


	Canopy Health Provider Manual 2021	
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Previous Versions: see revision history on last page		

Thank you for your participation in the Canopy Health network. Canopy Health is an integrated Bay Area healthcare alliance, created by John Muir Health, UCSF, Hill Physicians Medical Group and Meritage Medical Network. Our goal is to provide value to employers and plan members, your patients, through access to high quality, affordable care, and an improved member experience. You are part of a network of 22 hospitals and approximately 5,500 physicians covering nine counties: Alameda, Contra Costa, Marin, San Francisco, San Mateo, Santa Clara, Santa Cruz, and parts of Sonoma and Solano. Canopy Health is different in that we work with a few selected health plans (Health Net and United Healthcare) in a more collaborative way. At Canopy Health we recognize that a key to our success is having exceptional providers-like you! Canopy Health is a community of caregivers championing health. We believe that you share this vision.

We hope you will use this provider manual as a resource to help us work together to serve our members.

Again, welcome to Canopy Health. We are glad to have you join our team.



Mike Robinson
 Chief Executive Officer
 Canopy Health

Canopy Health Provider Manual – January 2021

For:

Physicians

Other Health Care Professionals

Ancillary Providers

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Introduction

Using this Guide

The Canopy Health Provider Manual contains essential information on the administrative components of Canopy Health's operations including:

- claims billing and submission, provider disputes, coordination of benefits
- prior authorization and referral information
- health care access and coordination

Definitions

"Emergency medical condition" means a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that the absence of immediate medical attention could reasonably be expected to result in any of the following:

- (1) Placing the patient's health in serious jeopardy.
- (2) Serious impairment to bodily functions.
- (3) Serious dysfunction of any bodily organ or part.
- (4) "Active labor" means a labor at a time at which either of the following would occur: (a) There is inadequate time to effect safe transfer to another hospital prior to delivery; or (b) A transfer may pose a threat to the health and safety of the patient or the unborn child.

"EPO" stands for "Exclusive Provider Organization" plan. As a member of an EPO, you can use the doctors and hospitals within the EPO network but cannot go outside the network for care. There are no out-of-network benefits, except for emergency care.

"Health Plan" means any full-service health care service plan licensed under the Knox-Keene Act that has entered into a plan-to-plan agreement with Canopy Health for the provision and/or arrangement of covered services to members of the health plan.

"In Network" refers to Canopy Health's entire network of providers (including Medical Groups/IPAs, hospitals and ancillary providers) that have entered into an agreement with Canopy Health to provide covered services to members enrolled in specific health plan products.

"In Service Area" refers to the total geographical area designated by Canopy Health within which Canopy Health shall provide health care services. This geographical area may be a broader area than that serviced by any individual Canopy Health contracted medical group/IPA and may vary by product.

"Out of Area" refers to the geography outside Canopy Health's service area of any specific health plan product.

"Out-of-area coverage" means coverage while an enrollee is anywhere outside the service area of Canopy Health and includes coverage for urgently needed services to prevent serious deterioration of an

enrollee's health resulting from unforeseen illness or injury for which treatment cannot be delayed until the enrollee returns to Canopy Health's service area.

"State" refers to the state of California.

About Canopy Health

Canopy Health is an integrated healthcare alliance of physicians and hospitals owned by UCSF Health, John Muir Health, Hill Physicians Medical Group, and John Muir Medical Group. Canopy Health strives to optimize access, transparency, and service in every interaction with members and providers in order to provide the highest quality care in the Bay Area. Canopy Health is licensed by the Department of Managed Health Care ("DMHC") as a Restricted Knox-Keene entity allowing Canopy Health to accept responsibility for medical costs and management of health plan enrollees. Canopy Health contracts with health plans to create unique insurance products that are high-quality, consumer focused and price competitive, offered for employers, individuals, and other purchasers.

Canopy Health Mission

We are creating an integrated healthcare experience where quality care and coverage are provided by an alliance of top caregivers across the Bay Area, allowing people to access the best options for their personal needs. We do this in a way that is refreshingly clear, by making each unique customer's journey predictable and transparent. We believe that the best healthcare doesn't have to be unpredictable, confusing, or a financial burden.

Canopy Health Online

Canopy Health, on its website, www.canopyhealth.com, provides a directory of its complete provider network. Users can search for physicians, hospitals, and ancillary providers by specialty name, language(s) spoken, zip code, city and distance. For a printed copy of our provider directory please send request via email to chcompliance@canopyhealth.com. call TDD/TTY for the hearing-impaired California Relay Service (CRS) 711 or (800) 855-7100 or visit the website where a link is provided to have a printed directory sent via USPS. Canopy Health complies with the requirements of California Health and Safety Code Section 1367.27(c)(2)

Participating Health Plans

Role of the Health Plan with a Knox-Keene License

Under the Knox-Keene Health Care Service Plan Act of 1975 (Knox-Keene Act), the California Department of Managed Health Care (“DMHC”) requires licensure for any entity that assumes global financial risk for professional health services and/or hospital and other institutional health care services. Canopy Health operates under a Restricted Knox-Keene license. This type of license allows Canopy Health to assume global risk by accepting both institutional and professional risk-based capitation payments as subcontractors to unrestricted, full-service plans.

Checking Member Eligibility

Providers are responsible for verifying members’ eligibility for all medical services they provide. Please check the Customer’s health plan ID card at each visit and keep a copy of both sides of the health plan ID card for your records. Additionally, it is important that you verify eligibility and benefits before or at the point of service for each office visit.

Providers may verify member eligibility by contacting the Health Plan directly by calling the number located on the back of the members ID card or utilizing the Health Plans portal.

Health Plan Identification (ID) Cards

Canopy Health members receive health plan ID cards containing information needed for providers to submit claims. Information may vary in appearance or location on the card for different payers or other unique requirements. However, all cards display the following information:

- Identification of Canopy Health IPA/Medical Group
- Member name and ID number; group number
- Health Plan
- Copayment information
- Eligibility information

Health Plan Partners

Health Plan partners with Canopy Health for 2021 include (see below for specific geographies for each plan):

- Health Net Blue and Gold
- Health Net SmartCare
- Health Net CanopyCare

Canopy Health 1/1/2021

County	Health Net Blue and Gold	Health Net CanopyCare	Health Net Smart Care	UHC SVA	UHC EPO	UHC MA
Alameda	Yes	Yes	Yes	Yes	Yes	Yes
Contra Costa	Yes Only JMPN	Yes	Yes	Yes	Yes	Yes
Marin	Yes	Yes	Yes	Yes	Yes	Yes
San Francisco	Yes	Yes	Yes	Yes	Yes	Yes
Santa Clara	No	Yes	Yes	Yes	Yes	No
San Mateo	Only if member lives or works in the following zip codes 94005, 94014, 94015, 94030, 94044, 94066, 94080, 94128	Yes	Yes	Yes	Yes	No
Santa Cruz	Yes	Yes	Yes	Yes	Yes	Yes
Solano	Only if member lives or works in the following zip codes 94510 94591	Only if member lives or works in the following zip codes 94510 94591	Only if member lives or works in the following zip codes 94510 94591	Only if member lives or works in the following zip codes 94510 94591	Only if member lives or works in the following zip codes 94510 94591	No
Sonoma	Only if the member lives or works in the following zip codes 94928 94931 94951 94952 94954 95442 95452 95476	Only if the member lives or works in the following zip codes 94928 94931 94951 94952 94954 95442 95452 95476	Only if the member lives or works in the following zip codes 94928 94931 94951 94952 94954 95442 95452 95476	Only if the member lives or works in the following zip codes 94928 94931 94951 94952 94954 95442 95452 95476	Only if the member lives or works in the following zip codes 94928 94931 94951 94952 94954 95442 95452 95476	No

- UnitedHealthcare Signature Value Advantage (SVA)
- United Healthcare Canopy Health Medicare Advantage (HMO) Plan (MA)
- United Healthcare – Doctors Plan EPO

UnitedHealthcare (UHC)

UnitedHealthcare is a for-profit national managed health care company owned by UnitedHealth Group, Inc. based in Minnesota. UHC offers an HMO product called UnitedHealthcare Signature Value Advantage HMO. UHC also offers the UnitedHealthcare Canopy Health Medicare Advantage (HMO) Plan whose members in certain geographies are part of the Canopy Health alliance. Effective July 1, 2020 UHC added the Doctors Plan EPO.

Providers may obtain the following information from UnitedHealthcare interactive voice response (IVR) system at **1-877-842-3210** or the UnitedHealthcare provider website at <http://www.uhcprovider.com>:

- Customer’s eligibility or benefits (including copayments, deductibles, past/current coverage, coinsurance, and out-of-pocket information) and obtain a faxed confirmation,
- Status of claims for which UHC is financially responsible,

- Update facility/practice demographic data (except TIN),
- Check credentialing status or request for participation inquiries,
- Check appeal or claim project submission process information,
- Check care notification process information,
- Check privacy practice information.

Additional information can be obtained by calling the UnitedHealthcare Signature Value Advantage Health Plans Provider Call Center at 1-800-542-8789.

UHC 24/7 Nurse Advice

UHC provides access to an advice nurse line, accessible 24 hours a day, 365 days a year via the telephone number on members' health plan identification cards. The Nurse Advice Line is currently not available for Doctors Plan EPO members.

UHC Disease Management Programs

Disease management is currently offered by Optum telephonically for the following conditions: chronic kidney disease stage 4-5, diabetes mellitus, ESRD (only for members who are on dialysis) and heart failure.

UHC – Doctors Plan EPO

The Doctors Plan EPO is a collaboration between Canopy Health and UnitedHealthcare designed to bring higher quality care and greater savings to the Bay Area.

Doctors Plan EPO key highlights:

PCP Selection:

Doctor's Plan EPO members choose a primary care physician.

Referrals:

No referrals are required to see a specialist within the Doctors Plan network. PCPs and specialists must submit authorization requests for services requiring prior authorization to the member's assigned IPA/Medical Group, or in some cases to UHC. Please refer to the Doctors Plan EPO Prior Authorization Process.

<https://www.uhcprovider.com/content/dam/provider/docs/public/prior-auth/CA-Doctors-Plan-PA-Process.pdf>.

Provider Disputes:

Provider's should direct claims disputes to UnitedHealthcare

Claims:

Unlike the HMO product, all claims, both professional and facility, should be submitted to UnitedHealthcare. Refer to the claims address located on the back of the member's health plan ID card.

Pharmacy Grace Fill:

Newly enrolled Doctors Plan EPO members are eligible for two 30-day refills of non-formulary medications during the first 120 days after enrollment, after which the medications should be transitioned to formulary alternatives. Specialty medications and medications over the supply limit are not eligible for a Grace Fill. A Grace Fill is granted only when refills are still left on an existing prescription. This is called a “Grace Fill”.

Health Opportunity Assessment (HOA Survey)

The Health Survey or Health Opportunity Survey (HOA) is a five-question survey intended to identify Doctors Plan EPO members who might benefit from a prompt MD appointment and evaluation.






- Upon enrollment, a member is encouraged to complete the HOA.
- HOA responses are sent to Canopy Health for early identification of potential high-risk patients.
- The member’s IPA/Medical Group is notified by Canopy Health that a patient is potentially at risk.
- The IPA/Medical Group’s care manager reaches out to the member to assist in making an appointment, if appropriate.

UnitedHealthcare (UHC) Sample Health Plan Identification (ID) Card




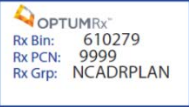


Signature Value Advantage:

Advantage HMO UnitedHealthcare canopy HEALTH	Payer ID: 87726 Health Plan: (80840) 911-87726-04 Member ID: 9485652-01 Group Number: 999999 Member: THOMAS B BROWN	Eff. Date: 09/01/2019
	CRAWFORD, JULIA D (831) 888-9410 CANOPY HEALTH - DHMN-SC 031954 PCP EFFECTIVE DATE 04/01/2020 DIRECTED BY PRIMARY MD Copays PCP: \$25 Spec: \$40 ER: \$150 Deductible Plan DOI-1001	OPTUMRx Rx Bin: 610494 Rx PCN: 9999 Rx Grp: PCCA SignatureValue Advantage HMO Offered by UnitedHealthcare of California
Emergency Services-Call 911 or go to the nearest emergency room. Printed: 05/02/20		
This card does not guarantee coverage. To verify benefits, view claims, or find a provider, visit the websites or call.		
For Members: www.myuhc.com 800-910-3461 Servicio en Español: 800-730-7270 Mental Health: 800-999-9585 TTY Dial 711		
For Providers: UHCprovider.com 800-542-8789 Medical Claims: P.O. Box 30968, Salt Lake City, UT 84130-0968		
UnitedHealthcare® Choice Plus Network WEST iPlanet Savings MultiPlan		
Pharmacy Claims: PO Box 650540 Dallas, TX 75265-0540 For Pharmacists: 800-788-7871		

Medicare Advantage (HMO):

 		X1379406500001
Health Plan (80840): Member ID: 0 Group Number: HCFA66 Member: PLAN CODE: 8LB		
Payer ID: 87726 PCP Name: JOHNSTON, JERRILYN PCP Phone: (510) 581-1446 CANOPY HEALTH-HILL PHYS EB Copay: PCP \$0 ER \$90 Spec \$15 UnitedHealthcare Canopy Health Medicare Advantage (HMO) H0543-188-000		
RxBIN: 610097 RxPCN: 9999 RxGrp: SHCA		
Customer Service Hours: 8 am - 8 pm 7 days/week Printed: 10/19/2019		
For Members Website: www.myUHCmedicare.com Customer Service: 1-866-810-1498 TTY 711 NurseLine: 1-877-365-7949 TTY 711		
For Providers www.UHCprovider.com 1-888-866-8297 Medical Claim Address: P.O. Box 30968, Salt Lake City, UT 84130-0968		
WEST 		
For Pharmacists 1-877-889-6510 Pharmacy Claims OptumRx P.O. Box 29045, Hot Springs, AR 71903		

EPO Doctors Plan:

DOCTORS PLAN  	Payer ID: 87726	
	Health Plan: (80840)911-87726-04	
	Member ID: 123456789 Group Number: 9990523	
	Member: ABC Company FIRSTNAME M LASTNAME PCP: FIRSTNAME M LASTNAME IPA NAME901234567890123456	
Copay: PCP: \$99 Spec: \$99 UrgCare: \$99		
DOI-0708	Doctors Plan Underwritten by [Appropriate Legal Entity]	
Card Issued: 05/23/19		
Members: We're here to help. Check benefits, view claims, find a doctor, ask a question and more. Web: myuhc.com Phone: 844-376-0313		
Providers: 877-842-3210 or UHCprovider.com Medical Claims: PO Box 740800, Atlanta GA 30374-0800		
 		
Pharmacists: 888-290-5416 Pharmacy Claims: OptumRx PO Box 29044 Hot Springs, AR 71903		

Health Net

Health Net is a for-profit health care insurance company owned by Centene. Health Net Blue and Gold, Health Net SmartCare HMO, and Health Net CanopyCare members in the San Francisco Bay Area are part of the Canopy Health alliance. See grid on page 11 for participation specific to each county. Providers can obtain real-time eligibility from Health Net via the Health Net interactive voice response (IVR) system at **1-800-641-7761** or the Health Net website at <http://www.healthnet.com/portal/provider/home.ndo> (or go to www.healthnet.com and select “Providers”).

