

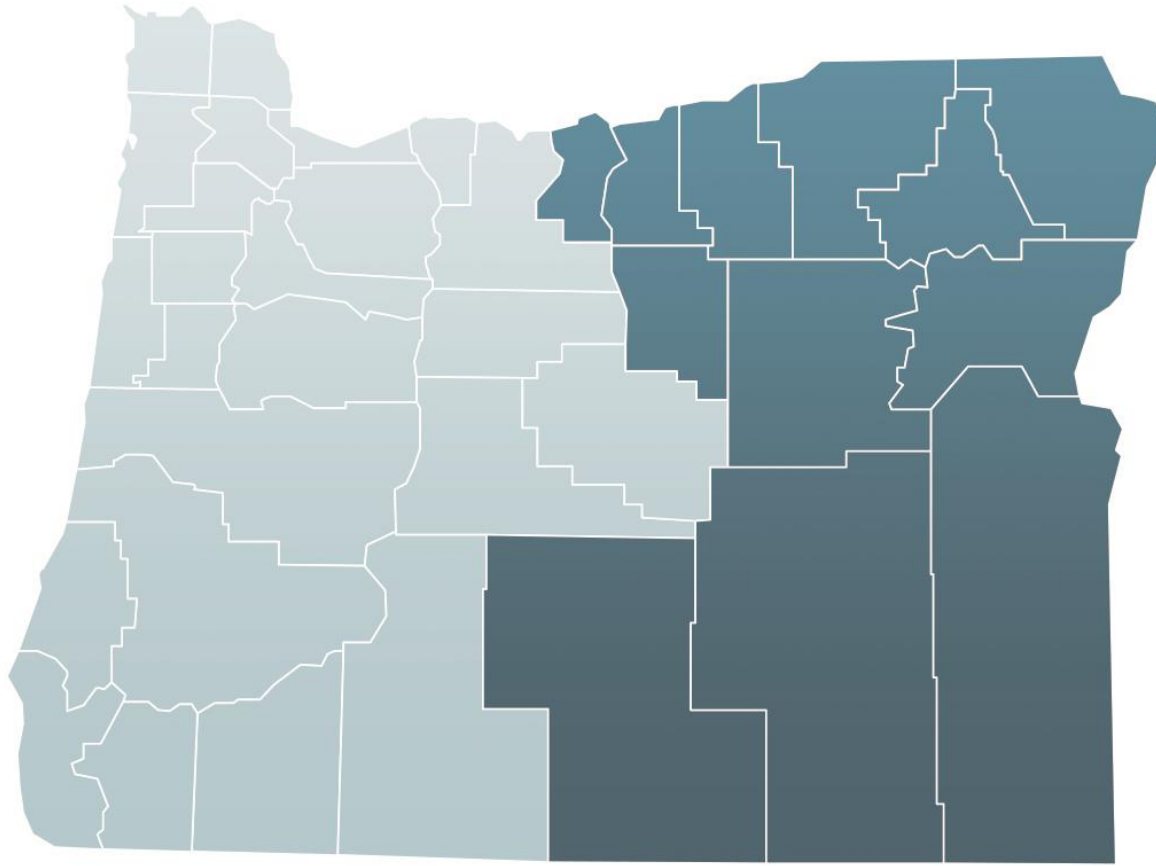
Summit Health

Providing quality Medicare Advantage plans in Eastern Oregon





Our partners in Eastern Oregon



About Us

Health insurance from people you know and trust.

Summit Health is a health insurance company that offers Medicare plans to people living in Eastern Oregon. To meet our members' health needs, we've brought together local doctors and hospitals that are dedicated to ensuring members have access to the providers they already know and trust while getting health coverage that fits their lifestyle.

As part of Moda's family of healthcare companies, Summit Health builds off of the success of the Eastern Oregon Coordinated Care Organization (EOCCO). Like EOCCO, Summit Health's business is founded on a partnership between Moda and a number of healthcare providers and health systems across Eastern Oregon. Together, we are dedicated to making affordable, high-quality care accessible to the people and communities in Eastern Oregon to help them to better health and overall wellness.



