### Provider Manual: Qualified Health Plans and Essential Plans

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INTRODUCTION TO FIDELIS CARE

Fidelis Care was founded in 1993 on the belief that all New Yorkers should have access to affordable, quality health insurance. Today, as part of the Centene family of health plans, Fidelis Care provides coverage for children and adults of all ages and at all stages of life, including Qualified Health Plans (Metal-Level products) and Essential Plans. Fidelis Care continues to offer the State-sponsored Child Health Plus and Medicaid programs, as well as Medicare Advantage, Dual Advantage, Managed Long Term Care (MLTC) programs - Fidelis Care at Home, and Medicaid Advantage Plus.

Fidelis Care is operational in all 62 counties of the State. For a current listing of programs, eligibility guidelines, and counties of operation, please visit our website at fideliscare.org.

Fidelis Care’s mission is to transform the health of the community, one person at a time. We are committed to working with providers to ensure members always receive the highest quality care and service.

Fidelis Care is a Prepaid Health Services Plan (PHSP).

Provider Manual Use and Interpretation
The Provider Manual is designed to help participating providers and their employees in understanding Fidelis Care policies and procedures, and their role as network providers. Information in this Manual is not intended to alter or modify the benefits to which the member is entitled. If and when operational policies change, the Manual will be updated accordingly. The most current version is always available on fideliscare.org.

Providers may consult with Fidelis Care's Chief Medical Officer or his/her designee with questions regarding which services are or are not included.

HOW FIDELIS CARE WORKS WITH PROVIDERS AND MEMBERS

Provider Relations Division
The Provider Relations Division is dedicated to fostering strong, long-term partnerships with all contracted providers. This relationship begins with an initial orientation and is followed by continuing education on policies, procedures, and issues that concern healthcare delivery within the guidelines of Fidelis Care.

Quality Health Care Management Division
The Quality Health Care Management Division (QHCM) evaluates the quality and appropriateness of healthcare services provided to Fidelis Care members. Case Managers can assist with authorizations and care coordination.

Member Services Division
The Member Services Division is available 24 hours a day, 7 days a week, to help members and to respond to questions or concerns regarding their healthcare coverage. This includes information regarding covered benefits, choosing or changing a primary care provider, orienting members to our Plan, and member responsibilities. Member Services also solicits feedback from members as to their satisfaction with services provided by Fidelis Care. It is always our goal to address member concerns or complaints quickly and efficiently.

Claims Division
The Claims Division processes and pays claims for covered services provided in accordance with
the provider’s contract and Fidelis Care policies and procedures. Working with QHCM, the Claims Division also collects encounter data for services.

ASSESSING PROVIDER SATISFACTION

On an annual basis, Fidelis Care conducts a Provider Satisfaction survey to assess provider satisfaction with Fidelis Care. The survey includes questions that relate to satisfaction with utilization management/authorization processes, administrative policies, network adequacy, Call Center, and Provider Relations. The survey results are analyzed and reported in various forums and actions are taken to address opportunities. Fidelis Care encourages providers to participate in the Provider Satisfaction Survey.

HOW TO CONTACT FIDELIS CARE

The easiest and fastest way to access information regarding membership and eligibility, claims information, and primary care physician assignment, is through Fidelis Care’s Provider Portal, Provider Access Online, on fideliscare.org.

Provider Access Online is easily accessible through the Provider section of our website.

The online registration process takes only a few minutes and providers typically have full access to the Portal within 5-7 business days. Providers and their staff members can log in using a secure user name and password 24 hours a day, 7 days a week.

For all other information, including contacting your Provider Relations Representative, the Quality Care Management Incentive (QCMI) Program, or authorizations and care coordination, please call: 1-888-FIDELIS (1-888-343-3547).
REGIONAL OFFICES

As a Statewide health plan, Fidelis Care is committed to maintaining a local, regional presence for our members and providers. Regional and satellite office locations are as follows:

<table>
<thead>
<tr>
<th>Region Office</th>
<th>Address</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>New York City Region Office</td>
<td>95-25 Queens Boulevard</td>
<td>(718) 896-1920</td>
</tr>
<tr>
<td>Suffern Satellite Office</td>
<td>Rego Park, New York 11374</td>
<td></td>
</tr>
<tr>
<td></td>
<td>400 Rella Blvd</td>
<td>(845) 368-0301</td>
</tr>
<tr>
<td></td>
<td>Suite 116</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Suffern, New York 10901</td>
<td></td>
</tr>
<tr>
<td>Albany Region Office</td>
<td>31 British American Blvd.</td>
<td>(518) 427-9584</td>
</tr>
<tr>
<td></td>
<td>Latham, New York 12210</td>
<td></td>
</tr>
<tr>
<td></td>
<td>25 Market Street</td>
<td>(845) 483-1296</td>
</tr>
<tr>
<td></td>
<td>Suite 100</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Poughkeepsie, New York 12601</td>
<td></td>
</tr>
<tr>
<td>Buffalo Region Office</td>
<td>480 CrossPoint Parkway</td>
<td>(716) 564-2374</td>
</tr>
<tr>
<td></td>
<td>Getzville, New York 14068</td>
<td></td>
</tr>
<tr>
<td></td>
<td>100 WillowBrook Office Park</td>
<td>(585) 383-8128</td>
</tr>
<tr>
<td></td>
<td>Suite 100</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fairport, New York 14450</td>
<td></td>
</tr>
<tr>
<td>Rochester Region Office</td>
<td>5010 Campuswood Dr.</td>
<td>(315) 448-2236</td>
</tr>
<tr>
<td></td>
<td>East Syracuse, NY 13057</td>
<td></td>
</tr>
<tr>
<td>Syracuse Region Office</td>
<td>5010 Campuswood Dr.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>East Syracuse, NY 13057</td>
<td></td>
</tr>
</tbody>
</table>
HOW TO CONTACT FIDELIS CARE’S DENTAL, PHARMACY, AND VISION PROVIDERS

Fidelis Care provides certain benefits through third-party benefits management organizations. Providers should contact the benefits managers below to obtain authorizations and arrange treatment as indicated.

<table>
<thead>
<tr>
<th>Dental</th>
<th>DentaQuest (855) 343-4267</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pharmacy</td>
<td>Caremark (800) 345-5413</td>
</tr>
<tr>
<td>Vision</td>
<td>Davis Vision (800) 773-2847</td>
</tr>
</tbody>
</table>

HOW TO CONTACT eviCore healthcare

Fidelis Care engaged eviCore healthcare* (eviCore) as a prior authorization program to manage outpatient high-technology Radiology services, non-Obstetrical Ultrasounds, diagnostic Cardiology services, and Radiation Therapy services being rendered on or after October 1, 2017.

<table>
<thead>
<tr>
<th>Authorization Program: Radiology, Cardiology, and Radiation Therapy</th>
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<tbody>
<tr>
<td>eviCore healthcare</td>
</tr>
<tr>
<td>(866) 706-2108 – phone</td>
</tr>
<tr>
<td>(800) 540-2406 – fax</td>
</tr>
<tr>
<td>*<a href="https://www.evicore.com/healthplan/fideliscare">https://www.evicore.com/healthplan/fideliscare</a></td>
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</tbody>
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OTHER USEFUL NUMBERS

<table>
<thead>
<tr>
<th>New York State Child Abuse Reporting Hotline</th>
<th>(800) 342-3720</th>
</tr>
</thead>
<tbody>
<tr>
<td>Early Intervention Program (EIP)</td>
<td>(800) 577-2229 (New York City)</td>
</tr>
<tr>
<td>Early Childhood Direction Center</td>
<td>(800) 462-7653 (New York State)</td>
</tr>
<tr>
<td>Vaccines for Children (VFC)</td>
<td>(800) 543-7468 or (800) KID-SHOTS</td>
</tr>
<tr>
<td>Women Infants and Children Program (WIC)</td>
<td>(800) 522-5006</td>
</tr>
<tr>
<td>NYS HIV Counseling, Testing and Other Services Hotline</td>
<td>(800) 872-2777</td>
</tr>
<tr>
<td>Service</td>
<td>Contact Information</td>
</tr>
<tr>
<td>------------------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>NYS AIDS Institute</td>
<td>(800) 541-AIDS</td>
</tr>
<tr>
<td>Domestic Violence Hotline</td>
<td>(800) 942-6906 (English)</td>
</tr>
<tr>
<td></td>
<td>(800) 942-6908 (Spanish)</td>
</tr>
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MEMBER RIGHTS AND RESPONSIBILITIES

Member Rights
Members have rights pursuant to Federal and State law and the applicable program contract. These rights are summarized below. Additionally, member rights and responsibilities are outlined in the Fidelis Care Member Handbook provided to all members upon enrollment.

A Fidelis Care member has the right to:

- Receive information about Fidelis Care, our services, our practitioners and providers, and member rights and responsibilities. For more information, please visit the Fidelis Care website at https://www.fideliscare.org/ or contact Member Services 24 hours a day, 7 days a week: 1-888-FIDELIS (1-888-343-3547) or fax us at 718-896-6832. TTY users should call 1-800-421-1220.

- Be treated with respect and recognition of your dignity and your right to privacy.

- Have your information remain confidential throughout the Fidelis Care organization. The following are ways Fidelis Care keeps your information confidential:
  - Fidelis Care staff members are prohibited from discussing confidential information in public places, such as elevators or outside of Fidelis Care offices.
  - When discussing your confidential information on the telephone, staff members are required to use appropriate safeguards to confirm they are speaking with someone who has the right to your confidential information.
  - All electronic transmissions contain limited identifiable information and are protected by encryption when sent outside of the organization.
  - Paper documents are stored in secure locked areas and destroyed when no longer needed.

- Participate with practitioners in making decisions about your health care.

- A candid discussion with your practitioners or providers about appropriate or medically necessary treatment options for your condition(s), regardless of cost or benefit coverage.

- Voice complaints or appeals about Fidelis Care and the care or services we provide. Complaints may be communicated by contacting Member Services 24 hours a day, 7 days a week: 1-888-FIDELIS (1-888-343-3547) or fax us at 718-896-6832. TTY users should call 1-800-421-1220.

- Make recommendations regarding our Member Rights and Responsibilities Policy.

A Fidelis Care member has the responsibility to:

- Supply information (to the extent possible) that Fidelis Care and its practitioners and providers need in order to provide care.

- Follow plans and instructions for care that you have agreed to with your practitioners.

- Understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.
THE PROVIDER'S ROLES AND RESPONSIBILITIES

- Providers shall provide services that conform to accepted medical and surgical practice standards in the community. These community standards include, as appropriate, the rules of ethics and conduct as established by medical societies and other such bodies, formal or informal, governmental or otherwise, from which physicians seek advice or guidance or to which they are subject for licensing and control.

- Providers shall immediately notify Fidelis Care's Chief Medical Officer, in writing:
  1. if their ability to practice medicine is restricted or impaired in any way, or
  2. if their license to practice their respective profession is revoked, suspended, restricted, requires a practice monitor or is limited in any way, or
  3. if any adverse action is taken, or
  4. an investigation is initiated by any authorized Local, State or Federal agency, or
  5. of any new or pending malpractice actions, or
  6. of any reduction, restriction or denial of clinical privileges at any affiliated hospital.

- Providers shall comply with all Fidelis Care administrative, patient referral, quality assurance, utilization management, and reimbursement procedures.

- Providers shall not differentiate or discriminate in the treatment of members on the basis of race, sex, color, age, religion, marital status, veteran status, sexual orientation, national origin, disability, place of residence, health status, or source of payment and shall observe, protect, and promote the rights of members as members and any other category protected by law.

- Providers shall cooperate and participate in all Fidelis Care peer review functions, including quality assurance, utilization review, administrative, and grievance procedures as established by Fidelis Care.

- Providers shall comply with all final determinations rendered by Fidelis Care peer review programs, or external arbitrators for grievance procedures consistent with the terms and conditions of the provider's agreement with Fidelis Care.

- Providers shall notify Fidelis Care in writing of any change in office address, telephone number, or office hours. A minimum of thirty (30) calendar days advance notice is requested.

- Providers shall notify Fidelis Care at least sixty (60) calendar days in advance, in writing, of any decision to terminate their relationship with Fidelis Care or as required by the provider's agreement with Fidelis Care.

- At provider sites where participating providers are sharing office space with non-participating providers, a participating provider must treat Fidelis Care members.

- Providers agree to maintain standards for documentation of medical records and confidentiality for medical records (as per Section 7 of this manual).

- Providers agree to retain medical records for ten (10) years after the last date of service or, in the case of a minor, for six (6) years after the patient reaches the age of majority, or the length of time required by applicable law.
Providers may freely communicate with members about all treatment options, regardless of benefit coverage limitations.

Informed Consent
The provider will adhere to all Federal and State law requirements for obtaining informed consent for treatment. Properly executed consents must be included in the medical record for all procedures that require informed consent.

Confidentiality
All Protected Health Information (PHI), as this term is defined by the Health Insurance Portability and Accountability Act of 1996 (45 CFR § 164.501), related to services provided to members shall be confidential pursuant to Federal and State laws, rules and regulations. PHI shall be used or disclosed by the provider only for a purpose allowed by or required by Federal or State laws, rules, and regulations.

Medical records of recipients enrolled in foster care programs shall be disclosed to local social service officials in accordance with the New York State Social Service Law.

Medical records of all Fidelis Care members shall be confidential and shall only be disclosed to and by the provider's personnel as necessary to provide medical care and quality, peer, or complaint and appeal review of medical care under the terms of the applicable program contract as required in accordance with applicable laws and regulations.

You Can Help Protect Patient Confidentiality
Protecting your members' privacy is an essential part of building a physician/patient relationship. You and your staff can help protect patient confidentiality by following these simple measures:

- Avoid discussing cases within earshot of other patients or visitors.
- If voices can be heard easily through exam room walls, consider adding soundproof panels or piping in soft music.
- Arrange office space to allow privacy for members who are paying bills and making appointments.
- Make sure computer screens that contain patient information are protected from general view.
- Be sure all patient care is provided out of sight from other members (for example; weighing, lab draws).
- Have an Office Confidentiality Policy for staff to read and keep in your office personnel files.
- Ask your members to sign an Authorization to Release Information prior to releasing medical records to anyone.
- Have a protocol for sending confidential information via fax.

New York State Confidentiality Law and HIV
Public Health Law (Article 27-F) requires AIDS and HIV-related information to be kept strictly confidential. The law strictly limits disclosure of HIV-related information. When disclosure of HIV-
related information is authorized by a signed release, the person who has been given the information MUST keep it confidential. Re-disclosure may only occur pursuant to another authorized release. The law only applies to people and facilities providing health or social services, and provides that:

- Confidential HIV-related information is any information that indicates that a person has had an HIV-related test, has HIV-infection, HIV-related illness, AIDS or has been exposed to HIV, the virus that causes AIDS.

- An HIV-related test is any lab test that could indicate a person has HIV.

- Any person, no matter what age, can consent to an HIV test, but the person MUST demonstrate understanding of what the test is for, what the results mean, and options for care and treatment.

- Disclosure of HIV-related information is generally permitted only after a release and consent form, approved by the New York State Department of Health, is signed by the patient authorizing the release of the HIV-related information.

- HIV-related information may be disclosed without a specific HIV release signed by the member when (l) the medical professionals treating the member need to discuss HIV information with each other or with their supervisors in order to provide care, (2) a hospital shares HIV information with the patient's insurance company because the information is necessary to pay for the care, (3) a physician needs to inform the patient's sexual or needle sharing partner, (4) a physician needs to inform a person who is legally authorized to consent to healthcare for the individual, (5) the information is needed to supervise, monitor or administer a health or social service, (6) the information is requested by an agency or prospective foster or adoptive parent, (7) in the care of a minor, the information is requested by the parent or guardian, (8) a court orders disclosure, (9) the information is being provided to supervisory or medical staff if he/she is in jail, prison or on parole.

**HIV Related Testing**

No physician or other person authorized pursuant to law may order an HIV-related test without first having obtained written or oral informed consent. When the test being ordered is a rapid HIV test, such informed consent may be obtained orally and shall be documented in the subject of the test's record.

Informed consent shall include providing information to the person to be tested. Information necessary to obtain informed consent may be provided through electronic, written or oral means and shall include:

1. HIV causes AIDS and can be transmitted through sexual activities and by needle-sharing by pregnant women to their fetuses, and through breastfeeding infants;

2. There is treatment for HIV that can help an individual stay healthy;

3. Individuals with HIV or AIDS can adopt safe practices to protect infected and uninfected people in their lives from becoming infected or multiply infected with HIV;

4. Testing is voluntary and can be done anonymously at a public testing center;

5. The law protects the confidentiality of HIV-related test results;
Section Three  The Provider’s Roles and Responsibilities

6. The law prohibits discrimination based on an individual’s HIV status and services are available to help with such consequences; and

7. The law allows an individual’s informed consent for HIV-related testing to be valid for such testing until such consent is revoked by the subject of the HIV test or expires by its terms.

Consent may be for a single test, for a period of time determined by the subject of the test, or be open-ended, so long as the subject of the test may revoke consent for future tests at any time. Each additional time that an HIV test is being ordered, the physician or other person authorized to order an HIV test shall orally notify the subject of the test or, if the subject is not able to consent, the person authorized to consent for the subject that the test will be conducted and this notification will be noted in the subject’s medical record.