Health Net 24/7 Advice Line

Health Net provides access to an advice line, accessible 24 hours a day, 365 days a year through Health Net’s Customer Contact Center at the number on members’ ID cards. California licensed registered nurses skilled in screening and triage services guide members to the most appropriate level of care along with health education services. Members can call **1-800-893-5597 (TTY 711)** to speak with a nurse.

Health Net Disease Management Programs

Health Net members are offered disease management programs for conditions such as asthma, coronary artery disease and diabetes. The programs are voluntary, and members can opt-out at any time. Providers can contact Health Net directly for detailed information or go to the Health Net website at www.healthnet.com.

Health Net Sample Health Plan Identification (ID) Card

CanopyCare:

 <p>Member FIRST M LASTNAME Subscriber FIRST M LASTNAME Effective Date 01/01/2020 Group Name From ABS or PEGA Group # 234532 Plan Xxxxxx</p>	 <p>CanopyCare HMO Member ID # R12345678-123</p> <p>Medical Group and PCP OU7 Health Care Partners of Los Angeles 1-818-773-4433 Effective date with PPG: 01/01/2020</p> <p>DR. MARTIN M SHORT 4747 Buena Vista St. Burbank, CA 91505-7865 1-818-773-4433</p>	<p>mycanopyhealth.com</p> <p>Provider Services 1-800-641-7761 Inpatient Admissions 1-800-995-7890</p> <p>Pharmacy Help Desk 1-800-600-0180 RxBIN #004336 RxPCN 'HNET' Processor Caremark</p> <p>Medical Claims Facility Claims Administrator PO Box 260890, Encino, CA 91426</p> <p>Mental Health Claims MHN Payer ID 22771 PO Box 14621, Lexington, KY 40512-4621</p>	<p>Find Canopy Health in Your App Store</p> 																
<p>Copays (Deductible May Apply)</p> <table border="0"> <tr> <td>PCP visit</td> <td>\$40</td> <td>Urgent Care</td> <td>\$40</td> </tr> <tr> <td>Specialist</td> <td>\$40</td> <td>ER</td> <td>\$400</td> </tr> </table>	PCP visit	\$40	Urgent Care	\$40	Specialist	\$40	ER	\$400	<p>Health Net of California, Inc. provides the health benefits under this plan</p> <p>In case of emergency call 911</p>		<table border="0"> <tr> <td>Member Services</td> <td>1-833-959-2907 (TTY: 711)</td> </tr> <tr> <td>Mental Health Benefits and Appointments</td> <td>1-833-996-2567 (TTY: 711)</td> </tr> <tr> <td>24-hour Nurse Advice Line</td> <td>1-800-893-5597 (TTY: 711)</td> </tr> <tr> <td>24/7 Virtual Visits with a Doctor</td> <td>mycanopyhealth.com</td> </tr> </table>	Member Services	1-833-959-2907 (TTY: 711)	Mental Health Benefits and Appointments	1-833-996-2567 (TTY: 711)	24-hour Nurse Advice Line	1-800-893-5597 (TTY: 711)	24/7 Virtual Visits with a Doctor	mycanopyhealth.com
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24-hour Nurse Advice Line	1-800-893-5597 (TTY: 711)																		
24/7 Virtual Visits with a Doctor	mycanopyhealth.com																		

Smartcare:

 <p>Member FIRST MI LASTNAME Subscriber FIRST M LASTNAME Effective Date 01/01/2020 Group Name From ABS or PEGA Group # 234532 Plan Xxxxxx</p>	<p>SMARTCARE HMO Member ID #[XXXXXXXXX]-[XXX]</p> <p>Medical Group and PCP OU7 Health Care Partners of Los Angeles 1-818-773-4433 Effective date with PPG: MM/DD/YYYY</p> <p>Dr. Martin Short 4747 Buena Vista St. Burbank, CA 91505-7865 1-818-773-4433</p>	<p>www.healthnet.com</p> <p>Member Services 1-800-522-0088 (TTY: 711) Mental Health Benefits and Appointments 1-800-426-0030 (TTY: 711) 24-hour Nurse Advice Line 1-800-893-5597 (TTY: 711) 24/7 Video Doctor Appointment www.babylonhealth.com/us/hnc</p>													
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PCP visit	\$40	Urgent Care	\$40												
Specialist	\$40	ER	\$400												
MinuteClinic	\$40														

Blue and Gold:

 <p>Member FIRST MI LASTNAME Subscriber FIRST M LASTNAME Effective Date 01/01/2020 Group Name From ABS or PEGA Group # 234532 Plan HFZ</p>	<p>UC BLUE & GOLD HMO Member ID # [XXXXXXXXX]</p> <p>Medical Group and PCP Canopy Health/Dignity Health MN-Santa Cruz 1-831-465-7800 Effective date with PPG: 01/01/2021</p> <p>Dr. Martin Short 4747 Buena Vista St. Burbank, CA 91505-7865 1-818-773-4433</p>	<p>healthnet.com/uc</p> <p>Member Services 1-800-539-4072 (TTY: 711) MHN Behavioral Health 1-800-663-9355 (TTY: 711) Chiropractic & Acupuncture Services 1-800-678-9133 (TTY: 711) 24/7 Video Doctor Appointment babylonhealth.com/us/hnc 24-hour Nurse Advice Line 1-800-893-5597 (TTY: 711)</p>	
<p>PCP Visit \$XX Babylon \$XX Preventive Care \$XX Urgent Care \$XX MinuteClinic \$XX ER \$XX</p>	<p>Health Net of California, Inc. provides the health benefits under this plan</p> <p>In case of emergency call 911</p>		<p>Provider Services 1-800-641-7761 To report, or request approval for, inpatient admits, call: 1-800-995-7890</p> <p>Pharmacy Help Desk 1-800-600-0180 RxBIN #004336 RxPCN HNET Processor Caremark</p> <p>Medical Claims Health Net Commercial Claims Payer ID 95567 PO Box 9040, Farmington, MO 63640-9040</p> <p>Mental Health Claims MHN Payer ID 22771 PO Box 14621, Lexington, KY 40512-4621</p>

Participating Physicians

Canopy Health IPAs/Medical Groups

Canopy Health has contracted with premier IPA/Medical Groups in the San Francisco Bay Area: Hill Physicians Medical Group, John Muir Health Physicians Network, Meritage Medical Network, Santa Clara County IPA and Dignity Health Medical Network - Santa Cruz. There are approximately 5000 physicians in the Canopy Health network with offices in Alameda, Contra Costa, Marin, San Francisco, San Mateo, Santa Clara, Santa Cruz, and parts of Sonoma and Solano.

Contact information for Canopy Health participating IPA/Medical Groups are provided below:

IPA/MEDICAL GROUPS	Customer Service Telephone Numbers	Websites
Hill Physicians Medical Group	(800) 445-5747 TTY to Voice: 1-800-735-2929 Voice to TTY: 1-800-735-2922	www.hillphysicians.com
John Muir Health Physician Network	(925) 952-2887 or toll free (844) 398-5376 TDD/TTY: 711	www.johnmuirhealth.com
Meritage Medical Network	(800) 874-0840 TDD/TTY: (800) 874-0840	www.meritagemed.com
Santa Clara County IPA	(800) 977-7332 TDD/TTY: 711	www.sccipa.com
Dignity Health Medical Network-Santa Cruz	(831)465-7800 TTY: (866) 660-4288	www.dhmn.org/santacruz https://portal.dignityhealthmso.org

Policies and procedures related to quality and utilization management, professional billing and claims, and clinical health services are available at Canopy Health’s participating Medical Groups’ and IPAs’ websites and directly through customer service at the respective provider groups. All Doctors Plan EPO claims are submitted to and paid by UnitedHealthcare.

Selection and Role of the Primary Care Physician in HMO Plans

All Canopy Health HMO members are required to select a primary care physician (PCP) and a participating IPA/Medical Group at the time of enrollment. For children, a pediatrician or family medicine physician may be designated as the primary care physician. For women, an obstetrician/gynecologist (“OB/GYN”) may serve as the designated primary care physician if the OB/GYN

agrees to serve in that capacity. Additionally, seniors may designate a gerontologist and those with an AIDS/HIV diagnosis may designate an AIDS/HIV specialist as their primary care physician, if that physician agrees to serve in that capacity. If a member does not choose a PCP, the Canopy Health participating health plan will assign a PCP for the member and their dependents. To change the designated primary care physician, members are required to contact their health plan.

However, Health Net CanopyCare members can submit a PCP change request via Canopy Health's mobile app, "MyCanopyHealth". The request will be submitted to Health Net for review and processed accordingly.

Canopy Health HMO members may choose a PCP based on proximity to either their home or work address. Members are required to visit their primary care physician for non-urgent or non-emergency care.

The PCP is responsible for providing and coordinating medical care for their patients, including referrals to specialists, hospitals and other healthcare providers anywhere in the Canopy Health Network.

Specialty Care

Canopy Health provides a comprehensive alliance of physician specialists, available in locations throughout the Bay Area. These specialties include but are not limited to:

Allergy and Immunology	Gynecologic Oncology	Perinatology
Bariatric surgery	Hematology/Oncology	Physical Medicine (PMR)
Breast Center	HIV/AIDS Specialist	Plastic surgery
Cardiology	Hyperbaric oxygen	Podiatry
Cardiothoracic Surgery	Infectious Disease	Pulmonary Disease
Colorectal Surgery	Nephrology	Radiation Oncology
Critical Care Medicine	Neurology	Reproductive Endocrinology and Fertility
Dermatology	Neurosurgery	Rheumatology
Ear, Nose and Throat	Obstetrics/Gynecology	Urology
Endocrinology	Ophthalmology	Vascular Surgery
Gastroenterology	Orthopedic Surgery	Wound Care
General Surgery	Pain Management	
	Palliative Care	

Canopy Health PCPs refer members for specialty services when clinically appropriate, choosing a participating Canopy Health specialist. Such referrals for HMO members are entered in each IPA/Medical Group's authorization system. Referrals for some specialty care require prior authorizations. Additional details regarding the Canopy Health Referral Policy are covered in the next section.

Lab Services

Canopy Health Physicians should refer members to the laboratory designated by the primary care physician's IPA/Medical Group:

- Hill Physicians-HMO members should receive lab services at Quest Diagnostics
- John Muir Physician Network- HMO members should receive lab services at LabCorp
- Meritage Medical Network- HMO members can receive lab services at Quest Diagnostics or LabCorp
- Santa Clara County IPA- HMO members should receive lab services at LabCorp
- Dignity Health Medical Network Santa Cruz- HMO members should receive lab services at Quest Diagnostics
- Doctors Plan EPO – members can receive lab services at Quest Diagnostics or LabCorp

Canopy Health Referral Policy

Physicians within the following IPA/Medical Groups participate in the Canopy Health Alliance and may refer to any provider in the Alliance: Meritage Medical Network, John Muir Health Physician Network, Hill Physicians Medical Group (San Francisco, East Bay and Solano), Dignity Health Medical Network Santa Cruz and Santa Clara County IPA.

Canopy Health members being referred within each IPA/Medical Group remain governed by the policies and procedures of that IPA/Medical Group. Canopy Health members referred to Canopy Health

specialists outside their home IPA/Medical Group are governed by the policies and procedures defined by Canopy Health. Where there is a conflict between the policies of the IPA/Medical Group and the Canopy Health Alliance Referral Program, the Canopy Health Alliance Referral Program shall take precedence for Canopy Health enrollees. [Canopy Health Policies UM-004, UM-008]

Both physicians and members may request referral to a specialist, either within the member’s home IPA/Medical Group or elsewhere in the Canopy Health alliance. When clinically appropriate, the requesting physician initiates a written or electronic referral that is entered in the member’s home IPA/Medical Group authorization system. Such a request will be auto-adjudicated when it meets the Canopy Health Alliance Referral Program policy, including “standing referrals” to specialists who provide ongoing care. [Canopy Health Policy UM-010]. Approved authorizations prompt standard notification to both the member and the “referred to” specialist and include details of the referral such as the number of visits, services approved and the time frame before the referral expires. [Canopy Health Policy UM-009].

On a quarterly basis, Canopy Health will report on Canopy Health Alliance Referral Program activity, using Medical Group or IPA encounter data. The review will include volume of visits and utilization of lab, urgent care, specialties, etc. The review will also study trends in members’ selection of PCPs, to track potential correlation between PCP changes and members having sought care outside their initially assigned IPA/Medical Group.

