does participate in 270/271

**Will Moda Benefit Tracker work for Summit Health?** Yes, Benefit Tracker can be used for members on Summit Health

**How will PCP’s be assigned if a member doesn’t choose one?** All members will have an opportunity to select a PCP when enrolling into the Summit Health plan. PCP assignment will be based on the members geographic location if one is auto assigned to the members. Claims history from their previous Medicare Advantage plan will not be reviewed.

**Can we use Provider Homes for PCP?** Yes, contracted PCPCH Medical Home clinics are the preferred PCP’s for Summit Health.

**Referrals & Authorizations:**

**Are retro referrals allowed?** They have to be received within 12 months from the date of service.

**Are we able to obtain referrals by phone or is it preferred that a form is faxed in?** You will be able to obtain a referral by either fax or phone

**Do we obtain referrals from EOCCO's Medical Intake like we did with Moda Medicare or do we reach call the contact number for Referrals & Authorizations that was provided in the slide? (844-931-1778)** Though the contact information is slightly different the process to obtain a referral and/or authorization is the same for Summit Health as it is for EOCCO.

**Does DME require authorization?** Yes, some would require auth. Those requirements will be posted to the site by 1/1/2021.

**Benefits and Billing:**

**Can you clarify what “Vision Source” is? Is this a VSP plan?** Routine vision and hardware for Summit members. Yes, use a VSP Medicare provider.

**Will Summit Health cover telehealth or audio only calls?** Summit Health will follow CMS guidelines regarding telehealth services

**Will Summit process their own Mental Health claims?** Yes, Summit health will process Mental Health claims

**Do we need to use the group number when billing claims?** Yes, please do use the group number 10017515 when billing Summit Health claims.

**Will payments come from Summit or from Moda?** Payments will come from Summit Health

**What are appeal Timely Filing?** You have 12 months from DOS to submit an appeal and final appeal must be submitted 60 days from date of the first level determination was made.

**Will we need to ask EOCCO to be the primary payor, or will that be automatic?** You will not need to bill EOCCO if a member is covered under Summit Health. We will automatically coordinate claims with EOCCO and will process as primary if the services is covered under their plan but not Summit Health.

**Is there information to enroll in EFT payments if Summit is processing the payments instead of Moda?** Moda’s EDI team will be doing EFT payment setup and if you were already set up for EFT as a Moda Medicare Advantage provider you should be set up the same way for Summit Health

**Covid-19:**

**For 2021, all COVID testing is billed to the original Medicare?** Only the Covid-19 vaccination should be billed to CMS. All testing and treatment will be covered by Summit Health without referral