With respect to positive results, in addition to explaining the test result to the person who consented to the test, the person who orders the test shall be responsible, directly or through a representative, for ensuring post-test counseling, referrals and linkage to care as appropriate. When confirmed positive results are being provided, the person ordering the test or his or her representative shall provide or arrange for an appointment for follow-up care for HIV. For persons who test positive, post-test counseling shall address:

1. Strategies for coping emotionally with the test results;

2. Discrimination issues relating to employment, housing, public accommodations, healthcare and social services;

3. The importance of taking precautions to prevent HIV transmission to others;

4. The ability to release or revoke the release of confidential HIV-related information;

5. HIV reporting requirements for the purposes of epidemiologic monitoring of the HIV/AIDS epidemic;

6. The importance of contacts’ being notified to prevent transmission, and allowing early access of exposed persons to HIV testing, healthcare, and prevention services, and a description of notification options and assistance available to the protected individual;

7. An assessment of the risk of domestic violence in conformance with a domestic violence screening protocol developed by the commissioner pursuant to law;

8. The requirement that known contacts, including a known spouse, will be reported and that protected persons will also be requested to cooperate in contact notification efforts of known contacts and may name additional contacts they wish to have notified with the assistance of the provider or authorized public health officials;

9. Non-disclosure of the protected individual’s name or other information about them during the contact notification process;

10. The provider’s responsibility for making an appointment for newly diagnoses persons to receive follow-up HIV medical care;

11. The availability of medical services and the location and telephone numbers of treatment sites, information on the use of HIV chemotherapeutics for prophylaxis and treatment and
peer group support, access to prevention, education and support services and assistance, if needed, in obtaining any of these services; and


For general information, to report a breach of confidentiality, or to obtain forms and referrals, call:

New York State Department of Health
HIV Confidentiality Hotline
1-800-962-5065

Or write:

Special Investigation Unit
New York State Department of Health
ESP Corning Tower, #308
Albany, NY

Enrollee Complaints and Grievance Procedures
All Fidelis Care providers must respect Member Rights as outlined in Section 2 of the Provider Manual. In addition, providers should participate in, and are obligated to cooperate with, the resolution of any member complaint or grievance that may arise relating to the services they provided to a Fidelis Care member. Any concerns identified by members with Fidelis Care, a provider, or any of a provider’s personnel with respect to the provision of all services, are handled in accordance with Fidelis Care’s complaint and grievance procedures.

Advance Directives
All new Fidelis Care members are told of their right to formulate oral or written advance instructions regarding health care treatment. The PCP is responsible to ask members if they have executed any advance directives. All participating providers are required to comply with all the laws related to advance directives and must provide care and treatment according to the wishes of the member. For additional information go to https://www.health.ny.gov/professionals/patients/patient_rights/

Health Care Proxy
A copy of the Health Care Proxy should be kept with the Physician, the Health Care Agent and the person and any other family member(s) or friend(s) that the person chooses.
PRIMARY CARE SERVICES

Responsibilities of the Primary Care Provider
The scope of services expected of a Primary Care Provider (PCP) includes those that are determined by a provider to be necessary and appropriate to promote, preserve, and restore optimal health. The PCP agrees to as needed:

- Provide health counseling and advice; conduct baseline and periodic health examinations; diagnose and treat conditions not requiring the services of a specialist; arrange inpatient care, consultations with specialists, and laboratory and radiological services when necessary; coordinate findings of consultants and laboratories; and interpret such findings to the patient or the patient’s family subject to confidentiality provisions, and maintain a current medical record for the patient.

- Provide services normally performed in the provider's practice and provide care that conforms to acceptable medical practice standards.

- Providers will provide periodic assessments and member education, as clinically necessary, including preventive care measures, based upon the "Clinical Guidelines" outlined in Appendix VIII.

- Admit and refer members to hospitals that participate in Fidelis Care’s network, except in emergencies or when it is medically unsafe for the member to go to a participating hospital.

- Maintain medical records that meet the medical record standards enumerated in Section 7 of this manual.

- Send copies of member medical records, reports, treatment summaries and other related documents to Fidelis Care and other participating providers upon request.

- Submit claim forms and encounters electronically within ninety (90) days of the date of service using appropriate procedure and diagnosis codes.

- Maintain professional credentials and liability insurance acceptable to Fidelis Care.

- Comply with all utilization management (UM) protocols as outlined in this Provider Manual. Refer to Appendix I for the Fidelis Care Authorization Grid Detail. For UM procedures, refer to Section 8 Emergency and Inpatient Services, Section 11 Referral and Pre-Authorization, Section 18 Authorizations for Non-Participating Providers and Section 19 Behavioral Health. Contact Fidelis Care’s Quality Healthcare Management (QHCM) Department at 1-888-FIDELIS 1-888-343-3547 for authorization. (Refer to Section 11 and Section 18 of this manual).

- Work closely with Fidelis Care to resolve any problems, complaints, and disputes that may arise between provider, member, and Fidelis Care.

- Treat members with respect and honor the member's right to know and fully understand his or her diagnosis, prognosis and expected outcome of the recommended medical or surgical treatment, and his or her right to refuse treatment. When it is not advisable to give such information to the member, the information is to be made available to an appropriate person acting on the member's behalf.
Section Four
Primary Care Services

- Not differentiate or discriminate in the treatment of members on the basis of race, sex, color, age, religion, marital status, veteran status, sexual orientation, national origin, disability, place of residence, health status, income level, source of payment or any other basis prohibited by applicable federal, state, or local civil rights laws.

- Abide by Fidelis Care policies and procedures relating to member complaints, peer review, quality assurance, and utilization review.
  - Member complaints: Refer to Section 2 Member Rights; Section 14 Member Grievances and Complaints.
  - Peer review: Refer to Section 3 Provider Roles and Responsibilities; Section 9 Provider Credentialing and Termination; Section 10 Health Care Performance Evaluation.
  - Utilization review: Refer to Section 8 Emergency and Inpatient Services; Section 11 Referral and Pre-Authorization; Section 18 Authorizations for Non-Participating Providers; Section 19 Behavioral Health; and, Appendix I Authorization Grid Detail.

- Notify Fidelis Care's Provider Relations Department of any changes in information included on the Provider Application, e.g., changes in address or office hours, on-call arrangements, etc.

- Report and participate in the various State-mandated programs, such as reporting of communicable diseases, participation in immunization registries, lead testing, and reporting consistent with New York State Public Health Law and New York State Regulations.

Member Access to Services

Office Hours

Under New York State Department of Health Guidelines, Fidelis Care primary care providers must practice at least 16 hours a week at a primary care site and be available at least 4 hours on two separate days of the week. If you cannot meet these criteria, please contact Fidelis Care’s Chief Medical Officer.

Appointment Availability, Waiting Time

All Fidelis Care providers must have an appointment system that meets the following standards for appointment availability for primary care services:

<table>
<thead>
<tr>
<th>Situation</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urgent medical or behavioral problems</td>
<td>Within 24 hours</td>
</tr>
<tr>
<td>Non-Urgent sick visits</td>
<td>Within 48-72 hours, as clinically indicated</td>
</tr>
<tr>
<td>Routine, non-urgent or preventive care</td>
<td>Within 4 weeks</td>
</tr>
<tr>
<td>Pediatric routine visits</td>
<td>Within 4 weeks</td>
</tr>
<tr>
<td>Specialist referrals (non urgent)</td>
<td>4 to 6 weeks</td>
</tr>
</tbody>
</table>
Initial Prenatal visits | Within 3 weeks for the initial visit during the first trimester; within 2 weeks for the initial visit during the second trimester, every two weeks during the second trimester, within 1 week for the initial visit during the third trimester.
---|---
Initial newborn visit to PCP | Within 2 weeks of hospital discharge
In-plan mental health or substance abuse | Within 5 days or as clinically indicated
Follow-up visits (pursuant to an emergency or hospital discharge) | Within 1 week
In-plan, non-urgent mental health or substance abuse visits within 2 weeks | Within 2 weeks

Waiting times within a primary care site should meet the following standards:

- Appointment waiting times should not exceed 1 hour for scheduled appointments.
- Walk-in members with non-urgent needs should be seen within 2 hours or scheduled for an appointment consistent with the above scheduling guidelines.
- Walk-in members with urgent needs should be seen within one hour.

24-Hour Telephone Coverage
The PCP is responsible for arranging on-call and after-hours coverage to ensure 24-hour telephone access to all members.

All Fidelis Care providers are required to maintain 24-hour, 7-day-a-week telephone access for their members. The standard for returning a member call is 30 minutes. It is not acceptable to have an answering machine in place that does not connect directly to the provider, e.g., a direct beeper connection. The message must direct the member to a live voice.

Providers shall notify Fidelis Care, in writing, at least 30 calendar days in advance of any change in their office address, telephone number, or office hours.

Fidelis Care is required to conduct 24-Hour Access and Appointment Availability studies of our providers annually (Semi-annual in New York City) and submit the results to the New York State Department of Health and each Local Department of Social Services (LDSS). In addition, the New York State Department of Health conducts their own survey.

Fidelis Care 24-Hour Phone Coverage
Fidelis Care has implemented an after business hours member information and assistance program. Protocols exist to contact registered nurses and/or medical directors if indicated.

Required Reporting to Local Department of Health
PCPs and other providers in the Fidelis Care network are expected to report positive TB test results and active cases of TB to the New York City Department of Health (NYCDOH) or Local County Department of Health (CDOH), as required by State and City Health Codes. In New York City, reports to NYCDOH must include information on HIV+ status, IV drug and other substance abuse, and the status of the case. For additional information go to: https://www1.nyc.gov/assets/doh/downloads/pdf/hcp/reporting-guide.pdf
Fidelis Care also expects the PCP and other providers to cooperate with the NYSDOH or CDOH in identifying case contacts and arranging for or providing services and follow-up care. Fidelis Care encourages all providers to consult with their respective County Health Departments on TB treatment and preventive therapy. Information forms for reporting and consultation in New York City can be obtained by calling the TB Hotline for Physicians at (212) 788-4162. For additional information, contact the New York State Department of Health at 1-518-474-7000. Fidelis Care has a mechanism in place whereby services needed are coordinated by a Case Manager who will work with all of the members on the Health Care Team servicing the member. Contact the QHCM Department to obtain such services at 1-888-FIDELIS (1-888-343-3547) - authorization prompt. For additional information, go to: https://www.health.ny.gov/professionals/reporting.htm

**Provider Leaves the Network**

If a member's healthcare provider leaves the Fidelis Care network of providers, or is terminated for reasons other than imminent harm to member care, a determination of fraud, or a final disciplinary action by a state licensing board that impairs the health professional's ability to practice, Fidelis Care shall permit the member to continue an ongoing course of treatment with the member's current healthcare provider during a transitional period and upon a previously agreed reimbursement rate.

The transitional period shall continue up to ninety (90) calendar days from the date of notice to the member of the provider's disaffiliation from the network or, if the member has entered the second trimester of pregnancy, for a transitional period that includes the provision of post-partum care directly related to the delivery.

The care shall be authorized by Fidelis Care for the transitional period only if the healthcare provider agrees to accept reimbursement at rates applicable prior to the start of the transitional period, as payment in full, to adhere to quality assurance requirements, to provide medical information related to such care, and to adhere to the organization's policies and procedures. This is consistent with the transition of care provision in the previous agreement.

**New Member**

If a new member has a life-threatening or degenerative disease or disabling condition, Fidelis Care shall allow the new member to continue an ongoing course of treatment with the member's current healthcare provider for a period of up to sixty (60) days effective from the date of enrollment. If the member has entered the second trimester of pregnancy at the effective date of enrollment, the transitional period shall include the provision of post-partum care directly related to the delivery.

The transitional period applies only if the healthcare provider agrees to accept reimbursement, at rates established by Fidelis Care, as payment in full, to adhere to the organization's quality assurance requirements and to provide medical information related to such care and to adhere to the organization's policies and procedures.

In no event shall this requirement be construed to require Fidelis Care to provide coverage for benefits not otherwise covered or to diminish or impair pre-existing condition limitations contained within the member's contract.

**Primary Care Provider Selection**

In general, Fidelis Care prefers that PCPs practice in the areas listed below. Because managed care programs include members with life threatening or disabling and degenerative medical conditions, specialist and sub-specialist providers may function as PCPs when such an action is considered by Fidelis Care to be medically appropriate. As an alternative, Fidelis Care may restrict its PCP network to primary care specialties only and rely on standing referrals to specialists and sub-specialists for members who require regular visits to such providers.
The types of providers eligible to serve as PCPs are providers who specialize in:

- Family Practice
- General Practice
- General Pediatrics
- General Internal Medicine
- Obstetrics and Gynecology (subject to Plan and State Department of Health qualifications)
- Nurse Practitioners may also function as PCPs, subject to their scope of practice limitations under New York State Law.
SPECIALTY PROVIDER SERVICES

Participating specialists shall provide appropriate, quality medical care to Fidelis Care members. Members may seek care from specialists for specific services based on evaluation, diagnosis, and direction of care. Specialists play a critical role by providing efficient care within their area of expertise.

Responsibilities of Specialty Care Providers

- Provide services normally performed in the provider practice specialty and provide care that conforms to accepted medical and surgical practice standards in the community.

- Report findings and recommendations to the referring provider by telephone and in writing.

- Admit and refer members to hospitals that participate in Fidelis Care's network, except in emergencies.

- Maintain medical records that meet the medical record standards listed in Sections 3 and 7 of this manual.

- Send copies of member medical records, reports, treatment summaries, and other related documents to Fidelis Care and other participating providers, upon request.

- Submit claim forms for services electronically within ninety (90) calendar days of the date of service.

- For covered services, seek reimbursement only from Fidelis Care.

- Maintain professional credentials and liability insurance acceptable to Fidelis Care.

- Accept peer review of professional services provided to Fidelis Care members.

- Maintain admitting privileges with at least one hospital that participates in Fidelis Care's network.

- Work closely with Fidelis Care to resolve any problems, complaints, and disputes that may arise between the provider, member, and Fidelis Care.

- Treat members with respect and honor the patient's right to know and fully understand his or her diagnosis, prognosis, and expected outcome of the recommended medical or surgical treatment or medication, and his or her right to refuse treatment. When it is not advisable to give such information to the member, the information is to be made available to an appropriate person acting on the member's behalf.

- Not differentiate or discriminate in the treatment of members on the basis of race, sex, color, age, religion, marital status, veteran status, sexual orientation, national origin, disability, place of residence, health status, income level, source of payment, or any other basis prohibited by applicable Federal, State or Local civil rights laws.

- Abide by agreements made with Fidelis Care as a result of member complaints, peer review, quality assurance, and utilization review.
• Immediately notify Fidelis Care's Chief Medical Officer, in writing, if provider's ability to practice medicine is restricted or impaired in any way, if any adverse action is taken, or an investigation is initiated by any authorized City, State or Federal agency, or of any new or pending malpractice actions, or of any reduction, restriction, or denial of clinical privileges at any affiliated hospital. (See Section 3 of this Provider Manual).

• Immediately notify Fidelis Care's Chief Medical Officer of any adverse actions or sanctions taken by State agencies and any changes in information included on the Provider Application, (e.g., changes in address or office hours, malpractice actions, on-call arrangements).

• At provider sites where participating providers share office space with non-participating providers, only participating providers can treat Fidelis Care members without authorization.

Verification of Member Eligibility
Prior to providing services at each visit, the provider's office must verify the member's current eligibility by either using the Integrated Voice Response (IVR) or Provider Access Online. **Failure to verify eligibility at the time of service may result in denial of payment for services rendered.**

To obtain eligibility or status claims, please go to www.fideliscare.org to access Provider Access Online. To verify eligibility, call 1-888-FIDELIS (1-888-343-3547) to access the IVR.

Services to be Rendered

Appropriate evaluation and treatment of a member may require a specialist provider to order certain diagnostic tests.

Effective October 1, 2017, Fidelis Care requires providers to obtain prior authorization from eviCore Healthcare for members in all products, except Fidelis Care at Home (FCAH) and Fully Integrated Duals Advantage (FIDA), for outpatient high-tech radiology services, outpatient non-obstetrical ultrasounds, outpatient diagnostic cardiology services, and outpatient radiation therapy services. For a full list of the procedure codes that require prior authorization through eviCore Healthcare, visit: [https://www.evicore.com/healthplan/fideliscare](https://www.evicore.com/healthplan/fideliscare).

Before rendering services, providers are required to check the list of services requiring prior authorization from Fidelis Care, which is available at [https://www.fideliscare.org/Provider/Provider-Resources/Authorization-Grids](https://www.fideliscare.org/Provider/Provider-Resources/Authorization-Grids)

Fidelis Care reserves the right to deny reimbursement if, in the opinion of the Chief Medical Officer or Medical Director, the test performed is not medically necessary or is not part of a routine exam. Specialists are encouraged to call the Fidelis Care QHCM Department at 1-888-FIDELIS (1-888-343-3547) if they have any questions regarding a particular test.

The specialist is required to provide any relevant documentation with all treatment information to the member’s PCP and referring provider. It is the specialist's responsibility to coordinate all treatment with the member's PCP in order to ensure effective case management. If the specialty referral occurs in a hospital-based specialty clinic, it is the responsibility of the hospital to ensure that consultation reports are forwarded to the PCP in a prompt and efficient manner.
WOMEN’S HEALTH PROVIDER RESPONSIBILITIES

Direct Access To Obstetrics and Gynecological (OB/GYN) Services
As required by New York State law, each female member of Fidelis Care has unrestricted access to at least two annual exams for primary and preventive obstetric and gynecological services from a qualified provider of her choice in the Fidelis Care network. The member also has unlimited access to primary and preventive OB/GYN services required as a result of such an exam, or as the result of an acute GYN condition. In addition, the member has unrestricted access to a qualified provider of OB/GYN services in the Fidelis Care network for any care related to pregnancy. Consequently, a referral from the member’s Physician is not required for these services. The specialist must, however, discuss the services and treatment plan with the Physician.

Members must have access to a live individual after hours for emergency consultation and care.

OB/GYN And Nurse Midwife Provider Responsibilities
Reporting to Fidelis Care's BabyCare Program

Fidelis Care's BabyCare Program is a single-point, coordinated health program with our member and your patient that begins during the prenatal period and continues through the postpartum office visit. The design of the program is both preventative and educational. The goals are to improve birth outcomes and wellness promotion. A BabyCare nurse or associate contacts each pregnant woman and serves as a resource to help her have a healthy baby.

Preventive Care
Providers are responsible for delivering preventive gynecological services to female members, including but not limited to, cervical cancer screening and mammography screening services. Additionally, providers should treat any gynecological-related clinical condition.