Behavioral Health Access, Triage and Referral

Canopy Health is not delegated to provide or oversee behavioral health specialty services for its members. These services are provided by a vendor contracted directly with a member’s health plan or employer. [Canopy Health Policy UM-003]

Behavioral health is offered through the following networks for Canopy Health members, based on the member’s Health Plan and product.

Health Plan and Product	Behavioral Health Carrier	Phone Number
Health Net	MHN	(800) 663-9355
United Healthcare	Optum Behavioral Health	(800) 333-8724

Behavioral health provider networks and delegated plans must follow DMHC policies and procedures, including but not limited to:

- Providing a telephone intake system for members, which is staffed by trained personnel who are either individually licensed mental health professionals, or are supervised by a licensed mental health professional, and who provide or facilitate appropriate crisis intervention and initial referrals to mental health providers;
- Maintaining policies and procedures and/or training that define protocols for initial referrals to mental health providers;
- Ensuring member access to a behavioral health delivery system through a centralized triage and referral system. This is provided through the member’s health benefit plan. Protocols for mental


health triage and referral address the level of urgency and appropriate level of care relative to the member's mental status and level of functioning;

- Establishing standards and goals for the timeliness of response to its triage and referral telephone lines and measuring performance against those standards; and
- Ensuring that only qualified licensed clinical staff members make decisions about the type and level of care to which members are referred.

Canopy Health does not require prior authorization for the provision of emergency services and care to a patient with a psychiatric emergency.

Canopy Health's Partner Hospitals

Canopy Health members requiring non-emergent/non-urgent inpatient services may obtain these services at any Canopy Health contracted hospital where their Canopy Health attending physician has hospital privileges or has arranged for hospital coverage through hospitalists or another physician. Prior authorization is required for non-emergent/non-urgent admissions to acute or post-acute health care facilities. This process is discussed in more detail in the Utilization Management section of this manual. Care management and discharge planning is a collaborative process between the member's treating physician, the inpatient facility, the member's IPA/Medical Group and the Canopy Health clinical team.



Hospitals and Contact Information



CANOPY HEALTH NETWORK

WE'VE GOT THE BAY AREA COVERED

Our Medical Groups allow referrals to each other's specialists, creating a single integrated network. All our doctors, hospitals, and care centers are at your service – no matter where you live, work, or play.

- Dignity Health Medical Network – Santa Cruz
- John Muir Health Physician Network – Alameda, Contra Costa & partial Solano
- Hill Physicians Medical Group – East Bay, San Francisco, San Mateo, & partial Solano
- Meritage Medical Network – Marin & partial Sonoma
- Santa Clara County IPA (SCCIPA) – Santa Clara

HOSPITALS & MEDICAL CENTERS

1. Alameda Hospital
2. Dignity Health Dominican Hospital
3. Dignity Health Saint Francis Memorial Hospital
4. Dignity Health Saint Mary's Medical Center
5. Dignity Health Sequoia Hospital
6. Good Samaritan Hospital
7. Highland Hospital
8. John Muir Medical Center, Concord
9. John Muir Medical Center, Walnut Creek
10. MarinHealth Medical Center
11. Regional Medical Center San Jose
12. San Leandro Hospital
13. San Ramon Regional Medical Center
14. Sonoma Valley Hospital
15. UCSF Benioff Children's Hospital Oakland
16. UCSF Benioff Children's Hospital at Mission Bay
17. UCSF Medical Center at Mission Bay
18. UCSF Medical Center at Mount Zion
19. UCSF Medical Center at Parnassus
20. Washington Hospital Healthcare System
21. Watsonville Community Hospital
22. Zuckerberg San Francisco General Hospital and Trauma Center



Alameda Hospital

2070 Clinton Avenue, Alameda, CA 94501

☎ 510-522-3700

<http://www.alamedaahs.org>

Dignity Health Sequoia Hospital

170 Alameda de las Pulgas, Redwood City, CA 94062

☎ 855.900.4062

<https://www.dignityhealth.org/bayarea/locations/sequoia>

Dignity Health Dominican Hospital

1555 Soquel Dr. Santa Cruz, CA 9406

☎ 866-226-8361

<http://www.dignityhealth.org>

Good Samaritan Hospital

2425 Samaritan Drive, San Jose CA 95124

☎ 408-559-2011

<https://www.goodsamsanjose.com>

Highland Hospital

1411 E 31st Street, Oakland, CA 94692

☎ 510-437-4800

<http://www.highlandahs.org/>

John Muir Medical Center, Concord


24 East Street, Concord, CA 94520

 925-682-8200

<https://www.johnmuirhealth.com/locations.html>

John Muir Medical Center, Walnut Creek


1601 Ygnacio Valley Road, Walnut Creek, CA 94598

 925-939-3000

<https://www.johnmuirhealth.com/locations.html>

MarinHealth Medical Center

250 Bon Air Road, Greenbrae, CA 94904

 415-925-7000

<https://www.maringeneral.org/>

Regional Medical Center of San Jose

225 N Jackson Avenue, San Jose CA 95116

 408-259-5000

<https://www.regionalmedicalsanjose.com>

Saint Francis Memorial Hospital San Francisco

900 Hyde St., San Francisco, CA 94109

 415-363-6000

<https://www.dignityhealth.org/bayarea/locations/saintfrancis>

San Leandro Hospital

13855 East 14th Street, San Leandro, CA 94578

 510-357-6500

<http://www.sanleandroahs.org/>

San Ramon Regional Medical Center


6001 Norris Canyon Road, San Ramon, CA 94583

 925-275-9200

<https://www.sanramonmedctr.com/>

Sonoma Valley Hospital

347 Andrieux Street, Sonoma, CA 95476

 707-935-5000

<https://www.sonomavalleyhospital.org>

St. Mary's Medical Center

450 Stanyan St, San Francisco, CA 94117

 415-668-1000

<https://www.dignityhealth.org/bayarea/locations/stmarys>

UCSF Benioff Children’s Hospital Oakland

747 52nd Street, Oakland, CA 94609

 510-428-3000

<http://www.childrenshospitaloakland.org/main/maps-locations/20.aspx>

UCSF Benioff Children’s Hospital at Mission Bay

1975 Fourth Street, San Francisco, CA 94158

 415-353-1664

<https://www.ucsfbenioffchildrens.org/>

UCSF Medical Center at Mission Bay

1855 Fourth Street, San Francisco, CA 94158

 415-353-1664

<https://www.ucsfhealth.org/>

UCSF Medical Center at Mount Zion

1600 Divisadero Street, San Francisco, CA 94115

 415-353-1000

<https://www.ucsfhealth.org/locations/mount-zion>

UCSF Medical Center at Parnassus

505 Parnassus Avenue, San Francisco, CA 94117

 415-476-1000

<https://www.ucsfhealth.org/>

Washington Hospital Healthcare System

2000 Mowry Avenue, Fremont, CA 94538

 510-797-1111

<http://whhs.com/>

Watsonville Community Hospital

75 Nielson Street, Watsonville, CA 95076

 831-763-6040

<https://watsonvillehospital.com/>

Zuckerberg San Francisco General Hospital

1001 Potrero Avenue, San Francisco, CA 94110

 628-206-8000

<https://zuckerbergsanfranciscogeneral.org>

Repatriation from Non-Contracted Hospital

If a Canopy Health member is admitted to a non-contracted facility, that member may be considered for repatriation to a Canopy Health facility. Such a transfer may take place only when these circumstances apply:

- The member has been medically stabilized;
- The transferring and receiving health care providers determine that no material clinical deterioration of the member is likely to occur during or upon transfer;
- The transferring and receiving health care providers believe that further inpatient health care treatment is medically necessary; and
- The member cannot safely be discharged home.

If a Canopy Health member cannot obtain non-emergent/non-urgent medically necessary inpatient services at a Canopy Health facility, the member's physician may refer the member to a non-contracted facility and the IPA/Medical Group Utilization Management staff may approve services at a non-contracted facility that can offer such care. Prior authorization and medical review are required for non-emergent/non-urgent inpatient services at non-contracted facilities. [Canopy Health Policy QM-009]

Emergency Services

Emergency services and care means medical screening, examination, and evaluation by a physician and surgeon, or, to the extent permitted by applicable law, by other appropriate licensed persons under the supervision of a physician and surgeon, to determine if an emergency medical condition or active labor exists and, if it does, the care, treatment, and surgery, if within the scope of that person's license, necessary to relieve or eliminate the emergency medical condition, within the capability of the facility. Emergency services and care also means an additional screening, examination, and evaluation by a physician, or other personnel to the extent permitted by applicable law and within the scope of their licensure and clinical privileges, to determine if a psychiatric emergency medical condition exists, and the care and treatment necessary to relieve or eliminate the psychiatric emergency medical condition, within the capability of the facility. The care and treatment necessary to relieve or eliminate a psychiatric emergency medical condition may include admission or transfer to a psychiatric unit within a general acute care hospital (as defined in subdivision (a) of Section 1250), or to an acute psychiatric hospital (as defined in subdivision (b) of Section 1250, pursuant to subdivision (k)). Nothing in this subparagraph shall be construed to permit a transfer that is in conflict with the Lanterman-Petris-Short Act (Part 1 (commencing with Section 5000) of Division 5 of the Welfare and Institutions Code).

All Emergency Services are covered without prior authorization and do not require medical record review. These requests cannot be denied for failure to obtain a prior approval when approval would be impossible, e.g., the member is unconscious and in need of immediate care, or where a prior approval

process could reasonably be expected to result in any of the following: 1) placing the member's health in serious jeopardy, 2) serious impairment to bodily functions, or 3) serious dysfunction of any bodily organ or part at the time medical treatment is required.

In the Canopy Health service area, Canopy Health shall pay for all medically necessary facility services provided to a member who is admitted through the emergency room until the member's condition is stabilized. All requests for authorizations of medically necessary health care services after stabilization and all responses to such authorization requests will be fully documented in the Utilization Management tracking system of the member's IPA/Medical Group. Treating physicians will document provision of all medically necessary health care services in their usual medical record.

When Canopy Health's IPA/Medical Group's Utilization Management department denies requests for authorization of post stabilization medical care at outside facilities and elects to transfer a member to another health care provider, the following applies:

- A physician or other appropriate practitioner reviews presenting symptoms and discharge diagnoses for emergency services. The IPA/Medical Groups may not restrict emergency medical conditions based on lists of diagnoses or symptoms. Behavioral health care practitioners are available to review psychiatric emergency conditions. [Canopy Health Policy UM AER-001]. The IPA/Medical Group shall inform the treating provider of the IPA/Medical Group decision to transfer the member to another health care provider
- The IPA/Medical Group shall effectuate the transfer of the member as soon as possible

The emergency screening fee (Medical Screening Exam) will be paid in a timely fashion by the responsible party (i.e., the IPA/Medical Group, Canopy Health, or health plan) for all ER claims when clinical data that would support a higher level of payment is not available. The IPA/Medical Groups have processes to review and address claims payment and provider disputes about emergency room claims that have been denied.


Non-contracted providers are paid for the treatment of the emergency medical condition, including medical necessary services rendered to a member, until the member's condition has stabilized sufficiently to permit discharge or referral and transfer to a contracted facility.

Ambulance services are covered when the member reasonably believed the condition was an emergency.

Out of Area Emergency Services

Emergency and urgent services are covered when a member is temporarily out of the service area and requires immediate medically necessary healthcare because 1) the illness, injury, or condition was unforeseen; and 2) it was not reasonable for the member to obtain the services through Canopy Health providers given the circumstances. Members are responsible for payment of copays and/or coinsurance per their specific benefit plan but can never be balance-billed for emergency services.

Under unusual and extraordinary circumstances, services may be considered urgently needed when they are provided within the service area by a non-Canopy Health provider when a Canopy Health provider is unavailable or inaccessible.



Ancillary Providers and Services

Canopy Health has a network of ancillary providers throughout the San Francisco Bay area. Canopy Health members may access contracted ancillary providers with a physician referral. Prior authorization is not required for many services including the following ancillary services but please check your IPA/Medical Group website for a list of all services that require prior authorization. For Doctors Plan EPO, the Health plan benefits are specific to the product in which the member is enrolled. Doctors Plan EPO has a more extensive list of services that may be obtained without a prior authorization. See the Doctors Plan EPO Prior Authorization List located in the appendix for a specific list of services that require prior authorization.

- Urgent care centers
- Routine laboratory tests (In Network)
- Diagnostic imaging: plain x-rays and non-contrast ultrasound
- Emergency services
- Basic prenatal care
- Family planning services
- Sexually transmitted disease services
- Preventive services
- HIV testing
- Involuntary psychiatric inpatient admission
- Self-referral for behavioral health

Provider Directory and Online Access

The Canopy Health Provider Directory (“Directory”) includes providers currently contracted with Canopy Health. This Directory is available to Canopy Health members, health care providers and the public without any restrictions or limitations. All Canopy Health enrollees receive full and equal access to covered services, regardless of disability, as required by the Americans with Disabilities Act of 1990 and the Rehabilitation Act of 1973. Member questions and concerns should be directed to the member’s Health Plan number located on the back of the card.

Online Provider Directory

The online Directory is available at www.canopyhealth.com. It is easy to navigate and the various sections corresponding to the printed Directory are easily identifiable. Members may want to see all the options in a specific searchable field to maximize accuracy and the probability of finding results through a single search query. For example, members can scroll through a drop-down box to see all specialties before they choose a specialty for their query. Where free text entry for a field makes more sense, this option is offered (such as zip code). Please note that the Doctors Plan EPO directory is available on the UHC site.

Printed Provider Directory

The printed version of the Canopy Health Provider Directory contains the same information available through the online Directory, organized into the following primary sections in listed below. To request a printed copy of this directory, members and providers may call 1-888-8 CANOPY TDD/TTY For the hearing-impaired California Relay Service (CRS) 711 or (800) 855-7100 or log into www.canopyhealth.com, or send a written request to: Canopy Health, 6475 Christie Ave. Suite 560, Emeryville, CA 94608.