2021 Summit Health Plans

- Summit Health Core (HMO-POS)
- Summit Health Value + Rx (HMO)
- Summit Health Standard + Rx (HMO-POS)
- Summit Health Premier + Rx (HMO-POS)



Benefit Highlights

All Plans include the following benefits:

- Preventive & Comprehensive Dental
- Routine Hearing Exam & Hearing Aids (TruHearing)
- Fitness benefit (Silver & Fit)
- Routine Vision Exam & Hardware (VSP)



Plan Details



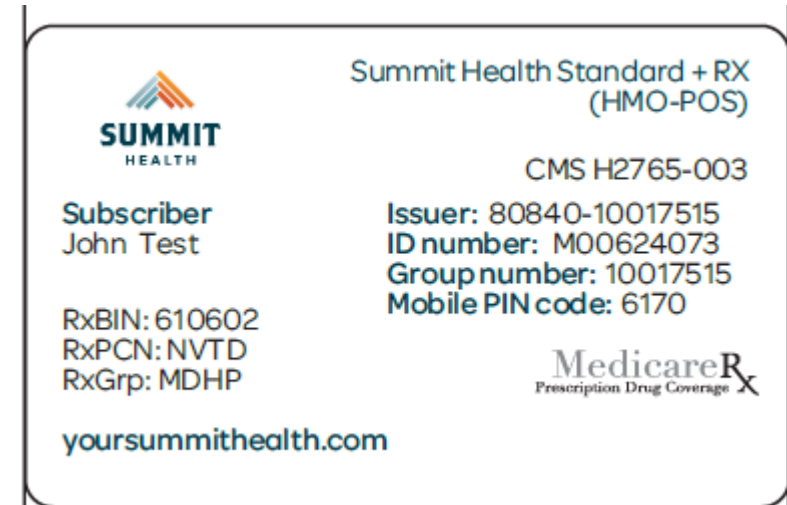
Network

- All Moda Medicare Advantage Providers were extended automatic participation into Summit Health Medicare Advantage plan



Eligibility

- Member ID's number will stay the same if they were on a previous Moda Medicare Advantage Plan
- New Group Number: 10017515



PCP Assignment

- Newly enrolled members are unassigned for the first 30 days to allow time for members to choose their own PCP
- Assignment will be at the clinic level or Practitioner level
- Forms can be found on yoursummithealth.com as of 1/1/21



Referrals

- Required for members to be seen by a specialist outside of your clinic
- Submitted by the member's PCP
- Claim will be paid at lower benefit if no referral on file for plans with Point-of-Service (POS) benefits and denied for Health Maintenance Organization (HMO) only plans



Referrals

- Not required for:
 - Routine women's healthcare
 - Flu shots, Hepatitis B and Pneumonia vaccinations
 - Outpatient mental health & substance abuse services
 - Urgent Care Services
 - Emergency Services
 - Inpatient Services
 - Rehab Services (PT, OT, ST)



Authorizations

- Medically necessary care that providers in our area-network cannot or are unable to provide
- Services that require an authorization can be found on yoursummithealth.com as of 1/1/21



eviCore & Magellan Rx

- eviCore reviews & authorizes for select advanced imaging, echocardiography studies, musculoskeletal, pain intervention, and cardiology procedures
- Magellan Rx Specialty Pharmacy reviews & authorizes selected chemotherapy & specialty drugs



Care Coordination & Case Management

- Assisting members with level of care, transitions & discharge planning between care settings, collaboration with other services & agencies
- Referrals can be made by the following
 - Member/Member's Representative
 - Provider (including physicians, hospitals, long-term care facilities, & residential house physicians)



Covid-19

- Vaccine will be covered original Medicare
- Testing and all other Covid-19 related services will be covered by Summit Health



Claims Billing

- Follow Hierarchical Condition Coding (HCC)
- Timely filing is 12 months from the date of service
- Medical Claims Address:
P.O. Box 820070
Portland, OR 97282
- Electronic Payer ID: 13350



Customer Service: 844-827-2355
24-hour Nurse Line: 866-321-7580
TruHearing: 844-277-6322
VSP: 844-820-8723
TTY users, please dial 711

Send claims to:
Medical Claims:
P.O. Box 820070
Portland, OR 97282

Pharmacy Manual Claims:
P.O. Box 1039
Appleton, WI 54912-1039

Navitus
provider inquiries:
866-270-3877
 **NAVITUS**
PHARMACY BENEFITS SERVICED

Appeals

- Inquires and first level appeals must be received within 12 months from the determination made on the claim
- Final appeal must be submitted in writing within 60 days of first level denial



Plans with Part D Drug Coverage

- Navitus is the new Pharmacy Benefit Manager (PBM)
- RxBIN: 610602
- RxPCN: NVTD
- RxGRP: MDHP



Resources



CirrusMD

- 24/7 text/chat app with optional video visit
- Common uses:
 - Cough, fever, sore throat
 - Earaches, stomach pain, etc.
 - Rashes, insect bites, etc.
 - UTIs
 - General health questions