Prenatal Care/Delivery/Postpartum
OB/GYN providers and nurse midwives shall deliver prenatal care to pregnant members according to American College of Obstetricians and Gynecologists (ACOG) standards and New York State's Prenatal Care Standards for Managed Care Plans.

OB/GYN providers and nurse midwives shall perform all in-hospital deliveries and provide all subsequent inpatient and outpatient follow-up care.

Providers are responsible for sending records of all treatment and outcomes to the member’s Physician, and for coordinating any follow-up care when necessary.

Appointment Systems
Participating OB/GYN and nurse midwives shall schedule appointments with members within three (3) weeks during the first trimester; two (2) weeks during the second trimester; and within one (1) week thereafter, unless the member's condition is urgent, whereby the appointment should be scheduled using appropriate clinical judgment.

Maternity Admissions
Pregnancy-related complications admission (Ante-partum admissions)
When a pregnant member presents due to a medical condition, i.e., eclampsia, hyperemesis, etc., and delivery is not imminent, the hospital should call the Fidelis Care QHCM Department for authorization for inpatient admission or other treatment unless the patient presents with an
emergent condition. In this instance, the hospital should assess and stabilize the member, and then notify the Fidelis Care QHCM Department.

**OB Delivery Information**

The hospital must call the QHCM Department within two (2) business days after delivery with the following maternal and newborn admission information for authorization and case management:

- Mother's name
- Mother's ID number (if applicable)
- Admission date and time
- Delivery method (normal spontaneous, C-section etc.)
- Newborn information:
  1) Gender
  2) Date of birth
  3) Birth weight
  4) APGAR score
  5) Nursery (NICU, newborn etc.) For newborns admitted to the NICU, please provide the working diagnosis, and name and telephone number of the physician of primary responsibility
  6) Gestation by week
STANDARDS FOR MEDICAL RECORD DOCUMENTATION

Medical Records, whether electronic or on paper, communicate the member's past medical treatment, past and current health status, and treatment plans for future healthcare. Good documentation facilitates communication, coordination and continuity of care, and promotes the efficiency and effectiveness of treatment.

Fidelis Care standards are as follows:

A. Fidelis Care requires that providers maintain medical records in a manner that is current, detailed, legible and organized and permits effective and confidential member care and quality review. A separate, distinct medical record is required for each member.

B. Fidelis Care requires that providers have an organized medical record keeping system.

C. Content of the Medical Record -- Primary care medical records must reflect all services provided directly by the Physician, all ancillary services and diagnostic tests ordered by the Physician, and all diagnostic and therapeutic services for which the member was referred by the Physician (e.g. home health nursing reports, specialty physician reports, hospital discharge reports and physical therapy reports). Specific content standards are as follows:

1. **Adequacy of the Medical Records Filing System** (includes maintenance of confidentiality, procedures for review of diagnostic test results, etc.).
   a. Medical Records are stored in a secure location not accessible to members
   b. There is a unique medical record for each member identified by a medical record identifier (either name or number) on each page
   c. Records are organized with a filing system to ensure easy retrievability

2. **Adequacy of Medical Record Keeping**
   a. Identifying information present on each page of the medical record
   b. Biographical data is identified on each entry
   c. The provider is identified on each entry
   d. All recorded entries are dated
   e. The record is legible

**Clinical Content**

f. Significant illnesses and medical conditions are indicated on the problem list.
   g. Medication history (past and current) must be reviewed at each visit, documented and dated. Medication allergies and adverse reactions are prominently noted in the record. If the member has no known allergies or history of adverse reactions, this is appropriately noted in the record.
   h. Past medical history (for members seen three or more times) is easily identified and includes serious accidents, operations, and illnesses. For children and adolescents (18 years and younger), past medical history relates to prenatal care, birth, operation, and childhood illnesses.

3. **Retention of Medical Records**
   Medical records must be retained for at least ten (10) years for adults, and six (6) years from the age of majority for children.
4. **Confidentiality**
   a. Access to medical records is permitted only to those individuals who are part of the team providing healthcare to the individual. Such information contained in the medical record may be provided to Fidelis Care for purposes directly connected with the performance of Fidelis Care’s obligations. Access may additionally be permitted consistent with the HIPAA/HITECH and all other State and Federal regulations.
   b. The healthcare provider’s Notice of Privacy Practices must describe the individual’s rights regarding: receipt of a copy of their personal medical record; practices regarding disclosure of their Protected Health Information; ability to request modification of their personal medical record; and, all other rights provided in the HIPAA/HITECH and all other State and Federal regulations.
   c. **Confidentiality of HIV-Related Information:** Providers must develop policies and procedures to assure confidentiality of HIV-related information, as required by Article 27-F of the New York State Public Health Law. These policies must include:
      - Initial and annual in-service education of the providers’ staff and/or contractors.
      - Identification of those staff members allowed access, and the limits of their access to HIV-related information.
      - A procedure to limit access to trained staff (including contractors).
      - A protocol for secure storage (including electronic storage).
      - Procedures for handling requests for HIV-related information.
      - Protocols to protect persons with or suspected of having HIV infection from discrimination.

5. **Fidelis Care’s Process for Improving Medical Records**
   a. Letters sent to providers that include specific deficiencies identifying the compliance issues and a suggested action plan for improvement.
   b. Suggested models of records such as forms, problem lists or medication allergies documentation forms.
   c. Re-education information, highlights of best practices or blinded records that meet Fidelis Care’s standards particularly well.

Fidelis Care uses medical record review staff to conduct onsite reviews. Providers and their office staffs receive verbal feedback and education, which includes, but is not limited to, Fidelis Care’s requirements, various Department of Health reporting requirements, medical record documentation, and member education. Providers receive a written report card following the onsite review.

**Access to Medical Records**
Copies of medical records must be made available, without charge (unless otherwise noted), to other participating providers, consultants, or physicians involved with the member’s care and treatment. Copies of medical records must also be made available upon request, and without charge (unless otherwise noted), to Fidelis Care (e.g., Chief Medical Officer, Quality Health Care Management Staff) for quality assurance and utilization review activities. The handling of medical records must comply with all Federal and State laws and regulations regarding confidentiality of member records.
Copies of medical records must be made accessible to the Local Department of Social Services (LDSS), New York State Department of Health, and/or the Centers for Medicare and Medicaid Services (CMS) upon request.
EMERGENCY SERVICES

Assessment of an Emergency Medical Condition
Authorization is never required prior to providing services for emergency medical conditions.

Consistent with Federal and State law, an Emergency Medical Condition is defined by using a Prudent Layperson Standard, which is as follows:

A medical or behavioral condition, the onset of which is sudden, that manifests itself by symptoms of sufficient severity - including severe pain - that a prudent lay person, possessing an average knowledge of medicine and health, could reasonably expect the absence of immediate medical attention to result in any of the following:

- Placing the health of the person afflicted with such condition in serious jeopardy, or in the case of a pregnant woman, the health of the woman or her unborn child, or in the case of a behavioral health condition, placing the health of such person or others in serious jeopardy;
- Serious impairment to such person’s bodily functions;
- Serious dysfunction of any bodily organ or part of such person; or
- Serious disfigurement of the person.

INPATIENT SERVICES – Medical and Surgical Emergent/Urgent Admissions

Notification is required for unscheduled medical and surgical hospital admissions following stabilization. Fidelis Care requires notification of the member’s hospital admission within two business days. This applies to emergency transfers from one acute care hospital to another when the treating hospital cannot provide the needed care and the patient's clinical status makes it unsafe to wait until the next business day to obtain pre-authorization for the transfer from Fidelis Care. Please contact Fidelis Care at 1-888-FIDELIS (1-888-343-3547). Follow the voice prompts for “authorizations” to connect to the Authorization Call Center from 8:30AM-5:00PM Monday through Friday. Notifications can be accepted after hours, holidays, and weekends. Use the standard toll free number and follow the voice prompt as noted above.

Inpatient Emergency Admissions

Fidelis Care follows National Committee for Quality Assurance (NCQA) guidelines for timeliness of Utilization Management (UM) decisions. Emergency inpatient admissions are considered “Urgent Concurrent” requests and must be addressed within 24 hours. In situations where initial Inpatient authorization requests are not accompanied by sufficient clinical documentation, Fidelis Care will contact the facility to request the necessary information. If Fidelis Care is unable to obtain the information within 72 hours (3 calendar days) of receipt of the initial request, the inpatient admission will be subject to denial for lack of sufficient clinical information.

Clinical information for an Inpatient Emergency Admission, should be faxed to Fidelis Care ER eFax at: 347-868-6411.

BEHAVIORAL HEALTH EMERGENCIES

If the member presents or is brought to the hospital with a behavioral health emergency or requires immediate treatment related to drug or alcohol use, the hospital should:

- Stabilize and otherwise secure the member’s health and safety
- Verify the member’s Fidelis Care eligibility
Section Eight

Emergency and Inpatient Services

- Contact Fidelis Care's Behavioral Health Unit

For assistance with Behavioral Health issues, contact 1-888-FIDELIS

A provider or member can contact the Fidelis Care Behavioral Health unit through the toll free Fidelis Care number 1-888-FIDELIS (1-888-343-3547). Follow the voice prompts to connect to the Behavioral Health Case Manager from 8:30AM-5:00PM Monday through Friday. On-call emergency services are available after hours, holidays and weekends. Use the standard toll free number and follow the voice prompt to reach the on-call services. No prior authorization is required for emergent admits, though notifications of such admissions will be responded to on the next business day.

Transfer of a Fidelis Care Member to another Hospital

Prior authorization from Fidelis Care is required to transfer a member from one hospital to another. Fidelis Care will not authorize transfers unless:

- The facility that the patient is in can not provide the care and services the patient's medical condition requires.
- The member's attending provider has authorized the transfer,
- A physician at the receiving facility has accepted the patient and the accepting facility has the resources available to care for the member, and
- All statutory and regulatory requirements for the transfer of a member from one institution to another are met.

Fidelis Care's QHCM Department can assist in arranging for pre-authorized transportation for pre-authorized transfers if necessary.

Transfer to a non-participating facility requires approval of the Chief Medical Officer or designee and will only be approved if needed care is not available at a participating facility.

The receiving institution is under the same obligation to notify Fidelis Care with clinical information so that concurrent review can take place.

Concurrent Review

In order for Fidelis Care to track and monitor the care of our members who have been hospitalized, Fidelis Care conducts concurrent review on selected patient hospitalizations. Fidelis Care will contact the hospital's utilization department to request clinical information on the patient's need for continual hospitalization. Failure to submit the requested information may result in an adverse determination.

The purpose of the concurrent review is to:

1. Ensure the level of service provided is consistent with the need for continued hospitalization,
2. Assist in the coordination of services after discharge,
3. Monitor the quality of care provided in the acute care setting as part of the Fidelis Care quality assurance program.

On occasion, a member of the Fidelis Care Case Management staff will need to visit the hospital to review the chart for either quality or utilization purposes.
PROVIDER CREDENTIALING AND TERMINATION

PROVIDER CREDENTIALING
Subject to limited exceptions, Fidelis Care is required to credential each health care professional, prior to the professional providing services to Fidelis Care members.

Provider Responsibilities
Providers shall immediately notify Fidelis Care’s Chief Medical Officer, in writing, if their ability to practice medicine is restricted or impaired in any way, if any adverse action is taken, or an investigation is initiated by any authorized City, State or Federal agency, or of any new or pending malpractice actions, or of any reduction, restriction, or denial of clinical privileges at any affiliated hospital.

Provider Rights
Review information submitted to support their credentialing application – This includes information from outside sources. However, Fidelis Care does not need to disclose references, recommendations or peer-review protected information.

Correct erroneous information – In the event that a Fidelis Care’s Credentialing Specialist discovers inconsistent information in the application/reapplication, the Specialist will reach out to the provider for correct information with a request for a response within 15 business days. In the event that the practitioner discovers incorrect information in the application/reapplication after exercising the above right, the practitioner may then contact the Fidelis Care’s Credentialing Specialist via letter or email and request that the application/reapplication be updated. Fidelis Care will process and document receipt of the corrected information in the file within 15 business days.

Receive the status of their credentialing or recredentialing application upon request – Fidelis Care will share what documentation is outstanding to complete the application/reapplication and/or will inform the provider when the application/reapplication will be reviewed by the Fidelis Care Credentialing Committee (CR). Fidelis Care will respond to the practitioner’s request by phone or via email.

Credentialing/Re-Credentialing Process
Fidelis Care’s credentialing process uses standards set forth by the New York State Department of Health and National Committee on Quality Assurance (NCQA), including primary verification of training/experience, office site visits, etc. Each provider will be re-credentialed at least every three (3) years. It is the provider's responsibility to ensure that Fidelis Care has the correct service address(es) to contact when re-credentialing is due. If a provider fails to re-credential, the provider would be terminated and any claims following that date would not be paid without prior authorization. Fidelis Care’s Credentials Committee reviews credentialing information and recommends appointment to the panel.

It is the applicant’s responsibility to supply all requested documentation in a form satisfactory to the Credentials Committee. Fidelis Care's Provider Application or the CAQH ProView Application Form is required, in addition to applicable credentialing documents/certifications. Applications lacking supporting documentation shall not be considered by the Committee.

Fidelis Care will process the initial application and present for Committee review within sixty (60) calendar days upon receipt of a completed application and contract. The practitioner will be notified in writing of the Credentials Committee’s decision within that time.

During processing of the initial application, if additional time is necessary to make a determination due to failure of a third party to provide necessary documentation, Fidelis Care will notify the practitioner of the missing information, and will make every effort to obtain such information as soon as possible.
Practitioners considered to have non-routine or unusual circumstances may require additional time for review.

Fidelis Care will make every effort to make a determination regarding participation status as soon as possible and will notify the practitioner in writing as to whether he/she is credentialed after the Credentials Committee review and decision.

Confidentiality
All credentialing documents or other written information developed or collected during the approval processes are maintained in strict confidence. Except with authorization, or as required by law, information contained in these records will not be disclosed to any person not directly involved in the credentialing process.

Credentialing of Ancillary Staff Working in a Participating Provider's Office
Each provider must require that all ancillary staff be appropriately licensed, registered, or certified in their field, and that such staff practice in accordance with all applicable laws and regulations. Providers must also provide appropriate supervision to ancillary staff and ensure that ancillary staff’s responsibilities do not exceed those responsibilities set forth in applicable New York State laws and regulations for such practices.

Under certain circumstances, ancillary staff working in a participating provider’s office and providing care to Fidelis Care members must also be credentialed by Fidelis Care. It is the responsibility of the participating provider to notify Fidelis Care when any of the following professionals are hired/contracted to provide services:

- Nurse Practitioners
- Physical Therapists/Occupational Therapists
- Certified Nurse Midwives
- Physician Assistants

OMH-Licensed/OASAS Certified Behavioral Health Providers and HCBS Providers
Fidelis Care will accept State issued HCBS providers, OMH and OASAS-certified providers with OMH and OASAS license and certifications in place of any credentialing process for individual employees, subcontractors or agents of such providers. The contract shall collect and will accept program integrity related information as part of the licensing and certification process. Fidelis Care requires that such providers not employ or contract with any employee, subcontractor or agent who has been debarred or suspended by the federal or state government, or otherwise excluded from participation in the Medicare or Medicaid program.

PROVIDER TERMINATION
Policy Statement
It is the policy of Fidelis Care to provide due process to providers who are terminated by Fidelis Care consistent with Section 4406-d of the New York State Public Health Law. Accordingly, Fidelis Care has a hearing procedure in place allowing providers, in certain circumstances, to appeal a proposed decision terminating their participation with Fidelis Care.

Fidelis Care will immediately remove any provider from the network who is unable to provide healthcare services due to a final disciplinary action.

Providers who are excluded or terminated by the Department of Health (DOH) Medicaid Program will be excluded from participation in the Fidelis Care Metal-Level Network panel.

Definitions
Healthcare Professional – a person licensed, registered, or certified pursuant to Title 8 of New York’s Education Law.
Quality Concerns – concerns regarding the healthcare professional’s competence or professional conduct, which adversely affect, or could adversely affect the health or welfare of a Fidelis Care member or any other patient of a healthcare professional.

Clinical Privileges – the ability to furnish medical care to persons enrolled in Fidelis Care, as determined by Fidelis Care.

Members – any subscriber, enrollee, member, patient, designated representative or, where appropriate, prospective enrollee of Fidelis Care.

Applicability
The hearing procedure is available in the following circumstance:

- When Fidelis Care proposes to terminate a participating healthcare professional’s contract with Fidelis Care prior to the termination date of the contract.

The hearing procedure is not available in any other circumstances, including but not limited to the following:

- An initial denial of a healthcare professional’s application for clinical privileges;
- When Fidelis Care decides not to renew a healthcare professional’s contract.
- When the termination involves imminent harm to patient care, a determination of fraud, or a final disciplinary action by a state licensing board or other governmental agency that impairs the healthcare professional’s ability to practice.

Fidelis Care will not terminate or refuse to renew a contract solely because a healthcare professional has:

- Advocated on behalf of a member.
- Filed a complaint against Fidelis Care.
- Appealed a decision of Fidelis Care.
- Provided information to a member regarding a condition or course of treatment, including the availability of other therapies, consultations, or tests.
- Provided information to a member regarding the provisions, terms, or other requirements of Fidelis Care’s products as they related to the member.
- Made a report to an appropriate governmental body regarding the policies or practices of Fidelis Care that the healthcare professional believes may negatively impact upon the quality of, or access to, patient care.
- Requested a fair hearing or review as provided herein.

Procedure
When Fidelis Care receives information that raises quality concerns regarding a healthcare professional who has been granted clinical privileges, it will initiate a review and a notation will be placed in the healthcare professional’s record. Review will also be initiated when Fidelis Care decides to terminate a healthcare professional, except where the decision to terminate involves imminent harm to patient care, a determination of fraud, or a final disciplinary action by a state
Section Nine Provider Credentialing and Termination

licensing board or other governmental agency that impairs the healthcare professional’s ability to practice.