Printed Provider Directory Sections:

1. About Canopy Health
2. Choosing a Physician
3. Request a Referral
4. Key Contacts
5. Physician Profiles
6. Acute Care Facilities listing
7. Ancillary Facility listing

This same information may be accessed at www.canopyhealth.com. The online information may be organized slightly differently to facilitate fast and intuitive provider searches.

Provider Directory Updating

Canopy Health meets DMHC requirements for updating, maintaining, and ensuring accuracy of the provider profiles in its Directory. Updates to the Directory occur weekly in the online version of the Directory and quarterly in the printed version.

Canopy Health’s alliance IPA/Medical Groups provide weekly Directory updates to Canopy Health. Contracted providers must notify their IPA/Medical Group within five (5) business days of status change,

such as if they start or stop accepting new patients. The weekly update of the Directory includes changes to the following:

- Demographic information including name, address, phone number, email address
- If the provider is accepting new patients
- Any change of participation in a health plan or product
- Hospital affiliation
- Group practice membership
- Specialty certification or license status
- If the provider becomes inactive or retires
- Any other information with a material effect on the content or accuracy of the Directory

The weekly update will also include information received during investigations prompted by a member's or provider's report of an inaccuracy in the Directory. Weekly updates also delete providers from the Directory if they are no longer contracted with the plan, no longer seeing patients, have retired from clinical practice, or experienced other changes impacting their ability to serve as a contracted provider.

Reports of Inaccuracy and Plan Investigation

Canopy Health provides a clearly identifiable and user-friendly means for providers and members to report inaccuracies in the Directory. Canopy Health has a process to allow both members and healthcare providers to notify Canopy Health about potential inaccuracies in the Directory. All reported inaccuracies are investigated promptly, and changes or corrections are updated through the participating IPA/Medical Group and then weekly online and quarterly in the printed directory. Providers are contacted within five (5) days of a reported inaccuracy. Corrections required will be completed within thirty (30) days of being reported. Required changes to the Directory are entered during the next weekly update. Canopy Health documents receipt of the reported inaccuracy, investigative process and outcome of all investigations. Members who find an inaccuracy in the Directory have two options to report the potential error to Canopy Health:

1. By completing an online form on Canopy Health's website (www.canopyhealth.com), which generates an email that is sent directly to the Canopy Health Network Development Team
2. By telephone: 1-888-8CANOPY TDD/TTY for the hearing-impaired California Relay Service (CRS) 711 or (800) 855-7100.
3. By mail: sending notice to the Canopy Health Network Development Team at 6475 Christie Ave., Suite 560, Emeryville, CA 94608.


Members who complete the online form receive an immediate acknowledgement that their report has been received. These reports are entered in the Canopy Health Customer Relationship Management System as part of Canopy Health's customer service system. If the member reports that a physician is no longer accepting new patients, the health plan can help the member to find a new physician. All reports are tracked, monitored and reported to the Quality Management Committee. [Canopy Health Policy UM/GA 001]

Providers who wish to report an inaccuracy or to make a change to their existing profile in the Directory may do so by contacting their IPA/Medical Group's credentialing department.

Provider Obligations and Plan Oversight

If a Canopy Health member contacts a provider seeking to become a new patient and that provider is not accepting new patients, the provider will direct the patient to the health plan. Any provider not accepting new patients will contact the IPA/Medical Group listed on the members ID card.

In all provider agreements, IPA/Medical Group will include a stipulation that if a contracted provider is no longer accepting new patients, or if the provider was previously not accepting new patients, but is currently accepting new patients, the provider is required to notify IPA/Medical Group within five (5) business days.



Claims Submission Information

See Claims Submission Quick Reference Guide in the Appendix

Encounter Data Submission (HMO)

All Canopy Health contracted IPA/Medical Groups are contractually obligated to provide encounter data in a data file format determined by Canopy Health. Encounter is to be submitted monthly to the member's upstream health plan, as well as to Conifer Health VBC. Encounter data is used for regulatory compliance reporting and performance evaluation of the Canopy Health alliance. For information on submission of data files, contact Canopy Health Provider Services at 844-315-4645.

Filing a Claim

Canopy Health is delegated to pay facility and ancillary provider claims for the HMO and Medicare Advantage Products indicated in this Provider Manual. Doctors Plan EPO claims should be submitted to UnitedHealthcare. Canopy has contracted with Conifer Value Based Care to perform the claims processing on their behalf. Professional claims will continue to be processed by the participating Medical Groups and/or their respective vendors.

- Providers are encouraged to file claims electronically whenever possible. Submitted claims should provide all required information; those submitted with missing data may result in a delay in processing or denial.
- Canopy Health Website – www.canopyhealth.com provides general information and a link to the Conifer website for claims, and to participating provider's websites.
- Conifer Website - www.coniferhealth.com – click Client Login and select Cap Connect. This portal provides access to query and view status on facility claims, eligibility status, contracted providers, and other important information.

Electronic Claims Submission

Canopy Health, through Conifer Value Based Care, its Managed Service Organization ("MSO"), contracts with the vendors listed below for submission of electronic claims. Additional clearinghouses/vendors may also submit using these channels. The benefits of electronic claim submission include:

- reduction or elimination of costs associated with printing and mailing paper claims
- improvement of data integrity using clearinghouse edits
- faster receipt of claims by Canopy Health, resulting in reduced processing time and quicker payment
- confirmation of receipt of claims by the clearinghouse
- availability of reports when electronic claims are rejected
- the ability to track electronic claims, resulting in greater accountability

Clearinghouse	Phone Number	Payer ID
Office Ally	1-866-575-4120	CAPMN
Change Healthcare	1-877-363-3666	95399
MDX	1-562-256-3800	CAPMN

Electronic Data Interchange (EDI) questions

For questions regarding electronic claim submission, please call Conifer Provider Services at 844- 315-4645 or the claims clearinghouses at the numbers listed above. Conifer Provider Services Department is open Monday – Friday 8:30-5:00 pm PST.

Paper Claims Submission and Conifer Contact Information

- Paper Claim Submissions P.O. Box 260890 Encino, CA 91426
- Appeals & Provider Disputes P.O. Box 261760, Encino, CA 91426
- Claims Department Phone 1-844-315-4645 or 1-818-461-5055
- All Other Provider Inquiries 1-844-315-4645

Electronic Funds Transfer (EFT)

Canopy Health provides EFT for its providers for facility claims. Providers may contact Conifer Health Provider Services at 1-844-315-4645 or Canopy Health at 1-888-8 CANOPY for information.

Doctors Plan EPO EFT

The direct link for Optum Pay is:

<https://myservices.optumhealthpaymentservices.com/registrationSignIn.do>

At the top of the page the How to Enroll:

(<https://myservices.optumhealthpaymentservices.com/HowToEnroll.do>) has useful information including the ACH/Direct Deposit Enrollment Guide and an enroll now button

The uhcprovider.com links to get to the sign up for Optum Pay and the enrollment guide is:

<https://www.uhcprovider.com/en/claims-payments-billing/electronic-payment-statements.html>

Optum Pay Direct Deposit Enrollment Guide:

<https://www.uhcprovider.com/content/provider/en/viewer.html?file=https%3A%2F%2Fwww.uhcprovider.com%2Fcontent%2Fdam%2Fprovider%2Fdocs%2Fpublic%2Fclaims%2Felectronic-payment-solutions%2FOptum-Pay-Direct-Deposit-Enrollment-Guide.pdf>

The direct link for Optum Pay is:

<https://myservices.optumhealthpaymentservices.com/registrationSignIn.do>

Claims Questions

For automated claim status information, contact the Conifer Health IVR at 1-844-315-4645, 24 hours/day, 7 days/week.

Clean Claim Guidelines

A “clean claim” is a claim that can be processed without obtaining additional information from the provider of service or from a third party but does not include claims under investigation for fraud or abuse or claims under review for medical necessity.

Reasons for claim denial include, but are not limited to, the following:

- duplicate submission
- member is not eligible for date(s) of service(s) (“DOS”)
- incomplete data
- non-covered services

Timely Filing Guidelines for Commercial Plans

California Code of Regulations Title 28 Rule 1300.71 provides claims submission timelines for Commercial claims as follows:

- Contracted Providers: Billing Limitation – within 90 calendar days (3 months) from the Date of Service (DOS). Refer to each provider’s contract for variations in the claims filing limit.
- Non-Contracted Providers: Billing Limitation – within 180 calendar days (6 months) from the Date of Service (DOS).

Timely Filing Guidelines for Medicare Advantage Only

- Contracted Providers: Billing Limitation – within 90 calendar days (3 months) from the Date of Service. Refer to each provider’s contract for variations in the claim filing limit.
- Non-Contracted: Billing Limitation – within 365 calendar days (1 year) from the Date of Service.

Corrected Claims

Providers must correct and resubmit claims to Canopy Health within the 12-month clean claim time frame. When resubmitting a denied claim, the provider must submit a new claim containing all previously submitted lines. The original claim reference number from the remittance advice (“RA”) must be included on the claim so that Canopy Health can identify the resubmitted claim. If the claim reference number is missing, the claim may be entered as a new claim and denied for being submitted beyond the initial submission time frame. Corrected claims must be appropriately marked as such and submitted to the appropriate claims electronic processor or mailing address.

Balance Billing

Balance billing is the practice of a participating provider billing a member for the difference between the contracted amount and billed charges for covered services. When participating providers contract with Canopy Health, they agree to accept Canopy Health’s contracted rate as payment in full. Billing members for any covered services above and beyond the contracted rate is a breach of contract. Participating providers may only seek reimbursement from Canopy Health members for appropriate cost-share amounts, including copayments, coinsurance, and/or deductibles.

AB72 is the “surprise billing” legislation that establishes a payment rate for Commercial health plan members, which is the greater of the average of a health plan’s contracted rate, as specified, or 125% of the amount Medicare reimburses for the same or similar services; and an independent dispute resolution process (IDRP) for claims and claim disputes related to covered services provided at a contracted health facility by a non-contracting individual health care professional for health plan contracts and health policies issued, amended, or renewed on or after July 1, 2017. This legislation limits member and insured cost sharing for these covered services to no more than the cost sharing required had the services been provided by a contracting health professional.

Guidelines for billing Canopy Health Commercial members are listed as follows:

- Providers may bill a Canopy Health member when the member knowingly receives non-covered services. The provider must notify the member in advance of the charges and have the member sign a statement agreeing to pay for the services. This signed document should be entered into the member’s medical record.
- Canopy Health members must not be balance billed or reported to a collection agency for any covered service that has been provided.
- Providers may not charge members for services that are denied or reduced due to the provider’s failure to comply with billing requirements, such as timely filing, lack of authorization or lack of clean claim status.

- Providers must not collect copayments, coinsurance or deductibles from members with other insurance such as Medicare or another commercial carrier.

Member Financial Responsibility

Canopy Health members are responsible for co-pays or coinsurance as determined by their individual employee benefit plan.

Canopy Health providers agree to accept payment per their contract as payment in full. Balance billing for the difference between the contracting amount and billed charges for covered services is prohibited and is considered a breach of contract, as well as a violation of the PPA and state and federal (ARS 20-1072) statutes. In some instances, balance billing of members can result in civil penalties as stated in ARS 36-2903.01(L).

- Providers may bill a Canopy Health member when the member knowingly receives non-covered services. The provider must notify the member in advance of the charges and have the member sign a statement agreeing to pay for the services and must file the signed statement in the member's medical record.
- Canopy Health members may not be reported to a collection agency for any covered services rendered by a Canopy Health provider
- Canopy Health members may not be charged for services that are denied or limited due to the provider's failure to comply with billing requirements, such as timely filing, lack of authorization, or lack of clean claim status.

Coordination of Benefits

Coordination of benefits ("COB") is required before submitting claims for members who are covered by one or more health insurers other than their primary health plan. Canopy Health follows the applicable regulations regarding coordination of benefits between both commercial and government insurance products.

Participating providers are required to administer COB according to the applicable regulations. The participating provider should ask the member about coverage through another health plan and enter that other health insurance information on the claim.

Providing COB Information

For Canopy Health to document member records and process claims appropriately, include the following information on all COB claims submitted to Canopy Health:

- name of the other carrier
- subscriber ID number with the other carrier including contact information, primary subscriber, or preferable a COB form from the provider.

If a Canopy Health member has other group health insurance coverage, follow these steps:

- File the claim with the primary carrier, as determined by the applicable regulations.
- After the primary carrier has paid, attach a copy of the *Explanation of Payment (EOP)* or *Explanation of Benefits (EOB)* to a copy of the claim and submit both to Canopy Health within six months from the date of service. COB claims can also be submitted electronically with the details from the other payer ERA appropriately submitted in the 837 transaction COB loops.
- If the primary carrier has not made payment or issued a denial, submit the claim to Canopy Health prior to the timely filing limit of six months from the date of service. If denied based on timeliness, the claims are treated as non-reimbursable and the member cannot be billed.

COB Payment Calculations

Canopy Health coordinates benefits and pays balances, up to the member's liability, for covered services. However, in cases where Canopy Health is not the primary payer, the dollar value of the balance payment cannot exceed the dollar value of the amount that would have been paid had Canopy Health been the primary payer.

In some cases, members who have coverage through two carriers are not responsible for cost-shares or copayments. Therefore, it is advisable to wait until payment is received from both carriers before collecting from the member.

Overpayments

Canopy Health makes every attempt to identify a claim overpayment and indicate the correct processing of the claim on the provider's Remittance Advice (RA). An automatic system offset, where applicable, might occur in accordance with the reprocessing of the claim for the overpayment, or on immediate subsequent check runs.