The advertisement for CirrusMD is divided into two main sections. The top section features a woman in a pink shirt and dark apron sitting on a wooden bench outdoors, smiling and looking at her smartphone. In the top left corner of this section are the "CIRRUS MD" and "SUMMIT HEALTH" logos. The text "Never be Without a Doctor" is prominently displayed in a large, white, serif font. Below it, in a smaller white font, is the text "Text a doctor for free, 24/7 with CirrusMD." The bottom section of the advertisement has a white background. It begins with the text "Download the CirrusMD app or connect online at yoursummithealth.com/cirrusmd and see how easy it is to connect to a doctor in seconds!". Below this text are two buttons: "Download on the App Store" and "GET IT ON Google Play". To the right of these buttons is a smartphone displaying the CirrusMD chat interface. The chat screen shows a conversation with "Dr. Blake McKinney" dated "JANUARY 1, 2021". The messages are: "Hi, I'm worried I have something wrong with my leg and I'm hoping you can help me." and "Of course, I'm Dr. Blake McKinney and that's what I'm here for—what's going on with your leg?". Below the chat screen is a keyboard. To the left of the smartphone, the text "Use CirrusMD for:" is followed by a list of conditions in green, bold, uppercase letters: "COUGHS, FEVERS, SORE THROAT", "SPORTS INJURIES, BURNS, HEAT-RELATED ILLNESS", "EARACHES, STOMACH PAIN, DIARRHEA", "URINARY TRACT INFECTIONS", "RASHES, ALLERGIC REACTIONS, ANIMAL/INSECT BITES", "GENERAL HEALTH QUESTIONS", and "BACK/ABDOMINAL PAIN". Below this list, it says "Doctors are available 24 hours a day, 7 days a week." At the bottom left, it says "Learn more at yoursummithealth.com/cirrusmd". At the bottom right, there is a small copyright notice: "©2021 Summit Health, Inc. All rights reserved." and a small logo.

Livongo

- No cost Diabetes Management Program
- Includes:
 - Connected blood glucose meter
 - Unlimited strips
 - Personalized insights
 - Expert coaching



Arcadia

- Is a population health management tool that connects your EHR & our claims data
- This also allows you to identify gaps in care at the time of an appointment or to generate a recall list based on a measure of interest.

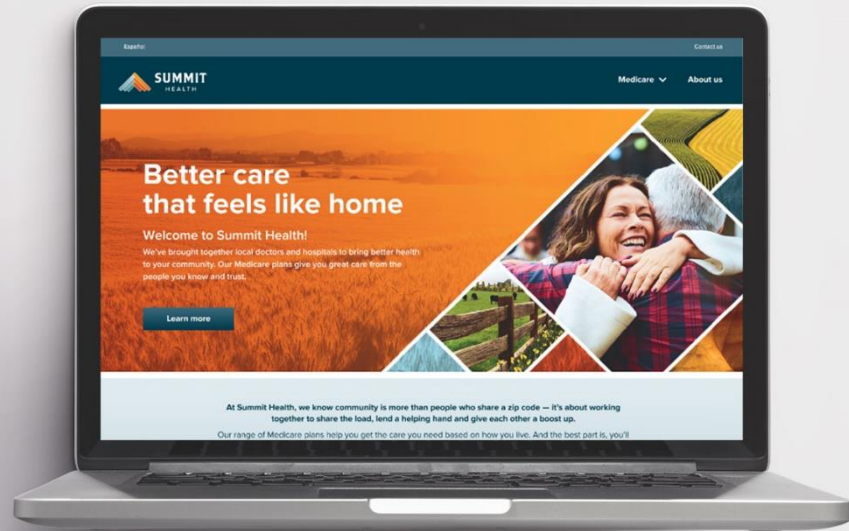


Dual Eligible

- We will coordinate benefits for members on both Medicare and Medicaid
 - We will work closely with EOCCO or OHA if the member has FFS
- On going monitoring to ensure members on EOCCO and Summit Health are set up with same PCP



YourSummitHealth.com/provider



Contacts

- **Customer Service:**
 - 844-827-2355 (toll-free)
 - 541-663-2721 (local)
 - 855-466-7208 (fax)
 - MedicalMedicare@yoursummithealth.com
- **Membership Accounting (PCP Updates)**
 - 833-949-1891 (fax)
- **Provider Relations: Noah Pietz**
 - 503-265-4786
 - 503-265-4790 (fax)
 - providerrelations@yoursummithealth.com
- **Appeals & Grievances**
 - 833-460-0451 (toll-free)
 - 833-949-1888 (fax)



Contacts

- **Summit Health Pharmacy**
 - 833-949-1889 (fax)
- **Referrals & Authorizations**
 - 844-931-1778
 - 855-637-2666 (fax)
- **Magellan RX**
 - 800-424-8114
 - www1.magellanrx.com
- **eviCore**
 - 844-303-8451
 - www.eviCore.com





**Committed to helping you get care
that feels like home**

Questions?



Thank you