If the results of the review indicate that action is required which requires a hearing, the healthcare professional will be notified in writing regarding the proposed action. Such notice shall include the following:

- The proposed action.
- The reasons for the proposed action.
- A statement that the healthcare professional has the right to request a hearing or review, at the professional’s discretion, before a panel appointed by Fidelis Care;
- The time limit, not less than thirty (30) calendar days, for requesting a hearing.
- A statement that the hearing will be held within thirty (30) calendar days after the date the hearing request is received.
- A summary of the hearing rights.

If the healthcare professional does not request a hearing within thirty (30) calendar days of the date of the notice, the proposed action will be final and non-arbitrable and the provider will have no additional appeal rights. If a hearing request is received, the healthcare professional will be apprised, in writing, of the place, time, and date of the hearing and provided a list of the witnesses expected to testify at the hearing on behalf of Fidelis Care. The healthcare professional will also be told that the failure to appear at the hearing will not delay a decision by the hearing panel. Hearing dates and times may be granted at the discretion of Fidelis Care, but within thirty (30) days of the healthcare professional’s request for a hearing.

The hearing panel shall be comprised of at least three (3) persons appointed by Fidelis Care. At least one member of the panel will be a clinical peer in the same discipline and the same or similar specialty as the healthcare professional under review. The hearing panel may consist of more than three (3) persons, provided however, that the number of clinical peers on such panel shall constitute one-third or more of the total membership of the panel. If the healthcare professional participates in the Medicare Advantage program, the hearing panel shall be comprised of a majority of individuals who are clinical peers in the same discipline and the same or similar specialty as the healthcare professional under review.

The healthcare professional shall have the following rights at the hearing:

- The right to call, examine and cross-examine witnesses.
- The right to present evidence that is deemed relevant by the hearing panel. The determination of relevancy shall be determined solely by the panel.
- The right to submit a written statement at the close of the hearing.

After the hearing panel has convened, deliberated, and rendered a decision, it will notify the healthcare professional, in writing, of the decision not more than fifteen (15) business days after its adjournment. The notification will include a statement of the basis for the decision. Decisions will include one of the following and will be provided in writing to the healthcare professional: reinstatement; provisional reinstatement with conditions set forth by the MCO, or termination. The decision of the hearing panel is final and is not subject to further review or arbitration.

A decision by the hearing panel to terminate a healthcare professional shall be effective not less than thirty (30) calendar days after the receipt by the healthcare professional of the hearing panel’s decision. In no event will the termination be effective earlier than sixty (60) calendar days from the receipt of the initial notice provided to the healthcare professional. The date of receipt will be presumed to be five (5) calendar days from the date of the initial notice.

Unless the decision to terminate the healthcare professional involves imminent harm to patient care, a determination of fraud, or final disciplinary action by a state licensing board or other
governmental agency that impairs the healthcare professional’s ability to practice, Fidelis Care would consider allowing a member to continue an ongoing course of treatment with the professional as outlined in section, 4.6, “Provider Leaves the Network” in this Provider Manual.

The healthcare professional’s record will be noted with the appropriate status determination and all hearing correspondence.

When the decision of the hearing panel will adversely affect the clinical privileges of a healthcare professional for a period longer than thirty (30) calendar days, Fidelis Care must notify the New York State Board of Medical Examiners within fifteen (15) calendar days from the date the adverse action was taken. Other regulatory and accrediting agencies will be notified as required.

Subject to the due process rights described above, Fidelis Care reserves the right to terminate the participation status of any participating provider, without cause, upon ninety (90) calendar days prior written notice delivered to the provider, or as otherwise required under the terms of the provider contract.

In the event that a provider’s license, certification or registration is restricted, revoked, surrendered, or suspended by any State in which they may hold a license, the provider may be terminated without the right to an appeal. In addition, such action may be taken should restrictions, suspension, revocation or termination occur for the provider:

- Malpractice Coverage
- DEA Registration
- Medicaid or Medicare Privileges - Qualified & Approved

A provider terminated due to a case involving imminent harm to patient care, a determination of fraud, or a final disciplinary action by a state licensing board or other governmental agency that impairs the healthcare professional's ability to practice, is not eligible for a hearing or a review, and such termination shall not be subject to arbitration.

**Fidelis Care’s Duty to Report**
Fidelis Care is legally obligated to report to the appropriate professional disciplinary agency within thirty (30) calendar days of the occurrence of any of the following:

1. Termination of a healthcare provider for reasons relating to alleged mental or physical impairment, misconduct, or impairment of member safety or welfare.

2. Voluntary or involuntary termination of a contract or employment, or other affiliation to avoid the imposition of disciplinary measures.

3. Termination of a healthcare provider contract, in the case of a determination of fraud, or in a case of imminent harm to a member’s health.
HEALTHCARE PROFESSIONAL PERFORMANCE EVALUATION

Fidelis Care is committed to providing members with access to quality services. As a part of our efforts to improve quality, we periodically conduct Quality Performance studies in conjunction with the Clinical Advisory Committee, which is comprised of participating Fidelis Care physicians.

Any profiling data used to evaluate the performance or practice of a Healthcare Professional shall be measured against stated criteria and an appropriate group of Healthcare Professionals serving a comparable patient population. In these circumstances, each Healthcare Professional shall be given the opportunity to discuss the unique nature of the Healthcare Professional’s patient population, which may have a bearing on the Healthcare Professional’s profile, and to work cooperatively with Fidelis Care to improve performance.

Fidelis Care is required to provide information used to evaluate the performance of providers, and any profiling data. It is important to note that the staff at Fidelis Care is committed to working in partnership with providers in order to assure that quality care is delivered to members. Report cards are used as a way to provide feedback, educate and identify areas for improvement. In addition, Fidelis Care has several programs that focus on preventive health and management of certain chronic conditions. Fidelis Care encourages providers to refer members to work with the staff of those programs. Currently the programs available are Case Management (medical and behavioral health), BabyCare, Asthma, and Diabetes Programs.

The care delivered to members by providers is reported on an annual basis to the New York State Department of Health (NYSDOH) through the Quality Assurance Reporting Requirements (QARR) and to the National Committee on Quality Assurance (NCQA) through the Healthcare Effectiveness Data and Information Set (HEDIS). Quality is measured using encounter/claim data that may be supplemented by medical record reviews to determine the percentage of members receiving preventive care and care for certain chronic diseases and services. Additional studies and medical record reviews are initiated by the NYSDOH throughout the year targeting specific areas such as prenatal care.

QARR/HEDIS measures are also used in overall performance evaluation of a practice.
**REFERRAL PROCESS**

**Physician Referrals within Plan Network**

Physicians may refer members to any Specialty Care Physician (Specialist) or ancillary provider within the Fidelis Care network. Except as noted below, Fidelis Care communicates to members directing them to see their primary physician for their health care needs and that the physician will assist with a referral if they need to see a specialist. Fidelis Care does not require that a member return back to his/her primary physician for a referral to a different participating specialist if a participating specialist recommends that he/she be treated by another specialist. Fidelis Care does not require physicians to notify the plan when a member is referred to a participating specialist. To ensure coordination of care, Fidelis Care does recommend that a specialist notify the member's primary physician when a referral to another specialist is made.

Fidelis Care does not cover care provided by non-participating providers, except for urgent/emergent care, without prior authorization by the Chief Medical Officer or designee. Please refer to Section 18 for more information.

**Direct Access**

Fidelis Care communicates to members that it isn’t necessary to see their primary physician before seeking care from a participating specialist provider. However, when a member does have a primary physician, it is recommended that the member consult with that physician before seeking the services of a specialist. For assistance in identifying a participating provider, members may contact Fidelis Care at 1-888-343-3547.

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcohol and Substance Abuse</td>
<td>No authorization is required for outpatient services. Except in an emergency, all inpatient services require prior authorization from Fidelis Care. Behavioral health providers should contact the Behavioral Health Case Managers to obtain prior authorization. For emergency situations, the provider should treat the patient and notify the Behavioral Health Case Managers as soon as practical, but, no later than forty-eight (48) hours or the next business day.</td>
</tr>
<tr>
<td>Behavioral Health Services</td>
<td>Most outpatient services do not require prior authorization. Providers should review the most current version of the Prior Authorization grid (Appendix I) to confirm whether or not a specific service requires authorization. Except in an emergency, all inpatient services require prior authorization. Behavioral health providers should contact the Behavioral Health Case Managers to obtain prior authorization. For emergency situations, the provider should treat the patient and notify the Behavioral Health Case Managers as soon as practical, but, no later than forty-eight (48) hours or the next business day.</td>
</tr>
<tr>
<td>Dental Services</td>
<td>Members may self refer to dental providers within the dental network of Fidelis Care. Please contact Fidelis Care at 1-888-FIDELIS (1-888-343-3547) for more information. Members can also contact DentaQuest</td>
</tr>
</tbody>
</table>
### Section Eleven

#### Referrals and Prior Authorization

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dental Services</td>
<td>Not all plans cover Dental Services. Please verify member coverage. Members may self refer to Davis Vision directly at 1-800-601-3383.</td>
</tr>
<tr>
<td>Eye Care/Vision Services</td>
<td>Members may self refer to vision providers within the vision network of Fidelis Care. Please contact Fidelis Care at 1-888-FIDELIS (1-888-343-3547) for more information. Members can also contact Davis Vision directly at 1-800-601-3383. Not all plans cover Vision Services. Please verify member coverage.</td>
</tr>
<tr>
<td>Obstetrics and Gynecology</td>
<td>Members may self refer to a participating Fidelis Care provider for primary and preventive obstetric and gynecological services and unrestricted services for care related to pregnancy. Refer to Section 15 of this manual for information about family planning.</td>
</tr>
<tr>
<td>TB Diagnosis and Treatment</td>
<td>Members may self refer for the diagnosis and treatment of TB by public health agency facilities.</td>
</tr>
</tbody>
</table>

#### General Information

Please refer to the authorization grid (Appendix I) to determine which services require prior authorization. Note that in order to determine medical necessity, clinical information is needed. Fidelis Care will make up to two (2) attempts to obtain necessary clinical information from a facility or provider. Once all of the clinical information needed to determine medical necessity is received, an authorization number will be assigned and the facility/provider will be notified.

Fidelis Care's QHCM Department is staffed to provide authorization by telephone 8:30 AM to 5:00 PM Monday through Friday except on holidays. For non-urgent services, requests received after business hours (5:00 PM), will be processed the next business day. For urgent situations that cannot wait until the next business day, please call 1-888-FIDELIS (1-888-343-3547) for urgent access.

#### Services Requiring Prior Authorization

- Fidelis Care requires prior authorization for services listed in Appendix I
- Effective 10/1/2017, outpatient high-tech radiology services, outpatient non-obstetrical ultrasounds, outpatient diagnostic cardiology services, and outpatient radiation therapy services, for all products except Fidelis Care at Home (FCAH) and Fully Integrated Duals Advantage (FIDA), require prior authorization from eviCore healthcare. For a complete list of procedures that require prior authorization from eviCore healthcare, visit: https://www.evicore.com/healthplan/fideliscare.

#### Pharmacy Services Requiring Prior Authorization

Members who have a metal-level plan have prescription drug coverage through Fidelis Care.
Section Eleven

Referrals and Prior Authorization

- The Fidelis Care Formulary or Preferred Drug List is located on the website at: https://www.fideliscare.org/Provider/Provider-Resources/Pharmacy-Services
  - Please note: Drugs listed on the formulary with a PA indicator require you to contact Fidelis Care to obtain a prior authorization.

Drugs administered in the doctor's office which are on the authorization grid Appendix (I) will require prior authorization by Fidelis Care.

Referrals to Non-Participating Providers
A participating Fidelis Care provider may not refer to a non-participating provider. If a participating provider believes a patient needs care that is not available from another participating provider, a physician should call the Fidelis Care prior authorization number at 1-888-FIDELIS (1-888-343-3547) to request approval for care. The Chief Medical Officer or designee will review the request.

The Primary Physician as a Specialist
A Fidelis Care physician who practices primary care and has training in a sub-specialty may be credentialed in that specialty and participate as a specialist in Fidelis Care's network. Such providers are called "Dual Providers."

Dual Providers, who wish to provide specialty services to their own Fidelis Care patient, must obtain an authorization from Fidelis Care's Quality Health Care Management (QHCM) Department at 1-888-FIDELIS (1-888-343-3547), prior to providing specialty services, unless the provider is credentialed as a Dual Provider with Fidelis Care. The Authorization Number and Taxonomy Code should be included on the bill for specialty services.

Referral to Specialty Care Centers
Should the member present with a life-threatening or degenerative and disabling condition or disease that requires specialized medical care over a prolonged period of time, a referral may be made to an accredited or designated specialty care center with expertise in the condition. The decision to make such referrals is made by Fidelis Care's Chief Medical Officer or designee after consultation with the member's primary physician. In no event shall Fidelis Care be required to permit a member to elect to use a non-participating specialty care center, unless Fidelis Care does not have an appropriate specialty care center within the network.

Degenerative and Disabling is defined as any chronic or acute disease entity that, despite appropriate medical intervention, will destroy the body's integrity, leading to patient's dependence on others for activities of daily living (ADL) and eventually to death.

Life threatening is defined as a situation in which the patient's medical condition is such that any delay in treatment would result in the patient's death.

Considerations for Specialty Care Providers
The specialist plays an integral role in the delivery of quality services to our members. As recipients of referrals from the primary physician, it is important to keep in mind the following:

- Participating specialty care providers are expected to keep the primary physician informed of the member’s clinical condition. If the member requires ongoing treatment, a report should be sent to the primary physician at the conclusion of the treatment.
- In the event that the member requires additional treatment (e.g. hospitalization, surgery, etc.), the specialist should keep the primary apprised.
- Should the member need the services of another participating specialist or ancillary provider, the specialist should contact the primary physician as soon as possible informing them of the referral to another specialist.
PRIOR AUTHORIZATION PROCESS

Purpose for Prior Authorization
- Give providers eligibility information based on Fidelis Care's currently available data.
- Confirm that particular services are a covered benefit under Fidelis Care.
- Allow Fidelis Care to evaluate the medical necessity and appropriateness of the proposed treatment.
- Provide Fidelis Care an opportunity to suggest alternative treatments.
- Provide appropriate authorization to allow reimbursement to the provider for treatment.
- Enable the Case Management nursing staff to track the member's care and coordinate services where necessary.

Process to Obtain Prior Authorization
Procedures requiring prior authorization by Fidelis Care are listed below. The prior authorization request must be generated by a Fidelis Care provider and authorized by Fidelis Care's Quality Health Care Management (QHCM) Department. We recommend that a request be sent at least five (5) calendar days before the anticipated date of service.

The following information will be required to process a service for prior authorization:
- Member name/date of birth
- Member's Fidelis Care ID number
- Ordering provider's name, servicing provider's name and hospital/ambulatory center name if indicated
- Diagnosis
- Current Procedural Terminology (CPT) codes of the procedure, surgery, or service being requested
- Anticipated date and time of procedure
- Necessary clinical information supporting need for procedure, surgery, or service. The Medical Director may request additional information.

Provider submission of service authorization requests can be accomplished as follows:
- Telephonically: 1-888-FIDELIS (1-888-343-3547)
- Fax: 1-800-860-8720 (Medical)
- Fax: 1-718-896-1784 (Behavioral Health)
- Fax: 1-877-533-2405 (Pharmacy)
Authorization Processing Timeframes

<table>
<thead>
<tr>
<th>Type of Review</th>
<th>Type of Communication</th>
<th>Receiver of Communication</th>
<th>Process Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prior Authorizations</td>
<td>Telephone and in writing within 3 Business Days of</td>
<td>Member or Designee and Practitioner/Provider</td>
<td>3 business days. Additional info must be requested within 3 business days. Provider has 45 calendar days to submit info. If info received within 45 days, decision must be made within 3 business days of receipt of this additional information. If all necessary information is NOT received, we must make a decision within 15 calendar days of the end of the 45 day period.</td>
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<tr>
<td></td>
<td>receipt of necessary information.</td>
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<tr>
<td>Urgent Prior Authorization</td>
<td>Telephone within 72 hours of receipt of request if we have</td>
<td>Member or Designee and Practitioner/Provider</td>
<td>Within 72 hours. Additional info must be requested within 24 hours. Provider has 48 hours to submit the additional information. We must make a decision and provide notice within 48 hours of the earlier of our receipt of the information OR the end of the 48 hour period.</td>
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<tr>
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<td>all necessary info. Written notice follows within 1</td>
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<tr>
<td></td>
<td>calendar day of decision.</td>
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</tr>
<tr>
<td>Concurrent</td>
<td>Telephone and in writing within 1 Business Day of</td>
<td>Member or Designee and Practitioner/Provider</td>
<td>1 business days. Additional info must be requested within 1 business day. Provider has 45 calendar days to submit info. If info received within 45 days, decision must be made within 1 business day of receipt of this additional information. If all necessary information is NOT received, we must make a decision within 15 calendar days of the end of the 45 day period.</td>
</tr>
<tr>
<td></td>
<td>receipt of all necessary information.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Urgent Concurrent</td>
<td>Telephone within 24 hours of receipt of request. Written</td>
<td>Member or Designee and Practitioner/Provider</td>
<td>Within 24 hours, if the request for coverage is made at least 24 hours prior to the expiration of a previously approved treatment. If the request is not made at least 24 hours prior to the expiration of a previously approved treatment, the Urgent prior authorization timeframes apply.</td>
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<tr>
<td></td>
<td>notice provided within 1 business day if all necessary</td>
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<tr>
<td></td>
<td>info was included and within 3 calendar days if all</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>necessary info was not included.</td>
<td></td>
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</tr>
<tr>
<td>Home Health Care Reviews -</td>
<td>Telephone and in writing within one business day of</td>
<td>Member or Designee and Practitioner/Provider</td>
<td>Following an IP admission, determination within 1 business day of receipt of necessary info (if the day following the requests falls on a weekend or holiday, we will make a determination and provide notice to You within 72 hours of receipt of necessary info). *We will not deny coverage while our decision is pending.</td>
</tr>
<tr>
<td>following an inpatient (IP)</td>
<td>receipt of necessary info. If the day following the</td>
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<tr>
<td>admission</td>
<td>request falls on a weekend or holiday, we will provide</td>
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<td></td>
<td>notice within 72 hours of receipt of necessary info.</td>
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</table>

*We will not deny coverage while our decision is pending.
Section Eleven

Referrals and Prior Authorization

| Inpatient Substance Use Disorder Treatment | Telephone within 24 hours of receipt of request. Written notice provided within 1 business day. | Member or Designee and Practitioner/Provider | Within 24 hours, if the request for coverage is made at least 24 hours prior to discharge from the IP substance use disorder treatment. We will provide coverage for the IP substance use disorder treatment while our determination is pending. |
| Retrospective | In writing within 30 calendar days of receipt of request. | Member or Designee and Practitioner/Provider | Within 30 calendar days of receipt of the request. Additional information must be requested within 30 calendar days. Provider has 45 calendar days to submit info. We will make a decision and provide notice in writing within 15 calendar days of the earlier of our receipt of the information or the end of the 45 day period. |
| Reconsideration | In writing and by phone if adverse determination is upheld. | Member or Designee and Practitioner/Provider | Must occur within 1 Business Day of receipt of request for prior authorization, and concurrent determinations |

*An expedited review must be conducted when Fidelis Care or the provider indicates that delay would seriously jeopardize the member’s life or health or ability to attain, maintain, or regain maximum functions. Members have the right to request an expedited review. If Fidelis Care denies the member's request for an expedited review, Fidelis Care will notify the member that the request will be handled under standard review timeframes.