If a provider independently identifies an overpayment from Canopy Health (such as a credit balance), the following steps are required to be taken by the provider:

- Send the overpayment refund and applicable details to:

Canopy Health
c/o Conifer Value Based Care
P.O. Box 261760
Encino, CA 91426

Include a copy of the RA that accompanied the overpayment to expedite Canopy Health's adjustment of the provider's account. It takes longer for Canopy Health to process the overpayment refund without the RA. If the RA is not available, the following information must be provided:

- member name and Canopy Health member ID number
- date of service
- payment amount
- vendor name and number
- provider tax ID number
- reason for the overpayment refund

If a provider is contacted by a third-party overpayment recovery vendor acting on behalf of Canopy Health, the provider should follow the overpayment refund instructions provided by the vendor.

If a provider believes he or she has received a Canopy Health check in error and has not cashed the check, he or she should return the check to the address above with the applicable RA and a cover letter indicating why the check is being returned.

Additional Information

If you have additional questions, please contact the Canopy Provider Services Center at 844-315-4645, Monday – Friday 8:30 a.m. – 5:00 p.m. Pacific Time with questions regarding third-party recovery, coordination of benefits or overpayments.

Provider Disputes (HMO)

Provider Disputes due to Claims Decisions

A provider dispute due to claims decision is a written notice from the provider to Canopy Health (sent to Canopy Health's claims administrator Conifer) that:

- challenges, appeals or requests reconsideration of a claim (including a bundled group of similar claims) that has been denied, adjusted or contested;
- challenges a request for reimbursement for an overpayment of a claim; and/or seeks resolution of billing or other contractual dispute;

Providers should exhaust all claims processing procedures and follow the guidelines below before filing a claim dispute with Canopy Health:

- If the provider has not received a Claims Remittance Advice (RA) identifying the status of the claim, he or she should call the Canopy Provider Services to inquire whether the claim has been received and processed.
- Providers should allow 45 calendar days following claim submission before inquiring about a claim. However, providers should inquire well before six months from the date of service because of the time frame for initial claim submission and for filing a claim dispute (see "Provider Dispute Time Frame Commercial" and "Provider Dispute Time Frame Medicare Advantage" below).
- If a claim is pending in the Canopy Health claims system, a claim dispute will not be investigated until the claim is paid or denied. A delay in processing a claim may be cause for a claim dispute on a pended claim provided all claim dispute deadlines are met (must be filed with 12 months of the last payment).

Past Due Payments

If the provider dispute involves a claim and the outcome is determined to be in favor of the provider, Canopy Health will pay any outstanding money due, including any required interest or penalties, within 15 business days of the date of the decision. When applicable, accrual of the interest commences on the day following the date by which the claim should have been processed (as noted below).

Claims Payment Turnaround Time Commercial

- Claims payment turnaround time is 45 business days. Refer to each provider's contract for variations in the claim's payment turnaround time.

- Claims Payment Turnaround Time Medicare Advantage

Claims payment turnaround time is 60 business days. Refer to each provider's contract for variations in the claim's payment turnaround time.

Provider Dispute Time Frame Commercial

Disputes are accepted if they are submitted no later than 12 months from the date of the last payment. If the provider's contractual agreement provides for a dispute-filing deadline that is greater or less than 365 calendar days, the contract dispute filing deadline applies.

Provider Dispute Time Frame Medicare Advantage

Disputes are accepted if they are submitted no later than 12 months from the date of payment. If the provider's contractual agreement provides for a dispute-filing deadline that is greater or less than 365 calendar days, the contract dispute filing deadline applies.

Non-contracted providers: Appeals are accepted within 60 calendar days if no payment is made on first claim submission by provider. Provider Dispute Resolution will occur within 120 calendar days of dispute submission if provider is disputing the payment or the non-payment.

Provider Disputes due to Utilization Management (UM) Decisions

COMMERCIAL MEMBER UM DECISIONS:

Pre-service Denial:

If an authorization has been denied and the service has not been provided, then provider should request a reconsideration or peer to peer review from the members IPA/medical group as described in the denial notice. If the reconsideration request is again denied, then the member may appeal this decision as described in the denial letter.

Concurrent or Retrospective Denial:

If an authorization request is denied (not medically necessary, denied day, denied admission, level of care, or wrong provider) for a service that requires prior authorization and has already been provided, the dispute must first be submitted for reconsideration to the member's IPA/Medical Group for reconsideration. If the authorization reconsideration request is denied by the IPA/Medical Group and the claim is denied, then the request may be submitted to Canopy Health for further reconsideration as a provider dispute.

MEDICARE ADVANTAGE UM DECISIONS

Providers should follow the same process as above. Members may appeal denials based on the process described on the CMS website.

Submitting Provider Disputes

Providers should submit provider disputes on a Provider Dispute Resolution Request form. If the dispute is for multiple and substantially similar claims, a Provider Dispute Resolution Request spreadsheet should be submitted along with the form. Providers may download an electronic copy of the Provider Dispute Resolution Request form by visiting the Conifer Value Based Care Website. www.coniferhealth.com. The provider dispute form must include the provider's name, NPI ID number, contact information including telephone number, and the number assigned to the original claim. Additional information required includes:

- If the dispute is regarding a claim or a request for reimbursement of an over or underpayment of a claim, the dispute must include a clear identification of the disputed item, the date of service, and a clear explanation as to why the provider believes the payment amount, request for additional information, request for reimbursement of an overpayment, or other action is incorrect.
- If the claim is regarding a UM decision, the dispute must include a copy of all correspondence including letters from the member's physician(s) and IPA/Medical Group UM department, and a copy of the pertinent member medical records.
- If the dispute is about another issue, a clear explanation of the issue and the basis of the provider's position.
- If the provider dispute does not include the required submission elements as outlined above, the dispute is returned to the provider along with a written statement requesting the missing information necessary to resolve the dispute. The provider must resubmit an amended dispute along with the required missing information.
- Canopy Health does not discriminate or retaliate against a provider due to a provider's use of the provider dispute process. A provider claim dispute is processed without charge to the provider; however, Canopy Health has no obligation to reimburse any costs that the provider has incurred during the claim dispute process.

- Providers can send provider disputes to:

Canopy Health
c/o Conifer Value Based Care
P.O. Box 261760
Encino, CA 91426

DMHC Appeal Rights for Services provided to Commercial Members

Once the provider has exhausted all provider dispute resolution and arbitration procedures, then provider has a right to request a provider fair hearing through the DMHC.

- Providers who are contracted with Canopy Health should submit their disputes to DMHC via their process detailed here:
<http://www.dmhc.ca.gov/FileaComplaint/ProviderComplaintAgainstaPlan.aspx>
- Providers who are not contracted with Canopy Health should use the Non-Emergency Services Independent Dispute Resolution Process (AB 72 IDR) through DMHC, detailed here: <http://www.dmhc.ca.gov/FileaComplaint/ProviderComplaintAgainstaPlan/NonEmergencyServicesIndependentDisputeResolutionProcess.aspx>

Provider Disputes-All Other Disputes

All other types of provider disputes between Canopy Health and Providers for which the agreement between Canopy Health and Provider does not specify specific procedures or timelines should be resolved, to the extent possible, by informal meetings or discussions between appropriate representatives of the parties. Providers may submit disputes to Canopy Health by emailing a detailed description of the dispute and any supporting documentation to chcontracting@canopyhealth.com. The parties will meet and confer within 30 calendar days of receipt to resolve the dispute. If the parties are unable to resolve the dispute within 60 days of the first meeting to discuss the dispute, then either party may provide written notification of their intent to proceed with arbitration or other dispute resolution process provided for in their Agreement with Canopy Health. (Timeframes apply unless otherwise described in a provider's contract or as required by law or regulation).

Member Grievances and Appeals

Canopy Health is not delegated by our Health Plans to review, process or manage member grievances or appeals. Health Plans shall be responsible for resolving all Member Grievances (complaints) or Appeals of benefit or claims decisions. The Grievance and Appeals forms for each health plan are included in the Appendix to this Provider Manual. The forms can also be found on the Canopy Health website (<https://www.canopyhealth.com/en.html>).

For Health Net Members

Members should contact Health Net in one of these ways:

Telephone: Customer Contact Center at 1-800-522-0088 and TTY 1-800-995-0852. or

Online: submit a grievance form through https://www.healthnet.com/content/healthnet/en_us/members/appeals-and-grievances.html or

By mail: file a complaint in writing to Health Net Appeals and Grievance Department, P.O. Box 10348, Van Nuys, CA 91410-0348.

For United Healthcare SignatureValue Advantage Members

Members should contact United Healthcare in one of these ways:

Telephone: UnitedHealthcare Customer service at 1-800-624-8822 or

Online: Complete the Grievance Form for Managed Care Members found at https://www.canopyhealth.com/content/dam/grievance-forms/UnitedHealthcare_CA_Grievance_English.pdf

Or

https://www.myuhc.com/content/myuhc/Member/Assets/Pdfs/UHCWEST/Req69_CA_Grievance_English.pdf

Submit forms by mail or fax: Attention: Appeals and Grievances Department, MS CA 124-0160, P.O. Box 6170, Cypress, CA 90630-9972 or by fax: 1-866-704-3420

For United Healthcare Medicare Advantage Members

Members should contact United Healthcare in one of these ways:

Telephone: UnitedHealthcare Customer service at 1-866-810-1498 or

Online: <https://www.uhccommunityplan.com/learn-about-medicare>

Resolution Time Frame

Member Appeals and Grievances are handled by each health plan's grievance and appeals department within DMHC regulated timeframes following receipt of the grievance/appeal and a written determination will be provided.

Utilization Management

Prior Authorization for HMO Plans

Utilization management authorization decisions are conducted by the Utilization Management department of each of Canopy Health's IPA/Medical Groups or by Canopy Health's pharmacy benefits manager (IPM). For clinical trials, out of area services and transplants the health plan makes and communicates all authorization decisions.

Referrals for the following services require prior authorization by a participating Medical Groups/IPAs Utilization Management Departments or the health plans. The list below is not all inclusive and may vary depending on individual member's benefit plans.

- Admissions - Non-emergent inpatient admissions
- Bariatric-related services
- Cardiology procedures - Elective interventional cardiology procedures, including cardiac catheterization and procedures requiring contrast
- CAR-T
- Chemotherapy / Infusion Therapy
- Clinical trials
- Dialysis
- Durable medical equipment, including prosthetics
- Experimental/investigational services and new technologies
- Family Planning
- Gender reassignment surgery including drugs and consults
- Genetic Testing
- GI Procedures
- Home health and home infusion services
- Injectables in office
- Out of network/ out of area referrals
- Outpatient surgery
- Pain management procedures
- PET Scans
- Radiation Therapy
- Radiology interventional procedures - Elective interventional radiology procedures requiring contrast administration
- Rehabilitation therapies such as physical, occupational, and speech therapy
- Self Injectables
- Skilled Nursing Facilities
- Some level III prescription drugs
- Transplant-related services

Canopy Health Medical Groups/IPAs conduct the following types of review per their respective policies and procedures, and in coordination with the member's health benefit plan, including but not limited to:

- Prospective Review
- Medically Urgent Services Review
- Concurrent Review of patients admitted to acute care hospitals, rehab facilities and skilled nursing facilities
- Discharge Planning
- Retrospective review (commercial patients only)
- Ancillary Services Management

UM Contacts

Dignity Health Medical Network - Santa Cruz
(831) 465-7800

Hill Physicians Medical Group
(800) 445-5747

John Muir Medical Group
(925) 952-2887

Meritage Medical Network
(415) 884-1840

SCCIPA
(800) 977-7332

Prior Authorization – Self-Injectable Medications

Canopy Health retains the financial risk and claims payment/authorization responsibility for self-injectable medications for Commercial HMO Health Plans (except Health Net SmartCare CalPERS members which are authorized by Health Net).

For Medicare Advantage members, Optum Rx (800-711-4555) is responsible for prior authorization and provision of self-injectable medications.

Routine Self-Injectable Prescriptions for Commercial Members (excluding Health Net SmartCare CalPERS): (see Self Injectable Workflow in Appendix)

- Prescriptions and requests for prior authorization for self-injectable medications must be faxed to Navitus Pharmacy at 855-668-8551
- The State of California requires health plans and Medical Groups/IPAs to use the standardized Prescription Drug Prior Authorization Form 61-211 (available upon request to Canopy) for all medications and for exceptions to step-therapy requirements. In addition to submitting form 61-211 to Navitus, the physician must submit the signed prescription.
- Navitus reviews the request, obtains additional information to support the request as needed from prescribing physician's office.
- If Navitus denies or modifies the request, Navitus notifies the prescribing physician and the member. Navitus follows all standards for content and timelines for conducting utilization review and communicating authorization decisions. Decision timeframes are outlined below. [Canopy Health Policies UM-005 and UM-011]
- Upon approval, Navitus forwards the authorization to its specialty pharmacy Lumicera or another network pharmacy (if required) to dispense the authorized medications to the member, educate the member about medication use, and track adherence and concerns, and follow up at time that refills are due.

Emergent Self-Injectable Prescriptions for Commercial Members

(except Health Net SmartCare CalPERS):

For self-injectable medications needed emergently, such as triptans, epinephrine, and enoxaparin, physicians may send prescriptions to retail pharmacies, which may dispense up to seven days' supply without prior authorization by Navitus. If more than seven days of medication is required after dispensing by the retail pharmacy, the physician must also submit the prior authorization form 61-211 and prescription to Lumicera Pharmacy as noted above.