Service Authorization Request Determination and Notification

All cases are evaluated for the appropriate level of care and medical necessity based on the clinical findings and plan of care submitted to Fidelis Care. All cases are reviewed using nationally accepted guidelines (e.g. Milliman Care Guidelines, American Society of Addiction Medicine (ASAM), CMS National and Local Coverage Determinations) or guidelines developed by Fidelis Care. Any case not meeting guidelines will be reviewed by a Chief Medical Officer or designee.

All cases are evaluated for the appropriate level of care and medical necessity. **Medically Necessary** means health care and services which are necessary to prevent, diagnose, manage or treat conditions in the person that cause acute suffering, endanger life, result in illness or infirmity, interfere with such person's capacity for normal activity, or threaten some significant handicap.

Fidelis Care will provide the member (or their designee) and provider with verbal (telephonic) and written notification of the determination regarding the requested service, procedure or surgery.

- Approved authorizations: notification will include a description of the service and/or number of visits along with the date(s) of service/approval timeframe.
- Adverse determinations: If the Medical Director concludes, after review of all information submitted, that the service is not medically necessary or the level of care is not appropriate for the member's condition, a denial notice will be issued in accordance with the Subscriber Contract.
- Denials also are issued when the clinical information submitted is insufficient to make a utilization determination.
- Reconsideration of adverse determination: When an adverse determination is rendered without provider input, the provider has the right to reconsideration. The
Section Eleven

Reconsideration shall occur within one (1) business day of receipt of the request and shall be conducted by the member's health care provider and the clinical peer reviewer making the initial determination.

- Exception: Retrospective reviews that result in an adverse determination are not eligible for reconsideration.

Fidelis Care must send a notice of determination on the date review timeframes expire. If Fidelis Care fails to make a determination within the time periods prescribed in this section, it shall be deemed to be an adverse determination subject to appeal.

A notice of adverse determination is in writing and includes:

a. The reasons for the determination, including the clinical rationale, if any;

b. Instructions on how to initiate internal appeals (standard and expedited appeals);

c. How to initiate an external appeal; and

d. Notice of the availability, upon request of the member or the member's designee, of the clinical review criteria relied upon to make the determination. Such notice shall also specify what, if any, additional necessary information must be provided to, or obtained by Fidelis Care, in order to render an appeal decision.

e. Description of Action to be taken.

f. Statement that Fidelis Care will not retaliate or take discriminatory action if appeal is filed.

g. Process and timeframe for filing/reviewing appeals, including member's right to request an expedited review.

h. Member's right to contact DOH, with 1-800 number, regarding their concern.

i. Fair Hearing notice including aid to continue rights.

j. Statement that notice is available in other languages and formats for special needs and how to access these formats.

Reversal of Prior Authorized Treatment

Fidelis Care may reverse a prior authorized treatment, service, or procedure on retrospective review pursuant to section 4905(5) of PHL when:

a) relevant medical information presented to Fidelis Care or utilization review agent upon retrospective review is materially different from the information that was presented during the prior authorization review; and

b) the information existed at the time of the prior authorization review but was withheld or not made available; and

c) Fidelis Care or UR agent was not aware of the existence of the information at the time of the prior authorization review; and had they been aware of the information, the treatment, service, or procedure being requested would not have been authorized.

Financial Incentives

Fidelis Care is committed to providing members with the best and most appropriate care possible. Utilization management decisions are based only on the appropriateness of care and existence of coverage. At no time does Fidelis Care directly or indirectly reward practitioners or other individuals for issuing denials of coverage, service or care. There are no financial incentives offered or compensation rewarded to individuals, as UM decision makers, to encourage underutilization of services.

Provider Request for Clinical Criteria

Providers may request a copy of the clinical criteria used to render a utilization management decision, free of charge.

Providers are notified of their right to obtain clinical criteria via:

Metal-Level Products and Essential Plans Provider Manual

V19.0-2/8/19

11.7
Section Eleven  Referrals and Prior Authorization

a. Utilization Management notifications (adverse determinations) include an appeal rights attachment.

b. The provider portal or provider bulletin.

Requests can be submitted by calling 1-888-FIDELIS (1-888-343-3547) and speaking with a Call Center representative.

The applicable clinical criteria will be mailed to the requesting provider within 15 business days.
BILLING AND CLAIMS

Instructions for Submitting Claims
The physician’s office should prepare and electronically submit a CMS–1500 claim form. Hospitals should prepare and electronically submit a UB-04 claim form.

Electronic Claims Submission
Fidelis Care receives electronic claims submission. For a complete list of vendors, visit the Fidelis Care website at fideliscare.org. The unique payer ID for Fidelis Care is 11315 and is used for all submissions.

Timely Filing
All claims must be submitted to Fidelis Care within the timeframes specified by your Fidelis Care provider contract. Claims for services provided to enrollees must be submitted within ninety (90) days. Acceptable reasons for a claim to be submitted late are: litigation, primary insurance processing delays, retro-active eligibility determination, and rejection of the original claim for reason(s) other than timely filing. Claims that are submitted must be accompanied by proof of prior billing to another insurance carrier or a letter that specifies an acceptable reason for the delay.

Fidelis Claims Editing Software
Fidelis Care uses TriZetto's Claims Editing Software to automatically review and edit health care claims submitted by physicians and facilities.

Mailing Addresses for Paper Claims Submission:

<table>
<thead>
<tr>
<th></th>
<th>Essential Plans:</th>
<th>Metal-Level Products:</th>
</tr>
</thead>
<tbody>
<tr>
<td>UB-04 Institutional</td>
<td>Fidelis Care</td>
<td>Fidelis Care</td>
</tr>
<tr>
<td>Claims</td>
<td>PO Box 806 Amherst NY 14226-0806</td>
<td>PO Box 724 Amherst NY 14226-0724</td>
</tr>
<tr>
<td>CMS-1500 Claims</td>
<td>Fidelis Care</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PO Box 898 Amherst NY 14226-0898</td>
<td></td>
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<tr>
<td>Coordination of</td>
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<td>Benefits Claims:</td>
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<tr>
<td>CMS-1500</td>
<td>COB</td>
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<tr>
<td>UB-04</td>
<td>Fidelis Care</td>
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<tr>
<td></td>
<td>PO Box 905 Amherst NY 14226-0905</td>
<td></td>
</tr>
</tbody>
</table>
**Claim Forms**

**Physician Services**
Claims can be submitted electronically; please refer to section 12.1. Providers must submit claims and encounter information for services within ninety (90) calendar days of the date of service using the CMS-1500 claim.

**Hospital Providers**
Claims can be submitted electronically, refer to section 12.1. Claims for hospital services must be submitted on a UB-04 claim form within ninety (90) calendar days of the date of service or the date of discharge.

**Ancillary Providers**
Claims can be submitted electronically; please refer to section 12.1. Providers must submit claims for home healthcare services, durable medical equipment (DME), respiratory care, physical, occupational and speech therapies on a CMS-1500 or UB-04 claim form within ninety (90) calendar days of the date of service.

- For the following services, please attach the appropriate documentation to the claims:
  - Hysterectomies - Claims should include a copy of the consent form.
  - Any services defined as "By Report" must be submitted with an invoice to assist with adjudication and payment.
  - Supplies, drugs, and DME – Claims must include an unaltered manufacturer’s invoice* for HCPC codes that require a report.

*Claims Requiring Manufacturer’s Invoice*
Claims that require a manufacturer’s invoice for payment consideration (e.g. “By Report” (BR) procedure) must be submitted with all of the following required information in order to be validated as an acceptable invoice:

- Manufacturer’s Name
- Provider Name
- Item with Description
- Acquisition Cost on the invoice
- Invoice Date

Some examples of unacceptable invoices are: altered manufacturer’s invoice, purchase orders, sales orders, order confirmations packing slips and delivery receipts.

**NOTE:**
Participating providers may not under any circumstances bill a Fidelis Care member (except for deductibles, co-payments, or co-insurance) for applicable lines of business for any services rendered under an agreement with Fidelis Care unless the provider has advised the member, prior to initiating service, that the service is not covered by Fidelis Care for that specific member’s product line of business, and has obtained the member’s written consent agreeing to personally pay for the service.
Note, any claim received by Fidelis Care that requires an invoice and is missing an invoice, missing a required element (noted above), or is submitted with an unacceptable invoice, will be denied.

**Claims Procedures**
Claims are processed Mondays through Fridays and clean claims are scheduled to be paid in accordance with New York State Insurance Law §3224-a. A "**Clean Claim**" is a claim for healthcare services that contains all the data elements required by Fidelis Care to process and adjudicate the claim including, but not limited to, all the data elements contained on CMS-1500 and UB-04 Form.

Please follow the guidelines below in completing and submitting claim forms for services rendered:

- Always include the National Provider Identifier and Tax Identification number on each claim.
- Complete a single claim form for each patient encounter.
- Submit a separate claim form for each Provider and for each site where services were rendered.

**Provide all the information requested, including:**
- Member name
- Date of birth
- Fidelis Care member ID number
- Accident or injury related indicator
- Authorization number on form
- All valid Diagnosis Codes by number (ICD-10)
- Present on Admission (POA)
- Date(s) of service
- Place of service
- Quantity/Units
- Valid Procedure Code (CPT 4 and HCPC)
- Charges
- Treating physician's name, address, telephone number
- National Provider Identifier (NPI)
- Taxonomy Codes
- COB information
- Federal Tax Identification Number (TIN)

**Please note the following applicable place of service codes:**

<table>
<thead>
<tr>
<th></th>
<th>Place of Service</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Pharmacy</td>
<td>22</td>
</tr>
<tr>
<td>2</td>
<td>Outpatient Hospital (Effective 1/1/2016: Defined as On Campus – Outpatient Hospital)</td>
<td>53</td>
</tr>
<tr>
<td>3</td>
<td>Homeless Shelter</td>
<td>23</td>
</tr>
<tr>
<td>4</td>
<td>Emergency Room - Hospital</td>
<td>54</td>
</tr>
<tr>
<td>5</td>
<td>Indian Health Service Freestanding Facility</td>
<td>24</td>
</tr>
<tr>
<td>6</td>
<td>Ambulatory Surgical Center</td>
<td>55</td>
</tr>
</tbody>
</table>
National Correct Coding Initiative Edits
The Center for Medicare & Medicaid Service (CMS) developed the National Correct Coding Initiative (NCCI) to promote national correct coding methodologies and to control improper coding leading to inappropriate claim payment. These policies are based on coding conventions defined in the American Medical Association’s (AMA) CPT Manual, National and Local Coverage Determinations (NCD and LCD), coding guidelines developed by national societies, analysis of standard medical and surgical practices, and a review of current coding practices. These standards set the coding requirements that all plans and providers must follow in order to secure reimbursement for all lines of business. Claims that are found to be noncompliant with these guidelines may be returned and/or denied.

Please visit the sites below for additional information:

AMA - http://www.ama-assn.org/ama

Claim Processing During Member Grace Period

Metal-Level Products

a) Government Subsidized Plans
Members receiving an Advance Premium Tax Credit (APTC) are entitled to a ninety (90) day grace period before coverage is terminated for premium delinquency. During the first thirty (30) days following nonpayment, claims for services will be processed and paid in accordance with this section. Claims for
services rendered during the subsequent sixty (60) days will be pended by Fidelis Care; however members will continue to be responsible for copays, coinsurance, and deductibles. Pended claims will be processed if delinquent payments are received prior to the end of the grace period. If a member fails to pay their premium within ninety (90) days their policy will be cancelled and pended claims will be denied. Providers may seek payment from members for claims denied due to coverage termination for nonpayment.

Providers will be notified in writing if claims are pended for premium nonpayment. Additionally providers will be notified when eligibility is verified online or by calling Provider Services.

b) Nonsubsidized Plans
Members who do not qualify for an APTC, are entitled to a thirty (30) day grace period before coverage is terminated for premium delinquency. During the first thirty (30) days following nonpayment, claims for services will be pended by Fidelis Care; however members will continue to be responsible for copays, coinsurance, deductibles, etc. Pended claims will be processed if delinquent payments are received prior to the end of the grace period. If a member fails to pay their premium within thirty (30) days their policy will be cancelled and pended claims will be denied. Providers may seek payment from members for claims denied due to coverage termination for nonpayment.

Essential Plans
Members who fail to pay their premiums are given a 30-day grace period to pay their outstanding balance. During this time members are considered eligible for services and Fidelis Care will continue to pay claims for dates of service within the grace period. If the member fails to pay the amount owed by the end of the grace period, their coverage will terminate. Providers may seek payment from members for claims denied due to coverage termination for nonpayment.

Coordination of Benefits (COB)
If a Fidelis Care member has more than one health plan, Fidelis Care will coordinate the benefits with the other carrier(s) to ensure that Fidelis Care's liability does not exceed more than 100% of Fidelis Care's allowable expenses. This effort involves coordinating coverage and benefits, where appropriate, for illnesses, injuries, and accidents covered by:

- Personal Automobile coverage
- Workers’ Compensation
- Veteran's Administration
- No Fault
- Other Health Insurance Plans

Payments Involving COB
In the event a claim is initially filed with Fidelis Care for which another carrier is determined to be the primary payer, the provider will be notified on a remittance advice to file with the primary insurer.

All participating providers agree to provide Fidelis Care with the necessary information for the collection and coordination of benefits when a member has other coverage. The provider will be required to do the following:
• Determine if there is duplicate coverage for the service provided;
• Recover the value of services rendered to the extent such services are provided by any other payor; and
• File the claim with Fidelis Care along with the primary carrier’s Explanation of Benefits (EOB) attached for reconsideration within ninety (90) calendar days of receiving the primary carrier’s explanation of benefits.

Fidelis Care will coordinate benefits up to Fidelis Care’s allowable as secondary payer. Fidelis Care is not responsible for payment of benefits determined to be the responsibility of another primary insurer.

Mailing Address for all Claims Related to Coordination of Benefits Submission:

<table>
<thead>
<tr>
<th>UB-04 or CMS-1500</th>
</tr>
</thead>
<tbody>
<tr>
<td>COB</td>
</tr>
<tr>
<td>Fidelis Care</td>
</tr>
<tr>
<td>PO Box 905</td>
</tr>
<tr>
<td>Amherst NY 14226-0905</td>
</tr>
</tbody>
</table>

Billing requirements for Assistant Surgeon & Surgical Assist Claims

Participating surgeons may utilize the services of an assistant surgeon when the complexity of the surgical procedure deems it appropriate. Assistant surgeon is only permitted when the service is recognized as allowing an assist. When multiple complex surgeries are being performed, the surgeon can be the primary surgeon on some of the surgeries and the assist on others. These services can be billed on the same claim.

• A surgeon may not assist on his/her own surgery.
  
  **Assistant Surgeon performed by a physician:**
  – Modifier 80, 81 or 82 should be used.
  – The assistant surgeon should be billed on a separate CMS-1500 claim form.
  – When multiple complex surgeries are being performed, the assistant surgeon can be the assistant surgeon on some of the surgeries and the primary surgeon on others. These services can be billed on the same claim (they will be identified as different CPT codes).
  – These modifiers must be billed by a physician. They cannot be billed by physician assistant (PA), nurse practitioner (NP) or clinical nurse specialist.

  **Surgical assist performed by a PA, NP or other qualified health professionals:**
  – Must be billed by the physician. Claims submitted by the PA, NP, or clinical nurse specialist will be denied.
  – Modifier AS should be used.
  – Only one (1) claim line should be billed with the surgical CPT code and AS modifier.
  – **Medicare Only** – The AS modifier should be billed by PA, NP or other Qualified Health professionals for Medicare Claims using their own NPI.
Modifiers 52, 53, 73, 74 and Reimbursement Rate
Claims received by Fidelis Care in 2018 and forward, billed with modifier 52, 53, 73 or 74, containing a date of service in 2017 and forward, will have the following reimbursement reduction applied to the claim:

**Reimbursement:**

**Modifier 52 – Reduced Services:**
50% of base rate
Under certain circumstances a service or procedure is partially reduced or eliminated at the discretion of the physician or other qualified health care professional. Under these circumstances, the service provided can be identified by its usual CPT code and the addition of modifier 52.

**Modifier 53 – Discontinued Procedure:**
50% of base rate
Under certain circumstances, the physician or other qualified health care professional may elect to terminate a surgical or diagnostic procedure. Due to the extenuating circumstances or those that threaten the well-being of the patient, it may be necessary to indicate that a surgical or diagnostic procedure was started but discontinued. This circumstance is reported by adding modifier 53 to the CPT code reported for the discontinued procedure.

**Modifier 73 – Discontinued Out-Patient Hospital/Ambulatory Surgery Center (ASC) Procedure Prior to Administration of Anesthesia:**
50% of base rate
Due to extenuating circumstances or those that threaten the well-being of the patient, the physician may cancel a surgical or diagnostic procedure subsequent to the patient’s surgical preparation, but prior to the administration of anesthesia. The intended procedure that is prepared for but cancelled can be reported by the usual procedure code with the addition of modifier 73.

**Modifier 74 – Discontinued Out-Patient Hospital/Ambulatory Surgery Center (ASC) Procedure After Administration of Anesthesia:**
50% of base rate
Due to extenuating circumstances or those that threaten the well-being of the patient, the physician may terminate the surgical or diagnostic procedure after the administration of anesthesia. Under these circumstances, the procedure started but terminated can be reported with its usual procedure code and the addition of modifier 74.

Payments and Reimbursements
Fidelis Care reimburses providers for services that are billed correctly to Fidelis Care on a weekly basis. Clean claims are paid within the guidelines stipulated by Section 3224-a of the New York State Insurance Law.

Payments to Specialty Providers
Each specialist provider will receive a check reflecting payment for covered services provided to eligible members and correctly billed to Fidelis Care. The check may be made payable to the individual provider or to a designated medical or professional group.

Multiple Specialty Providers
It is important for providers with multiple specialties to submit the appropriate taxonomy code when submitting claim forms. This will ensure accurate payment and the appropriate application of cost-sharing when applicable.

**NOTE:**
Any changes in a provider's status, address, corporate name, or other changes should be
reported to Fidelis Care immediately to ensure prompt and accurate reimbursement.

Remittance Advice
Electronic Remittance Advice and 835 are available. For providers who have a user ID/password on the Secure File Delivery system, a Remittance Advice should be obtained by going to fideliscare.org. Click on the Quick Navigation Link and search for Provider Access Online or go to the site's Provider section and locate the link for Provider Access Online. Providers may also connect directly to https://secure.fideliscare.org/files/logon.aspx. For providers who have not established a user id/password, please contact your local provider relations representative for assistance.

The Remittance Advice identifies which members and services are covered by a particular check. Claims are listed in alphabetical order according to the member's last name. Each item in the listing includes the following:

- Fidelis Care claim number as assigned by Fidelis Care
- Member's name
- Member's Fidelis Care ID number
- Provider's name
- Date of service
- Procedure code
- Patient account number
- Denied amount
- Allowed amount
- Member deductible, copay and coinsurance amounts if applicable

The Remittance Advice should be examined to reconcile payments from Fidelis Care with accounts receivable records.

Electronic Fund Transfer (EFT)
Providers can request to receive payments electronically if they've met the following criteria:
- Participating provider
- Submitting claims electronically for at least two months
- Receiving remittances and/or rosters electronically
- Agrees to receive all payments in an EFT format; claims, capitation and QCMI (if applicable)
- Agrees to receive other communication electronically

Suggestions to Expedite Claims
- Have correct and complete information on the claim form.
- Verify member eligibility
- Do not submit duplicate claims. Initiate an inquiry if payment is not received within forty-five (45) days after billing date.
- Provide Coordination of Benefits information before claim is filed.
- Include your NPI and TIN on all claims submitted.
- Electronic submission is the best way to expedite claims (refer to section 12.1 in this manual). However, if you must submit paper claims, please mail claims routinely. By mailing claims routinely throughout the month, you will assure faster turnaround and avoid an end of the month backlog.
• Include the Authorization Number on the claim and/or attach authorization claims form.

Fidelis Care Claim Inquiry
To status claims submitted over thirty-five (35) days please go to fideliscare.org to access Provider Access Online. You can also contact the Provider Call Center at 1-888-FIDELIS (1-888-343-3547) Monday through Friday, 8:30AM to 5:00PM.

Stop payment and reissue of checks
To request a stop payment and reissue of a check, the request must be sent in writing to the following address:

Attn: Finance Department
Fidelis Care
95-25 Queens Blvd
Rego Park, NY 11374

The written request must have the following information:

• A completed and notarized affidavit (affidavit form, refer to Section 12A of this manual)
• The contact person and phone number
• Verification of the correct remittance address for the check
• Who the check was made payable to, if known

Please note that if the check has been cashed, an additional Affidavit form will need to be obtained, signed, and notarized.

Corrected Claim
Corrected claims must be submitted within sixty (60) days of the remittance advice for that claim.

A Corrected Claim is a claim that has any changes made to an original claim previously submitted but not limited to a change of the following:

• Date of Service
• Place of Service
• Procedure Codes - including adding or removing modifiers
• Diagnosis Billed
• Units per service
• Dollar amounts
• Provider status changed
• Provider specialty change
• Provider tax id# change

Electronic Submission of Corrected Claims
When submitting a Corrected Claim electronically, the original claim number must be submitted and the claim frequency type code must be a 7 (replacement of prior claim) or 8 (void if original payment). Please go to Fidelis Care’s website for additional information.

Overpayments/Underpayments
If your claim is overpaid/underpaid, please request an adjustment by submitting an Administrative Review Form (Section 13A) and a copy of the payment voucher that indicates the payment. If Fidelis Care agrees with your request for adjustment due to an overpayment, the overpayment will be withdrawn from a future payment. Do not return the check containing the overpayment.
If Fidelis Care identifies that an overpayment has been made to a provider, Fidelis Care shall provide a thirty (30) calendar days written notice to physicians (unless otherwise noted) before engaging in additional overpayment recovery efforts. Such notice will state the member name, service date, payment amount, proposed adjustment, and a reasonable specific explanation of the proposed adjustment.

If a provider disagrees with the payment determination, please attach documentation supporting additional payment along with an Administrative Review form (Section 13A) and submit your request within sixty (60) days of the remittance advice.

**No payment**
If a provider disagrees with the no payment determination, please attach documentation supporting payment along with an Administrative Review form (Section 13A).

**Coding**
Billing with the appropriate procedure and diagnosis codes aids in accurate and timely payment reimbursement.

### Quick Guide to Claims Processing

<table>
<thead>
<tr>
<th>QUESTION</th>
<th>PROFESSIONAL AND FACILITY SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where do I direct billing questions?</td>
<td>1-888-FIDELIS (1-888-343-3547) Provider Services Department</td>
</tr>
<tr>
<td>Where do I submit claims?</td>
<td>Refer to the Fidelis Care website at <a href="http://fideliscare.org">fideliscare.org</a> for information about submitting claims electronically</td>
</tr>
<tr>
<td>Which forms may be used for billing?</td>
<td>Professional – CMS-1500</td>
</tr>
<tr>
<td></td>
<td>Facility – UB-04</td>
</tr>
<tr>
<td>Which patient identifier(s) should be used?</td>
<td>Fidelis Care Identification Number</td>
</tr>
<tr>
<td>What is the time frame for submitting the claim?</td>
<td>Ninety (90) days</td>
</tr>
<tr>
<td>How do I check on the status of a claim?</td>
<td>To status claims please go fideliscare.org to access our secure Provider Portal</td>
</tr>
<tr>
<td>What is the time frame for payment of a completed and clean claim?</td>
<td>Thirty (30) days after receipt of a clean claim submitted electronically</td>
</tr>
<tr>
<td></td>
<td>Forty-five (45) days after receipt of a clean claim submitted via paper</td>
</tr>
<tr>
<td></td>
<td>(In accordance with NY Insurance Law Section 3224-a)</td>
</tr>
<tr>
<td>What is the appeal process if you believe a claim has been</td>
<td>Please refer to Section 13, PROVIDER APPEALS</td>
</tr>
<tr>
<td>underpaid or wish to appeal a denied claim?</td>
<td></td>
</tr>
</tbody>
</table>
AFFIDAVIT OF LOST/STOLEN/DESTROYED CHECK

________________________________ deposes and says:
(Name of Payee's Representative)

1. That the payee, _____________________, has not received Check No. __________, in the
   amount of $___________, and that the check has been lost/destroyed/stolen on or about __/__/__.

2. That the payee requests that Fidelis Care notify the bank to place a stop payment on Check No.
   __________, and that Fidelis Care issue a duplicate check in lieu of such stopped check.

3. That neither the payee nor any person acting under orders, authority, or control of the payee has
   attempted or will attempt to negotiate Check No. _______________.

4. That if Check No. __________ is negotiated, the payee hereby agrees to complete and sign an
   affidavit of forgery for such check.

Signed by _________________________, as ____________________________, of the payee.
(name)                 (title)

Payee Signature

The foregoing affidavit was acknowledged before me, the undersigned Notary Public, by
__________________________ this ________ day of _________________, 20__.
(name of payee)

Notary Public

Send this ‘Affidavit of Lost/Stolen/Destroyed Check’ to:

Attn: Provider Reimbursement - Finance
Fidelis Care
95-25 Queens Blvd
Rego Park, NY 11374
Section Thirteen

Provider Appeals

PROVIDER APPEALS

This section deals with appeals from two kinds of denials: (i) denials for lack of medical necessity, discussed in Part I, and (ii) administrative denials or alleged underpayments discussed in Part II.

Part I. Denial of Payment For Lack of Medical Necessity

Fidelis Care will not reimburse treatment that is not medically necessary. Decisions denying claims for medical necessity, i.e. clinical denials, are made only by Fidelis Care’s Chief Medical Officer or a Medical Director. Providers, members, or the member’s designee may appeal Fidelis Care’s decisions regarding the medical necessity of treatment as described below.

Appealing a Determination Based on Medical Necessity

Standard Appeals

If Fidelis Care denies payment for a claim due to a lack of medical necessity, the provider, member, or member’s designee may appeal the denial.

The appeal must be made within sixty (60) business days of the provider receiving the denial. The denial letters are sent to the provider and member, and contain instructions regarding request for appeals. A provider may file an appeal for a retrospective denial.

An appeal is initiated by contacting Fidelis Care's Chief Medical Officer or designee either in writing or by telephone. Verbal appeals must be followed up by written appeal. Fidelis Care strongly urges that all appeals be made in writing and include the following documentation: the member's medical records for the treatment at issue, an appeal or a summary of that treatment prepared by the provider's utilization management department, and a copy of the original denial letter from Fidelis Care. All appeals for medical necessity should be sent to:

Fidelis Care Appeals Department
490 CrossPoint Parkway
Getzville, NY 14068
Phone: 718-896-6500 ext. 13159
Fax: 718-393-6779

If the original denial letter is not available, the appeal should indicate the dates of service at issue, the member's name, and Fidelis Care member ID number. Although this documentation may be forwarded following filing of the appeal, Fidelis Care may deny the appeal if such written documentation is not provided and Fidelis Care is unable to assess the clinical basis for the appeal.

Fidelis Care will acknowledge the initiation of an appeal in writing within fifteen (15) calendar days after receiving the appeal and will respond to the appeal.

Fidelis Care must make a standard appeal determination as fast as the member’s condition requires, and no later than thirty (30) calendar days from receipt of the appeal. This time may be extended for up to fourteen (14) calendar days upon member or provider request; or if Fidelis Care demonstrates more information is needed and delay is in best interest of member and so notifies member.

If Fidelis Care requires additional information to conduct a standard internal appeal, then Fidelis Care shall notify the provider, in writing, within five (5) business days of receipt of the appeal, requesting the additional information needed.
Fidelis Care’s written determination regarding the appeal will be mailed to the member, the member’s designee and the provider within two (2) business days of the determination of the appeal. Fidelis Care will indicate the reasons for its decision and, if the appeal is denied, the clinical rationale for upholding the clinical denial. The written notice of determination includes a notice of the member’s right to an external appeal and a description of the external appeal process. (See section below on External Appeals), and the member’s right to request a fair hearing.

Each notice of the final adverse determination will be in writing, dated, and include:

a. The basis and clinical rationale for the determination.
b. The words “final adverse determination”
c. Fidelis Care contact person and phone number
d. Member coverage type
e. Name and address of UR agent, contact person and phone number
f. Health service that was denied, including facility/provider and developer/manufacturer of service as available.
g. Statement that enrollee may be eligible for external appeal and timeframes for appeal. If health plan offers two levels of appeal, cannot require member to exhaust both levels.
h. Must include clear statement in bold that member has four (4) months from the final adverse determination to request an external appeal and choosing second level of internal appeal may cause time to file external appeal to expire. Providers acting on their own behalf have forty-five (45) calendar days to request an external appeal.
i. Standard description of external appeals process attached
j. Summary of appeal and date filed
k. Date appeal process was completed
l. Description of member’s fair hearing rights if not included with initial denial
m. Right of enrollee to complain to the Department of Health at any time with 1-800 number
n. Statement that notice available in other languages and formats for special needs and how to access these formats

Expedited and standard appeals will be conducted by a clinical peer reviewer, provided that any such appeal shall be reviewed by a clinical peer reviewer other than the clinical peer reviewer who rendered the adverse determination.

The physician reviewing the appeal will be different from the physician or Medical Director who first reviewed and determined that the treatment was not medically necessary. If the appeal determination is adverse (denial upheld) it is considered a final adverse determination (FAD).

If Fidelis Care fails to make a determination within the applicable time periods, it shall be deemed to be a reversal of the original adverse determination.

Fidelis Care and the member may jointly agree to waive the internal appeal process; if this occurs, Fidelis Care will provide a written letter to this effect with information regarding filing an external appeal to the member within twenty-four (24) hours of the waiver agreement.

No additional internal appeals are available. However, providers may seek external appeals as described below.

Members or a designee may see their case file. The member may present evidence to support their appeal in person or in writing.
Section Thirteen

Expeditied Appeals

A provider, member, or member’s designee may seek an expedited appeal in the event of the following:

- If Fidelis Care determines that continued or extended healthcare services, procedures or treatments or additional services for a member undergoing a continued course of treatment prescribed by a healthcare provider is not medically necessary.
- If the provider believes an immediate appeal is necessary, provided that the initial determination regarding a lack of medical necessity was not retrospective (for example, appeals of elective admissions or surgeries).
- When Fidelis Care honors the member's request for an expedited review, or if Fidelis Care denies the member's request for an expedited review, Fidelis Care must provide notice by phone immediately, followed by written notice in two (2) calendar days.
- Fidelis Care will render a decision as fast as the member’s condition requires and within two (2) business days of receipt of necessary information but no more than three (3) business days of receipt of appeal. This time may be extended for up to fourteen (14) calendar days upon member or provider request; or if Fidelis Care demonstrates more information is needed and delay is in best interest of the member and so notifies member. If the provider is not satisfied with Fidelis Care's response to the expedited appeal, the provider or member may further appeal the decision through the standard appeal process described above or the external appeal process as described below.

Written Notice of final adverse determination concerning an expedited UR appeal shall be transmitted to the enrollee within twenty-four (24) hours of rendering the determination.

Expeditied appeals not resolved to the satisfaction of the appealing party may be re-appealed via the standard appeal process or through the external appeal process.

Fidelis Care will make a clinical peer reviewer available within one (1) business day.

Fidelis Care will render a decision within two (2) business days of receiving all information necessary to process the appeal. If the provider is not satisfied with Fidelis Care’ response to the expedited appeal, the provider may further appeal the decision through the standard appeal process described above.

Written notice of a final adverse determination concerning an expedited appeal shall be transmitted to the member within twenty-four (24) hours of rendering the determination. The notice will include the description of the right to further appeal through the standard appeal process. Reasonable efforts will be made to provide verbal notice to member and provider at the time the determination is made.

External Appeals

Pursuant to Article 49 of the New York State Public Health Law, an external appeal process is available through the State Department of Financial Services. The time period to file an external appeal is within four (4) months from the receipt of the Final Adverse Determination (FAD) of the first level appeal. Providers acting on their own behalf must file external appeals within sixty (60) calendar days. The external appeal decision will be rendered in thirty (30) calendar days and within seventy-two (72) hours for an expedited external appeal. An external appeal may be expedited when the patient has not received the service. The application to request an external appeal will accompany the FAD.

In order to qualify for an external appeal, the following circumstances must be met:
Section Thirteen  Provider Appeals

- The service or treatment was denied as medically unnecessary, experimental/investigational, or out-of-network service or referral;
- The appeal is for service or procedure that was otherwise covered under the contract;
- The member has exhausted the internal utilization review process, unless a waiver is signed;
- The appeal must be requested by the member or the member’s designee within four (4) months of receiving the final determination of the first level internal appeal or within sixty (60) calendar days if a provider is acting on their own behalf.
- To appeal an experimental/investigational, clinical trial, out-of-network service or out-of-network referral denial, the physician must be a licensed, board-certified or board-eligible physician qualified to practice in the area of practice appropriate to treat the patient, who recommended the patient’s treatment. For a rare disease appeal, a physician must meet the above requirements but may not be the patient’s treating physician.
- To appeal to an experimental/investigational denial, the member’s attending physician must attest that (a) standard health services or procedures have been ineffective or would be medically inappropriate or (b) there does not exist a more beneficial standard health service or procedure covered by the health care plan and the member’s physician must have recommended either (a) a health service or procedure (including a pharmaceutical product within the meaning of PHL 4900(5)(b)(B), that based on two (2) documents from the available medical and scientific evidence, is likely to be more beneficial to the member than any covered standard health service or procedure.
- To appeal an out-of-network denial of service, the physician must attest that the out-of-network health service is materially different from the alternate in-network service recommended by the health plan, and based on two (2) documents of medical and scientific evidence, is likely to be more clinically beneficial than the alternate in-network health services and the adverse risk of the requested health service would likely not be substantially increased over the alternate in-network health services.
- To appeal an out-of-network referral denial to a Non-Participating provider, the physician must certify that the Participating Provider recommended by Fidelis Care does not have the appropriate training and experience to meet the member’s health care needs, and recommend a Non-Participating Provider with the appropriate training and experience to meet the member’s particular health care needs who is able to provide the requested health care service. The out-of-network provider’s name, address and training and experience must be included.
- To appeal a rare disease treatment denial, a physician other than the member’s treating physician must attest that the patient has a rare condition or disease for which there is no standard treatment that is likely to be more clinically beneficial to the patient than the requested service and that the requested service is likely to benefit the patient in the treatment of the patient’s rare disease, and such benefit outweighs the risk of service. The physician must also attest that they do not have a material financial or professional relationship with the provider of the service AND (a) the patient’s rare disease currently or previously was subject to a research study by the National Institutes of Health Rare Diseases Clinical Research Network OR (b) the patient’s rare disease affects fewer than
Section Thirteen

Provider Appeals

200,000 U.S. residents per year. If the provision of the service requires approval of an Institutional Review Board, include or attach the approval.