<p>Prescription Drugs CA Health & Safety Code section 1367.241 (CA SB 282; 2015-2016)</p> <p><i>*Exigent circumstances* exist when an insured is suffering from a health condition that may seriously jeopardize the insured's life, health, or ability to regain maximum function OR when an insured is undergoing a current course of treatment using a non-formulary drug.</i></p>	<ul style="list-style-type: none"> ▪ Non-urgent: Within 72 hours of receipt of request ▪ Urgent request or exigent circumstances*: Within 24 hours of receipt of request 	<p><u>Practitioner:</u></p> <ul style="list-style-type: none"> ▪ Non-urgent: Within 72 hours of receipt of request ▪ Urgent request or exigent circumstances*: Within 24 hours of receipt of request <p>NOTE: CA SB282 does not specify timeframes for member notification. To ensure compliance with regulatory and accreditation standards, refer to the urgent and non-urgent pre-service sections above for member notification timeframes.</p>
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Navitus fax #: 1-855-668-8551 to submit prior auth requests

Navitus phone #: **1-866-333-2757** for provider and member inquiries

Clinical hours: Monday – Friday 7 a.m. – 5 p.m. (Pacific Time).

Turnaround times: 24 hours for medically urgent requests and 72 hours for routine requests.

Denial Notification

Verbal and written notice of denials and communications must meet health plan requirements. [Requirements are detailed in Canopy Health Policies UM-001 and UM-008].

Emergencies

Emergency services are covered both in-network and out-of-network and do not require prior authorization.

Notification of Admission

All elective acute care hospital and skilled nursing facility (“SNF”) admissions require authorization from the member’s assigned IPA/Medical Group’s Utilization Management Department. Timeframes for notification are determined by the policies and procedures of each participating IPA/Medical Group. Notification of emergency admissions should be made to the patient’s Medical Groups/IPAs within 24 hours or the next business day of presentation.

Prior Authorization Requirements Specific to the Doctors Plan EPO

Specialty consultations do not require prior authorization (PA) for EPO members, although members are encouraged to discuss referrals with their PCPs. When a PA is required, Utilization Management (UM) is usually conducted by the member's IPA/Medical Group UM staff (member's IPA/MEDICAL GROUP Affiliation can be found on ID Card) or by calling the Health Plan directly. United Healthcare conducts UM for a small number of services. Optum Rx authorizes retail and self-injectable medications.

To see which services require prior authorization, who conducts UM for such services, and how to submit prior authorization requests, see the Doctors Plan Prior Authorization Process.

<https://www.uhcprovider.com/content/dam/provider/docs/public/prior-auth/CA-Doctors-Plan-PA-Process.pdf> . Additional California Doctors Plan Prior Authorization resources can be found at: <https://www.uhcprovider.com/en/prior-auth-advance-notification.html?CID=none>

Behavioral Health prior authorization will be processed by Optum 800-333-8724.

Retail pharmacy prior authorization if processed by OptumRx 800-788-4863.

Prior authorization (PA) requests for self-injectable medications are submitted to Optum Rx online or by phone. When approved, Optum Rx delivers the medication and educates the member.

- **Online:** www.professionals.optumrx.com > Prior Authorizations

Providers can submit prior authorization requests any time. Log on at www.OptumRx.com and securely submit patient information, diagnosis and clinical details. In many cases, a prior authorization will be issued instantly.

- **Phone:** call 800-711-4555

Quality Management

Canopy Health collaborates with its contracted physicians, facilities and health plans to validate adherence to quality standards established by federal, state and local agencies and accreditation entities. Canopy Health establishes annual goals with our hospital and medical group partners across its alliance to optimize patient care and appropriateness of care for its members.

The Quality Management (“QM”) Program for Canopy Health is designed to improve the quality of health care provided to Canopy Health plan members. To the extent applicable, the QM Program facilitates members behavioral health services from their contracted health plan. [Canopy Health Policy QM-008]

The goals of the Canopy Health’s QM Program are to:

- Improve the safety and quality of care and service to all members by:
 - overseeing that the quality and continuity of care meet professionally recognized standards of practice and are delivered to all members, and
 - identifying, evaluating and working with Canopy Health providers to correct quality of care problems within all partner organizations;
- Optimize satisfaction of members and practitioners/providers by assessing, pursuing and monitoring opportunities for improvement; [Canopy Health Policy UM-007]
- Validate optimized service delivery, including care accessibility, availability, and utilization of services, to meet professionally recognized standards of practice;
- Foster a multi-disciplinary and collaborative approach to quality improvement involving all Canopy Health partnering medical groups, IPAs, hospitals, other providers, and health plans whose services directly affect members’ health care quality, service, access, and safety;
- Review and update existing quality related policies and procedures, validate compliance with all external requirements and standards and create new policies and procedures as needed;
- Maintain systems to collect, synthesize, and report data about quality and service reliably and in a timely fashion from various sources. Sound study designs and statistical techniques are applied when monitoring and developing reports to validate that appropriate follow-up actions may be taken; [Canopy Health Policy UM-002]
- Monitor procedures ensuring that members do not experience discrimination based on race, ethnicity, national origin, religion, sex, age, mental or physical disability, sexual orientation or source of payment in the delivery of health care services; and
- Validate the identification, evaluation and planning for individual members is done consistently across all Medical Groups/IPAs wherever this function is delegated to Canopy Health by the health plan.

A complete list of all quality management policies and procedures are provided on our website.



Care Coordination Program

Care management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation and advocacy for options and services to meet the comprehensive medical, behavioral and psychosocial needs of an individual and the individual's family, while promoting quality and cost-effective outcomes (NCQA, 2013). MCG Guidelines[®], AHRQ and NCQA standards are utilized to identify case types, establish clinical assessment criteria and supportive services for care planning. [Canopy Health Policy QM-001]

Care coordination efforts and services include consideration of the member's health plan benefits, diagnoses, co-morbidities, psychosocial needs and community program access. The medical groups/IPAs notify and collaborate with PCP's, treating specialists and health plans to coordinate care for members. The goals of Canopy Health's care coordination efforts are to help patients and their families and others in their support network to manage medical conditions and related psychosocial problems more effectively, optimize the member's functional health status, coordinate care across various providers and care settings, eliminate duplication of services, and avoid duplicative and excessive medical services. [Canopy Health Policy QM-012]

Care Managers and coordinators can be accessed during normal business hours. The Medical Groups/IPAs must maintain and coordinate care records among providers to assure access and in accordance with HIPAA and professional standards. Members and/or caregivers communicate with Care Managers through various means (telephone and secure messaging when available). PCPs are notified in writing about a member who meets criteria for and enrollment in care coordination. All patients are informed of their right to refuse care coordination services. Services offered as part of the program include but are not limited to:

- Education about the condition (s)
- Medication reconciliation and self-care-training
- Assistance with arranging doctor visits/appointments
- Help with referrals to different care providers or services
- Assistance with identifying community support or services available to meet individual needs e.g. In Home Support Services (IHHS), nutrition services, assistance with utilities, safety repairs, other community support programs
- Help with physician access and involvement in developing a treatment plan
- Assist members in communicating with their health care providers
- Advanced illness management and life planning discussion when needed

Complex Case Management Program

Purpose

Complex Case Management (CCM) is a collaborative process of assessment, planning, facilitating, coordinating care, monitoring, evaluating and advocating. Case managers are responsible for the initial and ongoing assessments of members in the CCM Program. The process may include the member and his/her family, caregivers, community resources, treating physicians, hospital staff and ancillary service providers. CCM may extend over a period of several weeks or months based on the individual's condition, care plan and person goals. A multidisciplinary care team approach is often required for individuals enrolled in CCM. CCM includes members of all ages.

In contrast to CCM, routine Case Management services are primarily focused on specific episodes of care, to help an individual and/or family or caregivers obtain care and services. Routine case management is focused and short-term, typically accomplished in 30 days or fewer, and includes the following:

- transitions of care from one setting to another (e.g., hospital to home, SNF to home)
- referral to parent Health Plan disease management programs
- referral to delegates wellness and health education programs and classes

The criteria used to identify members for CCM include but are not limited to NCQA, MGC, Epic Care Management Module, Healthy Planet, LACE, Cozeva, Ascender and Conifer high dollar claims reports.

The CCM Program provides coordination of medical care, covered benefits and community services to members who have experienced a serious event or illness or have complex medical and/or psychosocial needs or care gaps that require significant resources or need support and advocacy to navigate the health care system successfully and receive care.

Goals of the CCM Program include proactive identification of at-risk members, support of members and their families, personalized care planning and attainment of goals, effective and efficient use of resources, and excellent customer service for members and their families, physicians and community partners.

Scope

Canopy Health delegates CCM to member IPA/MEDICAL GROUP CCM departments where such delegation has been approved by the parent health plan. When not delegated, the health plan retains responsibility for case management.

Case Management Responsibility for IPA/MEDICAL GROUP's by Health Plan and Product				
IPA/MEDICAL GROUP	Health Net SmartCare Blue and Gold CanopyCare	UHC SVA	UHC Medicare Advantage	EPO
Hill Physicians Medical Group	Delegated	Delegated	Delegated	Delegated
John Muir Health Physician Network	Delegated	Delegated	Delegated	Delegated
Meritage Medical Network	Delegated	Delegated	Delegated	Delegated
Santa Clara County IPA	Not delegated	Delegated	Not applicable	Delegated
Dignity Health Medical Network – Santa Cruz	Not delegated	Delegated	Delegated	Delegated

Health Net retains Complex Case Management for Blue & Gold members through their CCM RN and LCSW staff. To refer a SCCIPA or Dignity Health member for CCM please contact:

Kristine Douglas, MPH, LCSW
Clinical Program Manager

Health Net, Inc.
101 N. Brand Blvd, Suite 1500, CA 91203
Phone: (818) 594-6210 Fax: (866) 667-8099
www.healthnet.com

Population Assessment

The characteristics and needs of the adult (ages 18 and older) are evaluated annually by the group responsible for Case Management. Children (ages 2-17) are identified by Canopy Health quarterly on the Kids at Risk report. This report is distributed to medical group Care Management Council members. The CCM Program is refined and revised based on the assessment results.

Eligibility for Case Management

The CCM Program is available to all members at no cost. All members have the right to consent or refuse CCM services. Eligibility begins the day the member is identified and referred by any means. An initial assessment or documentation of outreach and/or refusal is completed in no later than 30 days.

Referral Sources

Members can be referred to the CCM Program by a variety of means. Each medical group uses a unique set of data sources and staff. These include but are not limited to all the following:

- Complexity alerts – multiple providers, high number of prescriptions, multiple care gap alerts
- Health Plan Programs
- Health Risk Assessment forms
- High resource use
- Inpatient – care transitions team members, case managers, discharge planners, hospitalists, SNF specialists
- Other IPA/Medical Group programs
- Risk Stratification Systems – DxCG, LACE, LOA algorithm (Likelihood of Admission), HCC, Hopkins RSS
- Self or family referrals
- Treating physician or mid-level provider
- Utilization Management staff – case managers, medical directors, concurrent review, patient care coordinators, UN RN's

Initial Assessment

Case managers conduct an initial assessment within 30 days of referral. Initial assessments are conducted face-to-face or by telephone call based on individual's need and the responsible CCM entity's protocols. All contacts and attempted contacts by case managers to members are documented using a system that has automatic user signature, the member's ID and a time/date stamp and a prompt for follow up based on the individual care plan when established.

Delegated medical groups submit a CCM monthly log of all Canopy Health members active in CCM. Canopy Health reviews these logs monthly to assure timely initial assessment and communication. CCM logs include: patient name, DOB, health plan ID, health plan name, medical group, primary diagnosis, CCM referral date, case open date, if not opened/date, reason case in not opened, date MD informed that case was not opened, means of informing MD, date CCM closed, discharge status.

The outreach process and documentation requirements vary based on the responsible CCM entity but at a minimum include a series of phone calls and documentation of the member's consent/refusal or unable to reach status. The minimum components of the initial assessment include all the following.

- clear documentation of the member's eligibility for CCM.

- eligibility and enrollment dates
- consent to participation
- self-reported health status, including condition, and comorbid conditions and specific concerns, including the date of the onset and status (e.g. stable vs. instable)
- clinical history including significant past medical conditions and surgeries, medications including dose/times/prescriber, the member's understanding of the medications and medication allergies.
- activities of daily living, functional status and health literacy
- behavioral health status including cognitive function, impairments, substance use and psychiatric conditions
- psychosocial health including beliefs systems, cultural and linguistic considerations, preferences, and limitations
- evaluation of any perceived barriers to meeting treatment goals, including lack of caregiver support, access to care, transportation, and financial constraints
- evaluation of visual and hearing needs, preferences and limitations
- evaluation of caregivers and their knowledge base and ability to impact care
- evaluation of available resources from family, community, community programs and medical benefits and health system sources
- assessment of life-planning activities such as POLST and advance directives

Continuing Care Management Process

Care management documentation meet NCQA and the standards developed by each responsible entity. Delegated and contracted entities are responsible for ongoing monitoring of documentation. Canopy Health collects and reviews semiannual CCM patient rosters from each delegated and contracted entity. Elements of the roster include member name, reason for referral, referral date, open and close dates, process status (goals met/not met/in progress) and outcome status (discharged/deceased/declined/unable to participate in care plan goal attainment). Care managers do the following:

- develop an individualized care plan, including prioritized short and long-term goals that respect the member's and the caregiver's personal goals, preferences and engagement in the CCM program
- work with all members of the care team to facilitate effective care and resource use
- coordinate care and services, and refer the member and caregivers to disease management programs, wellness programs, community resources, social services, behavioral health care providers or palliative care as appropriate, based on the individuals care plan
- identify and address barriers to meeting goals
- identify self-care strategies for adherence to care planning and goal attainment
- identify red flags in self-care
- provide education materials that are appropriate for the member's level of health literacy
- develop a follow up and communication plan based on the member's level of intensity and acuity
- coordinate care among treating physicians and other providers
- coordinate transitions of care, facility transfers


- coordinate transitions resulting from loss of health care benefits
- coordinate care as members transition out of the CCM program,

Discharge from the CCM Program

A member remains in the CCM Program until the following occur: all self-care goals are met, treatment for the trigger condition (medical, pharmacy, psychosocial or behavioral health) has concluded, or the member declines to continue participation or is no longer eligible with Canopy Health.