If a member needs to file an external appeal, they may obtain a copy of the New York State Department of Health External Appeal form by calling Fidelis Care Member Services at 1-888-FIDELIS (1-888-343-3547) or by downloading the application from https://www.dfs.ny.gov/insurance/extapp/extappl.pdf

An application for external appeals can be found in Section 13 A – External Appeal Instructions and Application and is included in the FAD letter sent to members as well.

Medical Necessity Denials from subcontracted Utilization Review (UR) agents (any agent conducting UR services on behalf of Fidelis Care members) are subject to the same appeal rights described above.

Provider External Appeal Rights
A provider will be responsible for the full cost of an appeal for a concurrent adverse determination upheld in favor of Fidelis Care.

Fidelis Care is responsible for the full cost of an appeal for a concurrent adverse determination that is overturned.

Fidelis Care and the provider must evenly divide the cost of a concurrent adverse determination that is overturned in-part.

The fee requirements do not apply to providers who are acting as the member's designee, in which case the cost of the external appeal is the responsibility of Fidelis Care. For the provider to claim that the appeal of the final adverse determination is made on behalf of the member will require completion of the external appeal application and the designation.

Part II. Requesting Reconsideration of Administrative Denials or Paid Amount

A provider may at times disagree with Fidelis Care as to the amount payable for a claim or group of claims. Where a provider believes an underpayment has occurred, the provider shall request reconsideration through the procedure described in this Section 13 (Part II).

Examples of administrative denials are denials based on the timeliness of the claim submission, existence of co-insurance, member eligibility, lack of a required preauthorization, or other errors in the claim.

A provider can request reconsideration of a claim that was denied exclusively because it was not submitted in a timely manner. The provider must demonstrate that the late submission was due to an unusual occurrence and that the provider has a pattern of timely claim submission. Penalties of a dollar liability of up to 25% reduction in claim payment can be imposed by Fidelis Care.

They are not adverse determinations regarding the medical necessity of the treatment rendered or proposed, and as such, are not clinical denials. However, the provider may seek reconsideration of an administrative denial, or of claims the provider believes has been underpaid or otherwise incorrectly paid, as follows:

- The provider should explain clearly the reason for the appeal and provide supporting documentation.
Requests for reconsideration shall be submitted with the form contained in Section 12A of this manual.

Where Fidelis Care does not receive a request for reconsideration within sixty (60) calendar days of the date the claim was denied, partial-/under-payment the administrative denial shall be deemed final and without further recourse. Similarly, if Fidelis Care does not receive a request for reconsideration of a paid amount within sixty (60) calendar days of the payment of the claim, the provider shall be deemed to have waived all rights to assert that an underpayment has been made. Fidelis Care will render a decision within thirty (30) business days of receiving all information necessary to process the request for reconsideration. Providers have no further appeal rights if the administrative denial is upheld.

Claim Denials for Invoice
In some cases Fidelis Care may need to deny a claim because a copy of the manufacturer's invoice is required for claims processing. Providers may send a copy of the invoice via fax or mail to the contact information below. Please be sure to include the member’s name and member ID, as well as the claim number associated with the invoice request:

By Mail - Fidelis Care
   Attn: Claims Reconsideration
   480 CrossPoint Parkway
   Getzville, NY 14068

By Fax -
   Refer to Provider Manual Section Thirteen (13) B for the ‘Provider Invoice Fax Form’.
   1-877-247-9187 | Attn: Claims Reconsideration (this fax is for invoice purposes only)

For Corrected Claims, please see Section 12

Where Fidelis Care does not receive a request for reconsideration within sixty (60) calendar days of the date the claim was paid or denied, the claim determination shall be deemed final and without further recourse, and shall not be subject to arbitration or review by a court of law.
REQUEST FOR ADMINISTRATIVE REVIEW OF PREVIOUSLY PROCESSED CLAIM

MEMBER NAME: ____________________________ MEMBER ID: ____________________________
CLAIM NUMBER: ____________________________ DOS: ____________________________
PROVIDER NAME: ___________________________
NATIONAL PROVIDER IDENTIFIER or TAX IDENTIFICATION NUMBER: _______________________
NAME OF REQUESTOR: ______________________ DATE OF REQUEST: _____________________

REASON FOR REQUEST (Please select one):
__Claim / service denied for failure to notify (no authorization):

Authorization is on file and valid, authorization number is:______________________________
No authorization is required, provide short explanation: ________________________________
Provider failed to obtain necessary authorization for the following reason:
____________________________________________________________________________

__Claim / service denied for timely filing:
Attach the detailed acceptance status report from the vendor showing proof of timely filing.
Or explain the reason for the delay in filing: _______________________________________
__________________________________________________________________________

__Claim / service denied for member ineligible, attach proof of eligibility (IVR, Portal, EMES)

__Duplicate payment has been made. Please retract payment_______________________________
__Payment denial, or under payment, attach supporting documentation additional payment.
__Coordination of Benefits, attach documentation from carrier within 90 calendar days of their explanation of benefits
__Other:_____________________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________

REQUESTS FOR CLAIM RECONSIDERATIONS MUST BE SUBMITTED WITHIN 60 DAYS OF THE DATE OF THE REMITTANCE ADVICE FOR THE CLAIM AT ISSUE. FOR ALL REQUESTS, ATTACH A COPY OF THE ORIGINAL CLAIM AND REMITTANCE ADVICE. FAILURE TO PROVIDE SUFFICIENT DOCUMENTATION MAY RESULT IN DENIAL OF YOUR REQUEST. REQUESTS FOR CLAIMS RECONSIDERATIONS NOT SUBMITTED WITHIN 60 DAYS OF FIDELIS CARE’S ADJUDICATION WILL NOT BE RECONSIDERED AND THE DECISION SHALL BE FINAL, UNAPPEALABLE AND NOT SUBJECT TO ARBITRATION OR REVIEW BY A COURT OF LAW.

Please submit your request for an administrative review to the following address:
Attn: Claims Reconsideration
Fidelis Care
480 CrossPoint Parkway
Getzville, New York 14068

* Make copies as necessary and submit to Fidelis Care to request an administrative review.
Request for Claim Reconsideration of Claim Denial for Invoice

Fax Number 1-877-247-9187

Member Name: __________________________ Member ID: ____________________
Provider Name: ________________________________________________________
National Provider Identifier or Tax Identification Number: ________________________
Name of Requestor: ______________________ Date of Request: ________________

Please limit each form to 1 member with same provider and 3 claims per form.

Claim# __________________________________   Date of Service _______________
Claim# __________________________________   Date of Service _______________
Claim# __________________________________   Date of Service _______________

Comments:
______________________________________________________________________
______________________________________________________________________
______________________________________________________________________
______________________________________________________________________
______________________________________________________________________

Note: Requests for claim reconsiderations must be submitted within 60 days of the date of the remittance advice (RA) for the claim at issue. For all requests, attach a copy of the original claim and remittance advice. Failure to provide sufficient documentation may result in denial of your request. Requests for claims reconsiderations not submitted within 60 days of Fidelis Care’s adjudication will not be reconsidered and the decision shall be final, unable to be appealed, and not subject to arbitration or review by a court of law.

Please make copies as necessary and submit your fax request for a claim reconsideration of the manufacturer’s invoice(s) to Fidelis Care at the following fax number:

1-877-247-9187
MEMBER GRIEVANCES AND COMPLAINTS

All Fidelis Care members have a right to file a complaint at any time if they are dissatisfied with Fidelis Care, a Fidelis Care provider, or with the care or services they have received. If a complaint involves a physician or provider, a Provider Relations Representative will contact the provider to discuss the complaint. The findings will be reported to the Quality Healthcare Management (QHCM) Department for consideration as to action or disposition.

Members are advised to call Member Services to file a complaint. Fidelis Care will attempt to resolve complaints immediately by taking prompt corrective action and educating members regarding Fidelis Care policies and procedures. The substance of the complaint and the agreed upon disposition will be documented.

Complaints are submitted in writing or recorded by Fidelis Care staff on behalf of members. All complaints are logged and acknowledged by Fidelis Care in writing. Complaints relative to the delivery of healthcare services will be referred to Fidelis Care's QHCM Department for investigation.

A member or designee has sixty (60) business days after receipt of the notice of the complaint determination to file a written Complaint Appeal. Complaint Appeals of clinical matters will be decided by personnel qualified to review the appeal, including licensed, certified or registered healthcare professionals who did not make the initial determination - at least one of whom must be a clinical peer reviewer.

Upon the member's request, Fidelis Care will expedite the complaint process to accommodate the member's needs.

Member complaints involving providers that have been substantiated will be noted in the provider's credentials file and in the provider's Total Quality Profile on an annual basis.

NOTE: Members may always file a complaint with the New York State Department of Health and/or the City or respective County.

FAIR HEARINGS AND ACTION APPEALS

In some cases, a member may ask for a fair hearing from New York State. A member may request a Fair Hearing with regard to: enrollment/disenrollment decisions made by the Local Department of Social Services; the denial, suspension, termination, or reduction of a medical treatment or on services covered under the program benefits package. A member may also request a Fair Hearing if they believe that Fidelis Care did not act in a timely manner with regard to services. A member may have any individual he/she selects or designates to represent them at a Fair Hearing.

A member may request a Fair Hearing in the following ways:

1. By phone, call toll-free 1-800-342-3334
2. By fax, 518-473-6735
4. By mail, Fair Hearings, NYS Office of Temporary and Disability Assistance, Office of Administrative Hearings Managed Care Unit P.O. Box 22023, Albany, NY 12201-2023

If the services the member is receiving are scheduled to end, the member may choose to ask to continue the services a provider has ordered while the Fair Hearing case is pending.
Section Fourteen                  Member Grievances and Complaints

However, if the member asks for services to be continued, and the fair hearing is decided against the member, the member may have to pay the cost for the services received while waiting for a decision. The decision from the fair hearing officer will be final. A member always has the right to file a complaint anytime with the New York State Department of Health by calling 1-800-206-8125.

COMPLAINTS:

If a member has a problem or dispute with care or services, the member may file a complaint with Fidelis Care. Problems that are not solved right away over the phone and any complaint that comes in the mail will be handled according to the following procedure. Fidelis Care is always available to assist a member in filing a complaint, complaint appeal, or action appeal. A Member Services Associate can assist the member or their designee with this.

A member may ask someone they trust (such as a legal representative, a family member, or friend) to file the complaint. If the member needs help from Fidelis Care because of a hearing or vision impairment, or if the member needs translation services, or help filing the forms, Fidelis Care can help with this.

A member has the right to contact the New York State Department of Health about their complaint at 1-800-206-8125 or may write to:

New York State Department of Health
Office of Health Insurance Programs
Bureau of Consumer Services – Complaint Unit
Corning Tower – OCP Room 1609
Albany, NY 12237

The member may also contact their local Department of Social Services with a complaint at any time. A member may call the New York State Insurance Department at (1-800-342-3736) if their complaint involves a billing problem.

Filing a Complaint with the Plan:

To file by phone, the member should call Member Services at 1-888-FIDELIS (1-888-343-3547) Monday-Friday from 8:30AM to 6:00PM. If the member contacts Fidelis Care after hours, they have the ability to leave a message. Fidelis Care will call the member back on the next working day. If Fidelis Care needs more information to make a decision, the member will be notified. The member can write Fidelis Care with his or her complaint or call the Member Services number and request a complaint form. It should be mailed to Attn: Member Services Department, Fidelis Care New York, 95-25 Queens Boulevard, Rego Park, NY 11374.

If Fidelis Care does not solve the problem right away over the phone or if Fidelis Care receives a written complaint, an acknowledgement letter will be sent within fifteen (15) business days.

Fidelis Care will let the member know the decision in forty-five (45) calendar days of when we have all the information needed to answer the complaint, but the member will hear from us no later than sixty (60) calendar days from the day we get the complaint. Fidelis Care will send the member a letter with the reasons for the decision. When a delay would risk a member’s health, Fidelis Care will make a decision within forty-eight (48) hours of when Fidelis Care has all the information needed to answer the complaint but no later than seven (7) calendar days from the day we get the complaint. Fidelis Care will call the member with our decision. The complaint decision will also inform the member of their appeal rights if the member is not satisfied and we will include any forms the member may need. If Fidelis Care is unable to make a decision about a complaint because we don't have enough information, a letter will be sent to the member.
Complaint Appeals:

If a member disagrees with a decision, the member or their designee can file a complaint appeal with Fidelis Care. The member has at least sixty (60) business days after hearing from us to file an appeal. The appeal must be made in writing. If the member makes an appeal by phone it must be followed up in writing. If the member calls, Fidelis Care will send a form that is a summary of the phone appeal. If the member agrees with the summary, the member will sign and return the form to Fidelis Care. The member may make any needed changes before sending the form back to us.

Upon receipt of the appeal, an acknowledgment letter will be sent to the member within fifteen (15) business days. The complaint appeal will be reviewed by one or more qualified people at a higher level than those who made the first decision about the complaint. If the complaint appeal involves clinical matters, the case will be reviewed by one (1) or more qualified health professionals, with at least one clinical peer reviewer, who were not involved in making the first decision about the complaint.

If Fidelis Care has all the information needed, the member will be informed of the decision within thirty (30) business days. If a delay would risk the member’s health, a decision will be made in two (2) business days of when we have all the information we need to decide the appeal. The member will be given the reasons for our decision and our clinical rationale, if it applies. If the member is still not satisfied, the member or their designee can file a complaint at any time with the New York State Department of Health at 1-800-206-8125.

ACTION APPEALS

If a member disagrees with Fidelis Care’s decision with a Service Authorization Request, a payment denial, or timeliness of an action taken by Fidelis Care, the member or their designee can file an action appeal. The member has sixty (60) business days after hearing from Fidelis Care to file an appeal. The action appeal must be in writing. If the appeal is by telephone, it must also be made in writing. Fidelis Care will send a form that is a summary of the phone appeal. If the member agrees with the summary, the member must sign and return the form to Fidelis Care. The member may make any changes to the form before sending it back to us. After receipt of the action appeal, an acknowledgement letter will be sent within fifteen (15) calendar days.

If Fidelis Care has all the information needed, the member will know our decision within thirty (30) calendar days. If a delay would significantly increase the risk to the member’s health, the member or their designee can request an expedited review of the action appeal, which will be decided within two (2) business days. The timeframe for deciding an action appeal can be extended for up to fourteen (14) calendar days if the member or his/her designee requests one or if Fidelis Care determines that the extension is in the best interest of the member and additional information is needed. The member will be notified if this extension happens.

The member will be given the reasons for Fidelis Care’s decision and clinical rationale. Fidelis Care will attempt to reach the member with the action appeal decision by phone. If the member is still not satisfied with Fidelis Care’s decision, the member or someone on his or her behalf can file a complaint at any time with the New York State Department of Health at 1-800-206-8125. Filing an action appeal is the member’s right, and the Fidelis Care will not retaliate or take any discriminatory action against the member because they filed an action appeal.
Section Fourteen  Member Grievances and Complaints

An action appeal should be made in writing within sixty (60) business days of receipt of the letter to:

Attn: Quality Health Care Management
Fidelis Care
95-25 Queens Boulevard
Rego Park, N.Y. 11374
Phone#: 1-888-FIDELIS (1-888-343-3547)
Fax#: 1-800-374-9808

Independent Dispute Resolution Process
Fidelis Care or a Provider may submit a dispute involving a surprise bill to an independent dispute resolution entity (“IDRE”) assigned by the state. Disputes are submitted by completing the IDRE application form, which can be found at https://www.dfs.ny.gov/. The IDRE will determine whether Fidelis Care’s payment or the Provider’s charge is reasonable within 30 days of receiving the dispute.
FAMILY PLANNING SERVICES

Fidelis Care covers family planning services and certain other reproductive health care services. Starting January 1, 2019, Fidelis Care members will obtain family planning and reproductive health benefits directly from Fidelis Care. Members do not need a referral and should present their Fidelis Care Member ID card. Previously, these services were provided to members by Medicaid Fee for Service or other third party vendors. There are no changes to our members’ covered family planning and reproductive health benefits. However, the changes in how members obtain these benefits from Fidelis Care are listed below by product.

<table>
<thead>
<tr>
<th>Product</th>
<th>Entity providing coverage through 12/31/2018:</th>
<th>Entity providing coverage as of 1/1/2019:</th>
</tr>
</thead>
<tbody>
<tr>
<td>NYS of Health Exchange Essential Plan 1&amp;2</td>
<td>Unified, IPA</td>
<td>Fidelis Care</td>
</tr>
<tr>
<td>NYS Essential Plan 3&amp;4</td>
<td>NYS Medicaid FFS</td>
<td>Fidelis Care</td>
</tr>
<tr>
<td>New York State of Health Exchange, Metal Level Products</td>
<td>Unified, IPA</td>
<td>Fidelis Care</td>
</tr>
</tbody>
</table>

Members can obtain the following family planning services through Fidelis Care: birth control drugs, birth control devices (IUDs and diaphragms) that are available with a prescription, plus emergency contraception, sterilization, pregnancy testing, prenatal care, and abortion services. Members can also see a family planning provider for HIV and sexually transmitted infection (STI) testing and treatment and counseling related to their test results. Screenings for cancer and other related conditions are also included in family planning visits.