CCM Program Evaluation

Canopy Health annually audits the medical groups and to assure that these delegates follow their documented processes, NCQA standards and regulatory requirements for ongoing management of members receiving CCM services. These annual audits include a file review of cases using the 8/30 rule. The procedure is commonly referred to as the “8 and 30” file sampling procedure, because the procedure involves reviewing an initial sample of eight files, then reviewing an additional sample of 22 files if any of the original eight fails the review (a total of 30 records). All medical groups are responsible to conduct an annual evaluation of their CCM Program using a sample size large enough to offer statistically valid findings. Program evaluations will be presented to the Delegation and Administrative Oversight Committee for their review. The Delegation and Administrative Oversight Committee may make recommendations to medical groups based in its review. The Delegation and Administrative Oversight Committee assesses the program’s success, areas for improvement, delegation requirements.



Access to Care

The California Department of Managed Health Care requires Knox-Keene licensed entities to adhere to the following standards for timely access to care. All Canopy Health participating providers must meet these standards for appointment and telephone wait times. [Canopy Health Policy UM/AA-001]

DMHC Regulated Appointment Wait Times

Canopy Health members have the right to appointments within the following time frames:

Type of Appointment	Wait time
Urgent	
• for services that do not require prior approval	48 hours
• for services that require prior approval	96 hours
Non-Urgent	
• Primary care	10 business days
• Specialist	15 business days
• Behavioral health care provider (non-physician)	10 business days
• Other services to diagnose or treat a health condition	15 business days

DMHC Regulated Telephone Wait Times

- Canopy Health members may call 24 hours a day, 7 days a week. If the member must wait for a professional to call back, that call must occur within 30 minutes.
- During normal business hours, the phone must be answered within ten minutes.

Exceptions to Timely Access Requirements

- The purpose of the timely access law is to make sure members receive the care they need. Sometimes members need appointments even sooner than the law requires. In this case, members and PCPs can request that the appointment be sooner.
- Providers may give members a longer wait time if it would not be harmful to their health. It must be noted in the medical record why a longer wait time is necessary and that it will not be harmful to the member's health.

- If a member cannot get a timely appointment in the service area because there are not enough Alliance providers, Canopy Health and the member's medical group must help the member to get an appointment with an appropriate provider out of network.

DMHC Regulated After-Hours Access

Canopy Health, through its participating providers, contracted health plans and internal processes provides 24 hours a day, 7 days per week telephone triage for immediate clinical support of everyday health issues and questions. The triage or screening waiting time does not exceed 30 minutes.

Registered nurses may respond to calls and may: provide protocol-based advice for minor injuries and illnesses, identify emergency health situations, explain medications, and preparing patients for doctor visits.

Canopy Health validates the immediate availability of and accessibility to emergency health care within the service area, 24 hours a day, 7 days a week. Health Plans contracting with Canopy Health offer routine, urgent, and emergency behavioral health services through their contracted behavioral health network, including inpatient and outpatient care. These services include crisis intervention and stabilization as well as psychiatric inpatient hospital services within the service area, 24 hours a day, 7 days a week.

General Administrative Requirements

Provider Responsibilities

Participating providers are responsible for:

- providing health care services within the scope of the provider's practice and qualifications, that are consistent with generally accepted standards of practice;
- accepting Canopy Health members as patients on the same basis that the provider accepts other patients (nondiscrimination);
- following the Canopy Health Referral Policy and providing timely communication and feedback regarding member healthcare needs to affiliated physicians;
- obtaining current insurance information from the member;
- adhering to standards of care and Canopy Health policies to perform utilization management and quality improvement activities, including prior authorization of necessary services and referrals; [Canopy Health Policy QM-008]
- informing the member that services may not be covered when referring to physicians outside the network unless prior authorization has been issued;
- cooperating with Canopy Health and its participating providers to provide or arrange for continuity of care to members according to state regulations undergoing an active course of treatment in the event of provider termination;
- operating and providing contracting services in compliance with all applicable local, state and federal laws, rules, regulations, and institutional and professional standards of care, including federal laws and regulations designed to prevent or ameliorate fraud, waste and abuse, including, but not limited to, applicable provisions of federal criminal law, the False Claims Act (31 U.S.C. 3729 et. seq.), the anti-kickback statute (section 1128B(b)) of the Social Security Act, and Health Insurance Portability and Accountability Act (HIPAA) administrative simplification rules at 45 CFR parts 160, 162 and 164. [Canopy Health Policy COM-001]

Provider Rights to Advocate on Behalf of the Member

Canopy Health validates that its providers, acting within the lawful scope of their practices, are not prohibited or otherwise restricted from advising or advocating, on behalf of members who are the providers' patients, for the following:

- the member's health status, medical care or treatment options, including any alternative treatment that may be self-administered
- any information the member needs to decide among all relevant treatment options
- the risks, benefits and consequences of treatment or non-treatment
- the member's right to participate in decisions regarding his or her behavioral health care, including the right to refuse treatment and to express preferences about future treatment decisions

Nondiscrimination

Canopy Health and its participating providers must not discriminate against any provider that serves high-risk populations or specializes in conditions that require costly treatment.

Credentialing and Re-credentialing

Credentialing and re-credentialing of physicians and licensed individual practitioners is delegated to Canopy Health's partner IPAs/Medical Groups. Canopy Health's Chief Medical Officer chairs the Canopy Health Credentialing Committee which oversees these activities conducted by each IPA/Medical Group's credentialing committee.

Canopy Health credentials participating ancillary facilities through Conifer Health Solutions. Ancillary facilities are credentialed per the state and federal regulations; such documentation and verification are provided to the Canopy Health Credentialing Committee.

Provider Policies and Procedures

Provider policies and procedures are available on Canopy Health's website at the following link <https://www.canopyhealth.com/en/providers/policies-procedures.html>.

Appendix-Exhibits

1. Quick Reference Guide-Facility and Ancillary Claims Submission
2. Canopy Health contact list
3. Prior authorization flow chart for self-injectables
4. Prescription Drug Prior Authorization Request Form
AKA "Form 61-211"
5. Health Net CAR-T authorization flow chart
6. Grievance and Appeals Forms:
 - Health Net
 - UnitedHealthcare
7. Doctors Plan EPO authorization list

Claims Submission - Quick Reference Guide

This section of the Provider Manual provides a quick reference guide for provider offices to use when submitting facility and ancillary services claims to Canopy Health.

Checking Member Eligibility

Providers are responsible for verifying a member's eligibility prior to providing non-emergent medical services. Providers may verify member eligibility by accessing the member's Health Plan website or calling the Health Plan contact center. Canopy Health works with Health Net and UnitedHealthcare. See the member's Health Plan ID card for this information.

Filing a Claim

Providers are encouraged to file claims electronically whenever possible. Submitted claims should provide all required information; those claims submitted with missing data may result in a delay in processing or denial.

All Canopy Health facility and non-diagnostic ancillary service claims are processed by Conifer Value-Based Care. Professional claims will continue to be processed by the participating Medical Groups and/or their respective vendors.

Doctors Plan EPO Claims

All claims should be submitted to UnitedHealthcare. Refer to the claims address located on the back of the members ID card.

Where to Submit a Canopy Health Claim?

Paper claims can be mailed to: Canopy Health, P.O. Box 260890, Encino, CA 91426
Provider Claims Disputes: Canopy Health, P.O. Box 261760, Encino, CA 91426
Claims Department phone number: 844-315-4645 or 818-461-5055
All other Provider inquiries: 844-315-4645

Electronic Claims Submission

Clearinghouse Name	Phone Number	Payer ID
Office Ally	866-575-4120	CAPMN
Change Healthcare	877-363-3666	95399
MDX	562-256-3800	CAPMN

Website Information

- Conifer Value-Based Care website – www.coniferhealth.com
 - This portal provides access to query and view status on facility claims, eligibility status, contracted providers, and other important information. Call Provider Services at 844-315-4645 and can assist you with access.
- Canopy Health website – www.canopyhealth.com
 - This portal provides general information about Canopy Health as well as a searchable Physician and Hospital directory. There is a “Provider” section of the website that provides additional information for Providers about Canopy Health.
- General Questions
 - Canopy Health Provider Services: 844-315-4645
 - Health Net: 800-641-7761
 - United HealthCare: 877-842-3210

Canopy Health Contacts

Department	Contact Name	Email Address	Phone Number
Business Development	Melissa Alvaro – Medicare Advantage	Melissa.Alvaro@CanopyHealth.com	[415] 841-2438
	Teresa Lopez - Commercial	Teresa.Lopez@CanopyHealth.com	
Clinical Management	Andrea Kmetz, RN Senior Director of Clinical Operations	Andrea.Kmetz@CanopyHealth.com	[415] 634-5482
Compliance	Renee Scott – Compliance Officer	Renee.Scott@CanopyHealth.com	[415] 813-5947
	Lauren Sasaki – Compliance Manager	Lauren.Sasaki@CanopyHealth.com	[415] 966-0879
	Jane Moesche - Compliance Analyst	Jane.Moesche@canopyhealth.com	
Data Transfers	Moh Zaman	Mohsin.Zaman@CanopyHealth.com	[415] 712-1264
	Armando Franco	Armando.Franco@CanopyHealth.com	[415] 946-3074
IT Website Updates	Gary Straub	Gary.Straub@BayHealthDevelopment.com	[415] 964-4927
Operations Manager	Greg Mitchell	Greg.Mitchell@CanopyHealth.com	[415] 900-4068
Program Managers	Joann Fu/Marissa Mitchell	Joanna.Fu@CanopyHealth.com	[415] 805-6932
	Blue & Gold /Doctors Plan EPO	Marissa.Mitchell@CanopyHealth.com	[415] 851-3747
	Kim Richard – CanopyCare	Kim.Richard@CanopyHealth.com	[415] 946-3083
	Magen Montez – Medicare Advantage	Magen.Montez@CanopyHealth.com	[415] 636-6096
Provider Relations	Summer Rosales	Summer.Rosales@CanopyHealth.com	[415] 966-2091
Contract Inquiries	Belinda Wong	Belinda.Wong@CanopyHealth.com	[510] 256-7476
Ancillary Credentialing	Summer Rosales	Summer.Rosales@CanopyHealth.com	[415] 966-2091



Prior Authorization Process for Self-injectable Medications

OVERVIEW OF THE PROCESS:

Navitus is Canopy Health's designated Pharmacy Hub for self injectable medications.

WHAT DRUGS ARE INCLUDED IN THIS WORKFLOW?

This list includes the most common drugs and is not comprehensive. Please contact Navitus customer services 866-333-2757 if you have a question about a drug's inclusion on the Canopy formulary.

Common drugs covered by this workflow:

• Actemra	• Forteo	• Rebif
• Aimovig	• Glatiramer	• Repatha
• Betaseron	• Humatrope	• Saxenda
• Bydureon	• Humira	• Simponi
• Chorionic Gonadotropin	• Imitrex injection	• Sumatriptan
• Cimzia	• Norditropin	• Tanzeum
• Copaxone	• Orenzia	• Testosterone injection
• Dupixent	• Otrexup	• Trulicity
• Enbrel	• Ovidrel	• Tymlos
• Epinephrine pens	• Ozempic	• Victoza
• Enoxaparin	• Procrit	
	• Rasuvo	

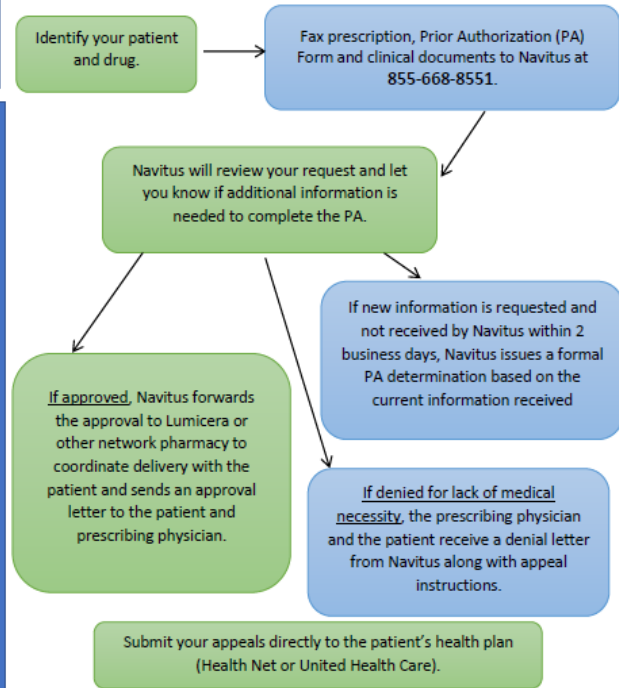
**INSULIN PRODUCTS ARE PROVIDED BY LOCAL RETAIL PHARMACIES

Plans included in this workflow

- Health Net Blue & Gold
- Health Net Smart Care non-PERS
- Health Net Canopy Care
- United Healthcare Signature Value Advantage

Which plans do not use this workflow?

- United Healthcare Medicare Advantage (instead, contact OptumRx)
- Health Net Smart Care CalPERS (instead, contact OptumRx)



866-333-2757 (Provider line)

**PRESCRIPTION DRUG PRIOR AUTHORIZATION OR STEP THERAPY EXCEPTION
REQUEST FORM**

Plan/Medical Group Name: _____

Plan/Medical Group Phone#: (____) _____

Plan/Medical Group Fax#: (____) _____

Non-Urgent ____ Exigent Circumstances ____

Instructions: Please fill out all applicable sections on both pages completely and legibly. Attach any additional documentation that is important for the review, e.g. chart notes or lab data, to support the prior authorization or step-therapy exception request. Information contained in this form is Protected Health Information under HIPAA.

Patient Information

First Name: _____ Last Name: _____ MI: _____ Phone Number: _____

Address: _____ City: _____ State: _____ Zip Code: _____

Date of Birth: ____ Male _ Female _ HT: ____ WT: ____ Allergies: ____

Patient's Authorized Representative (if applicable): _____

Authorized Representative Phone Number: _____

Insurance Information

Primary Insurance Name: _____ Patient ID Number: _____

Secondary Insurance Name: _____ Patient ID Number: _____

Prescriber Information

First Name: _____ Last Name: _____ Specialty: _____

Address: _____ City: _____ State: ____ Zip Code: _____

Requester (if different than prescriber): _____

Office Contact Person: _____ NPI Number (individual): _____

Phone Number: _____ DEA Number (is required): _____

**PRESCRIPTION DRUG PRIOR AUTHORIZATION OR STEP THERAPY EXCEPTION
REQUEST FORM**

Patient Name: _____ ID# _____

Instructions: Please fill out all applicable sections on both pages completely and legibly. Attach any additional documentation that is important for the review, e.g. chart notes or lab data, to support the prior authorization or step therapy exception request.

1. Has the patient tried any other medication for this condition?

Yes (if yes, complete below): _____ No: _____

Medications/Therapy (specify Drug Name and Dosage): _____

Duration of Therapy (Specify Dates): _____

Response/Reason for Failure/Allergy: _____

2. List Diagnoses:

ICD-10:

3. Please provide symptoms, lab results with dates and/or justification for initial or ongoing therapy or increased dose and if patient has any contraindications for the health plan/insurer preferred drug. Lab results with dates must be provided if needed to establish diagnosis, or evaluate response. Please provide any additional clinical information or comments pertinent to this request for coverage, including information related to exigent circumstances, or required under state and federal laws.

Attachments _____

**PRESCRIPTION DRUG PRIOR AUTHORIZATION OR STEP THERAPY EXCEPTION
REQUEST FORM**

Attestation: I attest the information provided is true and accurate to the best of my knowledge. I understand that the Health Plan, insurer, Medical Group or its designees may perform a routine audit and request the medical information necessary to verify the accuracy of the information reported on this form.

Prescriber Signature or Electronic I.D. Verification: _____

Date: _____

Confidentiality Notice: The documents accompanying this transmission contain confidential health information that is legally privileged. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or action taken in reliance on the contents of these documents is strictly prohibited. If you have received this information in error, please notify the sender immediately (via return FAX) and arrange for the return or destruction of these documents.

Plan/Insurer Use Only: _____ **Date/Time Request Received by**

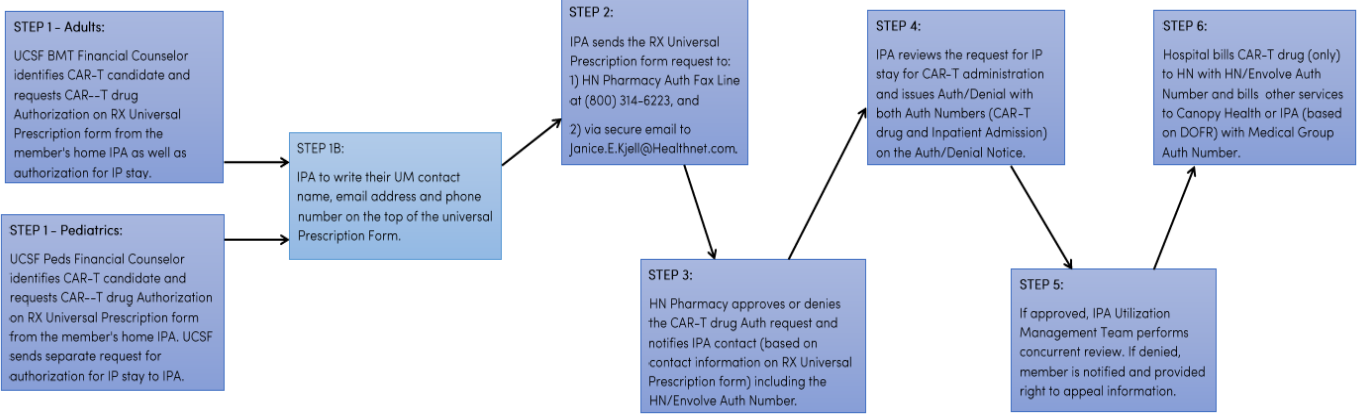
Plan/Insurer: _____ **Date/Time of Decision** _____

Fax Number: _____

Approved: ____ **Denied:** ____ **Comments/Information Requested:** _____

Health Net-Canopy Health CAR-T Authorization

*This process is specific to Canopy Health for SmartCare and CanopyCare products only.
For Blue & Gold members, authorizations should be sent to the member's home IPA only.*



For questions about this process, please contact Katie Smith at 415-634-5482 or Katie.Smith@CanopyHealth.com

Last review date: 12/22/20



Health Net of California, Inc

Confidential - Protected Health Information

HEALTH NET MEMBER GRIEVANCE FORM

Name: Date: Subscriber Identification Number: Group Number: Address:

Daytime Telephone No. Participating Physician Group:

Please explain in detail the circumstances that led to your dissatisfaction with Health Net of California, Inc. (Health Net). It is essential that you list the dates, persons and facilities involved, as completely as possible. Please include the original copy of any claims or bills received which are related to your issue. (Be sure to make a copy for your records.) Use reverse side or additional paper if necessary. Mail this form and documents to: Health Net, Appeals and Grievances Department, P.O. Box 10348, Van Nuys, CA 91410- 0348 or fax to (877) 831-6019.

Problem Statement: Date of Occurrence: Location: Provider Name:

Describe the problem/complaint in detail:

Use back of this form if additional space is needed.

Health Net’s desire is to provide high quality medical care in the most satisfactory manner possible. To do this, we must be aware of any service difficulties you experience. By filling out this form, you are providing us with necessary information to continually maintain our high standards. We will respond to you in no later than 30 days. If you believe a delay in the

decision making may impose an imminent and serious threat to your health, please contact our customer service department at 1-800-522-0088 to request an expedited review.

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at **1-800-522-0088** and use your health plan's grievance process before contacting the department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number **(1-888-HMO- 2219)** and a **TDD line (1-877-688-9891)** for the hearing and speech impaired. The department's Internet Web site <http://www.hmohelp.ca.gov> has complaint forms, IMR application forms and instructions online.

6003757 (8/2013)



Grievance Form for Managed Care Members

Attention Medicare Advantage members – do not complete this form.

You have the right to file a formal grievance about any of your medical care or services. If you want to file, please use this form. You may submit an appeal for a denial of a service or denied claims within 180 calendar days of your receipt of an initial determination through our Appeals Department. There is a process you need to follow to file a grievance. UnitedHealthcare, by law, must give you an answer within 30 days. If you have any questions, or prefer to file this grievance orally, please feel free to call UnitedHealthcare Customer Service at 1-800-624-8822 or 1-800-422-8833 (TDHI), Monday through Friday, 7 a.m. to 9 p.m. If you think that waiting for an answer from UnitedHealthcare will hurt your health, call and ask for an "Expedited Review."

CURRENT PERSONAL INFORMATION (please print or type)				
Enrollment or Member ID #		Employer or Group Name		
Last Name	First Name		MI	Date of Birth
Address	Apt #	City	State	ZIP
Home Telephone ()		Work Telephone ()		Extension
If someone other than the member is filing this grievance, please provide the following information:				
Name		Daytime Telephone ()		
Relationship to Member				
Address	Apt #	City	State	ZIP

Due to privacy laws, you will be required to submit authorization of representation indicating you can file a complaint on behalf of the member.

DESCRIBE YOUR GRIEVANCE

Please describe your complaint. Be sure to include specific dates, times, people's and providers' names, places, etc. that were involved. Please send copies of anything that may help us understand your grievance to the address listed below or fax the documents to 1-866-704-3420.

If you attach other pages, please check this box.

NOTICE TO THE MEMBER OR YOUR REPRESENTATIVE

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at **1-800-624-8822** or **1-800-442-8833 (TDHI)** and use your health plan's grievance process before calling the department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of the medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number **(1-888-466-2219)** and a **TDD (1-877-688-9891)** for the hearing- and speech-impaired. The department's Internet Web site <http://www.dmhc.ca.gov> has complaint forms, IMR application forms and instructions online.

If you are a Federal Employee, you have grievance rights through the Office of Personnel Management (OPM) instead of the DMHC. Please reference your Federal Employees Health Benefits (FEHB) Program brochure, which states that you may ask OPM to review the denial after you ask UnitedHealthcare to reconsider the initial denial or refusal. OPM will determine if UnitedHealthcare correctly applied the terms of our contract when we denied your claim or request for service. Send your request for review to: Office of Personnel Management, Office of Insurance Programs Contracts Division 3, 1900 E Street NW, Washington, DC 20415-3630.

SIGNATURE

Your Signature	Date
Signature of Representative	Date

Please sign and MAIL or FAX to:

ATTN: Appeals and Grievances Department
MS. CA124-0160
P.O. Box 6107
Cypress, CA 90630-9972
FAX: 1-866-704-3420

Doctors Plan EPO Prior Authorization List

Category of Service	Subcategory of Service	Submit Prior Authorization request to UHC	Submit Prior Authorization Request to Canopy Health IPA UM Departments
Audiology	DME		Yes
Bone Growth Stimulator			Yes
Cardiac Tests and Procedures	Cardiac catheterization, echocardiogram, stress echocardiogram if outpatient or office based. EPS, cardiac imaging		Yes
Cartilage implants			Yes
Cerebral seizure monitoring			Yes
Cochlear Implants, other Auditory Implants			Yes
Cosmetic and Reconstructive	Medically necessary		Yes
Dental Services	Orthognathic surgery for TMJ; Devices and appliances for TMJ costing > \$1,000		Yes
Diagnostic Tests and Studies NEC			Yes
Durable Medical Equipment			Yes
EEG (Inpatient Video Electroencephalogram)			Yes
Family Planning	Infertility		Yes
Diagnostic Tests and Studies NEC	Genetic testing		Yes
Gender Dysphoria Treatment			Yes
Home Health			Yes
Inpatient admissions-post acute services			Yes

Category of Service	Subcategory of Service	Submit Prior Authorization request to UHC	Submit Prior Authorization Request to Canopy Health IPA UM Departments
Hospitalization Services			Yes
Laboratory	BRCA genetic testing, other genetic and molecular Testing, OON Lab/Pathology services, All 8000 Series		Yes
Medication			Yes
Orthotics			Yes
Out-of-network services			Yes
Positron Emission Tomography (PET) Scan	PET, PET/CT, SPECT		Yes
Prosthetics			Yes
Radiology	MRI, MRA, CT, MR guided focused ultrasound, nuclear medicine/nuclear cardiology, all OON radiology services		Yes
Radiation Therapy	IMRT, Proton Beam Therapy		Yes
Rehabilitation and Therapy	All these types of therapy: speech, cardiac, pulmonary, and lymphedema		Yes
Scope Procedures	PA required only for outpatient hospital setting		Yes
Inpatient			Yes
Sleep Studies			Yes
Stimulators	Spinal cord and other		Yes
Surgery	Breast reconstruction - non mastectomy cosmetic, All locations, hysterectomy, Gender realignment, Moh's, orthognathic, plastic surgery, reconstructive, rhinoplasty, septoplasty, site of service (office opportunities), site of service (ASC opportunities), sleep apnea, spine surgery		Yes

Category of Service	Subcategory of Service	Submit Prior Authorization request to UHC	Submit Prior Authorization Request to Canopy Health IPA UM Departments
Surgery/Procedures	Outpatient Hospital or ASC		Yes
Vein procedures			Yes
Ventricular Assist Devices			Yes
Vision Care			Yes
Ambulance	Air, non-emergency	Yes	
Behavioral Health Services		Yes	
Cancer Supportive Care	Applies to Office and Outpatient Facility locations only.	Yes	
Chemical Dependency	Rehab	Yes	
Chemotherapy Medications (antineoplastic and adjunctive)	Chemotherapy drugs Office or other outpatient facility	Yes	
Chiropractic		Yes	
Clinical Trials, other unproven tests and therapies	Experimental/investigational and clinical trials	Yes	
Dialysis	Out of Area outside US, planned	Yes	
Medications - Injectable and Infused - Not Chemotherapy	Not if given in inpatient acute care hospital setting; see details for each medication for other place of service requirements, Location: Home health, All outpatient places of service	Yes	
Medications - Self-injectable	Meds, self- injectables, MD office or outpatient, or dispensed by specialty pharmacy	Yes	
Rehabilitation and Therapy	Therapy - physical, occupational (Optum contracted providers)	Yes	
Transplant	Patient evaluation, donor evaluation, procurement, procedure, follow up after transplant, transportation & housing, transplant related	Yes	

Revision History:

Version Date	Edited By	Reason for Change
4/1/17	M. Stevens	Creation date
1/5/18	M. Durbin	Updated to include new PBM vendor
1/18/18	A. Kmetz	Updated care coordination and management areas
1/19/18	M. Stevens	Updated with changes from health plan partners
1/22/18	M. Durbin	Added PDR appeal to DMHC information, added exhibits for 61-211 and Grievance & Appeals forms
2/1/18	M. Durbin	Removed paragraph about the WHA advantage referral program
7/1/18	M. Cruz	Added Santa Clara County IPA to the list of Canopy Health IPA/Medical Groups
7/1/18	M. Cruz	Added SCCIPA to the IPA Grid
7/1/18	M. Cruz	Added Good Samaritan Health Systems hospitals for Santa Clara County.
7/1/18	M. Cruz	Updated Claims Clearinghouse info. (Emdeon & Capario are now a part of Change Healthcare)
10/1/18	R. Munson	Reformatted content into appropriate sections and made significant formatting updates. Added "Facility Claims – Quick Reference Guide." Added section on APR-DRG grouper.
1/1/20	C. Welsh	Annual update (Added MA, deleted WHA added Santa Cruz)
5/21/20	R. Scott	Compliance update.
1/1/2021	C. Welsh	Annual update, Added Marin and Santa Cruz Counties to MA, Added CanopyCare and Doctors Plan EPO