Fidelis Care has notified its primary care providers, obstetricians, and gynecologists, and certain other specialties, that Fidelis Care covers reproductive and family planning services as a standard benefit. Providers should begin billing Fidelis Care directly for any such services provided on or after January 1, 2019. Fidelis Care recognizes that the exchange of medical information, when indicated in accordance with generally accepted standards of professional practice, is necessary for the overall coordination of member care and will assist primary care providers in providing quality care to Fidelis Care members. Fidelis Care acknowledges that medical record information maintained by network providers may include information relating to family planning visits.

Non-Network Fidelis Care Providers

Members enrolled in Essential Plan 3 and Essential Plan 4 can also use their New York State (NYS) Medicaid card to get covered family planning services from any doctor, clinic, or drug store that accepts NYS Medicaid. They do not need a referral. If a member has any questions or needs information about these services, they can call the New York State Growing Up Healthy Hotline at 1-800-522-5006 for information. Also, the New York State Department of Health will mail new members a letter with information and a listing of State-approved Medicaid providers.

Members enrolled in a Metal-Level Product, Essential Plan 1 or Essential Plan 2 can also use their Health Benefits Exchange Subscriber Identification Card to get covered family planning services through Unified Independent Practice Association, LLC. For questions about this benefit, members and providers can call Unified IPA, LLC at 1-800-342-2641.
Section Sixteen

Enrollment and Eligibility

ENROLLMENT AND ELIGIBILITY

ALERT:
Verification of membership is not to be construed as authorization for services.

Enrollment of Recipients
Fidelis Care functions related to enrollment focus on:

- Effectuating and managing health insurance coverage
- New member orientation
- Member identification
- Identification and documentation of third party insurance

When Fidelis Care is notified of an enrollment, or an enrollment is verified by New York State, Fidelis Care will send the new member a Member Handbook, identification card, and a Summary of Benefits. Additionally, a Health Risk Assessment (HRA) form is included, and the member is asked to complete the HRA and return it to Fidelis Care in the return addressed envelope provided.

The HRA form given to new members is a standardized tool. The Member Services Department receives the HRA and forwards each case to a Special Triage Nurse for review. When appropriate, a member is referred for Case Management or Health and Disease State management. Each HRA is entered into a database and a report is sent directly to the member's PCP.

Verification of Member Eligibility
All providers must verify a member's eligibility at each visit. This can be accomplished as follows:

- Providers can verify the member's current eligibility by either using the Fidelis Care Provider Access Online by going to www.fideliscare.org or using the Integrated Voice Response (IVR), by calling 1-888-FIDELIS (1-888-343-3547).

Fidelis Care will reimburse providers only for services rendered to currently eligible members. It is the responsibility of the provider to verify eligibility prior to providing services.

The hospital, physician, or office must verify eligibility/current enrollment each time a member presents or is referred for service. Possession of a Fidelis Care member Identification (ID) Card is not sufficient to verify current eligibility or identity.

Sample Member ID Card, see Appendix X.

Member Grace Periods

Metal-Level Products
Members who fail to pay their premiums are placed into a grace period until payment is received. During this time members are considered eligible for services, but claims may be pended depending on the length of delinquency. If payment is not received by the end of the grace period, coverage is terminated and the member is financially responsible for services received. For additional information on claim processing, please refer to Section 12.
Essential Plans
Members who fail to pay their premiums are given a 30-day grace period to pay their outstanding balance. During this time members are considered eligible for services and Fidelis Care will continue to pay claims for dates of service within the grace period. If the member fails to pay the amount owed by the end of the grace period, their coverage will terminate. Providers may seek payment from members for claims denied due to coverage termination for nonpayment.

Misuse of ID Card
If you suspect that an individual is misusing a Fidelis Care ID Card, by using a card that has been lost or stolen or by borrowing another person's card, please report the incident to Fidelis Care's Special Investigation Unit (SIU) Fraud Hotline at 1-800-533-2400.
PRODUCT INFORMATION

Fidelis Care’s Metal-Level Products

Following the implementation of the Patient Protection and Affordable Care Act, Fidelis Care offers Metal-Level Products covering Essential Health Benefits as defined by the Federal Government and New York State. Fidelis Care is offering a standard set of plan designs that are described below in the Product Overview section. Members can enroll through the New York State of Health: The Official Health Plan Marketplace or directly through Fidelis Care.

Product Overview

Fidelis Care offers Metal-Level Products

Metal-Level Products are standardized products that fall into various "metal" levels based on their design and the level of cost sharing required: Platinum, Gold, Silver, Bronze, and Catastrophic Coverage.

<table>
<thead>
<tr>
<th>Product Type</th>
<th>Metal-Level Products</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider Panel</td>
<td>Fidelis Care Metal-Level Network</td>
</tr>
<tr>
<td>Primary Care Physician (PCP)</td>
<td>Members joining Fidelis Care’s “metal-level” plans are not required to choose a PCP</td>
</tr>
<tr>
<td>Inpatient Hospital Services</td>
<td>Inpatient hospital services cover a full range of medically necessary diagnostic and therapeutic care including medical, surgical, behavioral health, nursing, radiological, and rehabilitative services. Services are provided under the direction of a physician, certified nurse practitioner, or dentist.</td>
</tr>
<tr>
<td>Alternate Level of Medical Care</td>
<td>Continued Care in a hospital pending placement in an alternate lower level of care.</td>
</tr>
<tr>
<td>Ambulatory Services</td>
<td>Outpatient hospital services are provided through ambulatory care facilities including hospital outpatient departments (OPDs), and treatment centers (D&amp;Ts or free-standing clinics), and emergency rooms. These facilities may provide those medically necessary medical, surgical, behavioral health and rehabilitative services and items authorized by their operating certificates. Outpatient services (clinic) also include preventative, primary medical, specialty, behavioral health, Child/Teen Health Plan (C/THP) services, and ambulatory care facilities.</td>
</tr>
</tbody>
</table>
| Preventive Health Services    | There are three levels of preventive care:  

- Primary, such as immunizations, aimed at preventing disease;  
- Secondary, such as disease screening programs aimed at early detection;  
- Tertiary, such as physical therapy, aimed at restoring function. |
*Preventive services with an A or B rating from the USPSTF, and those provided according to recommendations from ACIP or Bright Futures are covered in full and are not subject to cost-sharing by the member. Please note that in some cases, cost-sharing may apply to certain services provided during the same preventive service visit (i.e. lab work).

### Health Care Services Covered through Fidelis Care

- Physician Services
- Nurse Practitioner Services
- Midwifery Services
- Preventive Health Services
- Wellness Services
- Second Medical Surgical Opinion
- Laboratory Services
- Radiology Services
- Smoking Cessation Products
- Rehabilitation Services
- EPSDT/(Child Teen Health Program)
- Home Health Services
- Hospice
- Emergency Services
- Eye Care and Low Vision Services
- Durable Medical Equipment
- Audiology - hearing aid services and products when medically necessary
- Emergency Transportation ** See below for process
- Non-Emergency Ambulance Transportation** See below for process
- Pediatric Dental Services
- Prosthetics
- Mental Health and Substance Abuse Services
- Short-term Residential Health Care Facility Services
- Family Planning
- Reproductive Health Services

### Transportation

**Ambulance and Pre-Hospital Emergency Medical Services**

Fidelis Care covers Pre-Hospital Emergency Medical Services for the treatment of an Emergency Condition when such services are provided by an ambulance service.

"Pre-Hospital Emergency Medical Services" means the prompt evaluation and treatment of an Emergency Condition and/or transportation to a Hospital. The services must be provided by an ambulance service issued a certificate under the N.Y. Public Health Law. We will, however, only Cover transportation to a Hospital provided by such an ambulance service when a prudent layperson, possessing an average knowledge of medicine and health, could reasonably expect the absence of
### Transportation (con't)

<table>
<thead>
<tr>
<th>such transportation to result in:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Placing the health of the person afflicted with such condition or, with respect to a pregnant woman, the health of the woman or her unborn child in serious jeopardy, or in the case of a behavioral condition, placing the health of such person or others in serious jeopardy;</td>
</tr>
<tr>
<td>• Serious impairment to such person’s bodily functions;</td>
</tr>
<tr>
<td>• Serious dysfunction of any bodily organ or part of such person; or</td>
</tr>
<tr>
<td>• Serious disfigurement of such person.</td>
</tr>
</tbody>
</table>

Pre-Hospital Emergency Medical Services and ambulance services for the treatment of an Emergency Condition do not require Preauthorization.

### Non-Emergency Ambulance Transportation:

Fidelis Care covers non-emergency ambulance transportation by a licensed ambulance service (either ground or air ambulance, as appropriate) between Facilities when the transport is any of the following:

- From a Non-Participating Hospital to a Participating Hospital.
- To a Hospital that provides a higher level of care that was not available at the original Hospital.
- To a more cost-effective acute care Facility.
- From an acute Facility to a sub-acute setting.

### Limitations/Terms of Coverage:

Benefits do not include travel or transportation expenses unless connected to an Emergency Condition or due to a Facility transfer approved by Fidelis, even though prescribed by a Physician. Non-ambulance transportation such as ambulette, van or taxi cab is not Covered.

Coverage for air ambulance related to an Emergency Condition or air ambulance related to non-emergency transportation is provided when a medical condition is such that transportation by land ambulance is not appropriate; and the medical condition requires immediate and rapid ambulance transportation that cannot be provided by land ambulance.

### Non-covered Services

- Cosmetic surgery, unless medically indicated
- Routine hygienic foot care in the absence of a pathological condition for those 21 years and older unless member is a diabetic
- Residential Health Care Facilities services for an individual determined to be in a permanent status

### Referrals/Authorizations

Referrals are not required for visits to a specialist. Prior authorizations may be required for certain services. Please
refer to the Fidelis Care Authorization Grids for details: https://www.fideliscare.org/Provider/Provider-Resources/Authorization-Grids

Effective 10/1/2017, outpatient high-tech radiology services, outpatient non-obstetrical ultrasounds, outpatient diagnostic cardiology services, and outpatient radiation therapy services, for all products except Fidelis Care at Home (FCAH) and Fully Integrated Duals Advantage (FIDA), require prior authorization from eviCore healthcare. For a complete list of procedures that require prior authorization from eviCore healthcare, visit: https://www.evicore.com/healthplan/fideliscare.

Essential Plans

The Essential Plans were designed to bridge a gap between Medicaid and Metal Marketplace coverage with the goal of providing more affordable healthcare and expanding the Marketplace enrollment. These plans cover all of the essential health benefits covered under the Qualified Health Plans offered on the Marketplace, with no annual deductible and low out-of-pocket costs.

<table>
<thead>
<tr>
<th>Product Type</th>
<th>Essential Plan 1 &amp; 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider Panel</td>
<td>Fidelis Care Essential Plans Network</td>
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</tr>
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<td>Inpatient Hospital Services</td>
<td>Inpatient hospital services cover a full range of medically necessary diagnostic and therapeutic care including medical, surgical, behavioral health, nursing, radiological, and rehabilitative services. Services are provided under the direction of a physician, certified nurse practitioner, or dentist.</td>
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</tr>
</tbody>
</table>
| Preventive Health Services | There are three levels of preventive care:  
  - Primary, such as immunizations, aimed at preventing disease;  
  - Secondary, such as disease screening programs aimed at early detection; |
Section Seventeen

Tertiary, such as physical therapy, aimed at restoring function.

*Preventive services are not subject to Cost-Sharing (Copayments, or Coinsurance) when performed by a Participating Provider and provided in accordance with the comprehensive guidelines supported by the Health Resources and Services Administration (“HRSA”), or if the items or services have an “A” or “B” rating from the United States Preventive Services Task Force (“USPSTF”). Please note that in some cases, cost-sharing may apply to certain services provided during the same preventive service visit (i.e. lab work)

<table>
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“Pre-Hospital Emergency Medical Services” means the prompt evaluation and treatment of an Emergency Condition and/or transportation to a Hospital. The services must be provided by an ambulance service issued a certificate under the N.Y. Public Health Law. We will, however, only Cover transportation to a Hospital provided by such an ambulance service when a prudent layperson, possessing an average knowledge of medicine and health, could reasonably expect the absence of such transportation to result in:

- Placing the health of the person afflicted with such condition or, with respect to a pregnant woman, the health of the woman or her unborn child in serious jeopardy, or in the case of a behavioral condition, placing the health of such person or others in serious jeopardy;
- Serious impairment to such person’s bodily functions;
- Serious dysfunction of any bodily organ or part of such person; or
- Serious disfigurement of such person.

Pre-Hospital Emergency Medical Services and ambulance services for the treatment of an Emergency Condition do not require Preauthorization.

Non-Emergency Ambulance Transportation:
Fidelis Care covers non-emergency ambulance transportation by a licensed ambulance service (either ground or air ambulance, as appropriate) between Facilities when the transport is any of the following:

- From a Non-Participating Hospital to a Participating Hospital.
- To a Hospital that provides a higher level of care that was not available at the original Hospital.
- To a more cost-effective acute care Facility.
- From an acute Facility to a sub-acute setting.

Limitations/Terms of Coverage:
Benefits do not include travel or transportation expenses unless connected to an Emergency Condition or due to a Facility transfer approved by Fidelis Care, even though prescribed by a Physician. Non-ambulance transportation such as ambulette, van or taxi cab is not covered.

Coverage for air ambulance related to an Emergency Condition or air ambulance related to non-emergency transportation is provided when a medical condition is such that transportation by land ambulance is not appropriate; and the medical condition requires immediate and rapid ambulance transportation that cannot be provided by land ambulance; and one (1) of the following is met:
### Non-covered Services

- Cosmetic surgery, unless medically indicated
- Routine hygienic foot care in the absence of a pathological condition, unless member is a diabetic
- Convalescent and Custodial Care
- Dental Services (except for treatment due to accidental injury to sound natural teeth within 12 months of the accident)
- Vision Services - such as examinations for fitting of eyeglasses

### Referrals/Authorizations

Referrals are not required for visits to a specialist. Prior authorizations may be required for certain services. Please refer to the Fidelis Care Authorization Grids for details: [https://www.fideliscare.org/Provider/Provider-Resources/Authorization-Grids](https://www.fideliscare.org/Provider/Provider-Resources/Authorization-Grids)

Effective 10/1/2017, outpatient high-tech radiology services, outpatient non-obstetrical ultrasounds, outpatient diagnostic cardiology services, and outpatient radiation therapy services, for all products except Fidelis Care at Home (FCAH) and Fully Integrated Duals Advantage (FIDA), require prior authorization from eviCore healthcare. For a complete list of procedures that require prior authorization from eviCore healthcare, visit: [https://www.evicore.com/healthplan/fideliscare](https://www.evicore.com/healthplan/fideliscare).

### Product Type

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### Provider Panel

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### Inpatient Hospital Services

Inpatient hospital services cover a full range of medically necessary diagnostic and therapeutic care including medical, surgical, behavioral health, nursing, radiological, and rehabilitative services. Services are provided under the direction of a physician, certified nurse practitioner, or dentist.

### Alternate Level of Medical Care

Continued Care in a hospital pending placement in an alternate lower level of care.

### Ambulatory Services

Outpatient hospital services are provided through ambulatory care facilities including hospital outpatient departments.
(OPDs), and treatment centers (D&Ts or free-standing clinics), and emergency rooms. These facilities may provide those medically necessary medical, surgical, behavioral health and rehabilitative services and items authorized by their operating certificates. Outpatient services (clinic) also include preventative, primary medical, specialty, behavioral health, Child/Teen Health Plan (C/THP) services, and ambulatory care facilities.

**Preventive Health Services**

There are three levels of preventive care:

- **Primary**, such as immunizations, aimed at preventing disease;
- **Secondary**, such as disease screening programs aimed at early detection;
- **Tertiary**, such as physical therapy, aimed at restoring function.

Preventive services are not subject to Cost-Sharing (Copayments, or Coinsurance) when performed by a Participating Provider and provided in accordance with the comprehensive guidelines supported by the Health Resources and Services Administration (“HRSA”), or if the items or services have an “A” or “B” rating from the United States Preventive Services Task Force (“USPSTF”). Please note that in some cases, cost-sharing may apply to certain services provided during the same preventive service visit (i.e. lab work).

**Health Care Services Covered through Fidelis Care**

- Physician Services
- Nurse Practitioner Services
- Midwifery Services
- Preventive Health Services
- Wellness Services
- Second Medical Surgical Opinion
- Laboratory Services
- Radiology Services
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### Section Seventeen

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- Placing the health of the person afflicted with such condition or, with respect to a pregnant woman, the health of the woman or her unborn child in serious jeopardy, or in the case of a behavioral condition, placing the health of such person or others in serious jeopardy;
- Serious impairment to such person’s bodily functions;
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- Serious disfigurement of such person.

Pre-Hospital Emergency Medical Services and ambulance services for the treatment of an Emergency Condition do not require Preauthorization.

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- From an acute Facility to a sub-acute setting.
### Limitations/Terms of Coverage:

Benefits do not include travel or transportation expenses unless connected to an Emergency Condition or due to a Facility transfer approved by Fidelis Care, even though prescribed by a Physician. Non-ambulance transportation such as ambulette, van or taxi cab is not Covered.

Coverage for air ambulance related to an Emergency Condition or air ambulance related to non-emergency transportation is provided when a medical condition is such that transportation by land ambulance is not appropriate; and the medical condition requires immediate and rapid ambulance transportation that cannot be provided by land ambulance; and one (1) of the following is met:

- The point of pick-up is inaccessible by land vehicle; or
- Great distances or other obstacles (e.g., heavy traffic) prevent timely transfer to the nearest hospital with appropriate facilities.

In addition to the non-emergency ambulance transportation benefit above, members are eligible for non-emergency transportation, which includes personal vehicle, bus, taxi, ambulette, and public transportation to medical appointments.

### Non-covered Services

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Authorizations for Non-Participating (Non-Par) Providers

It is the policy of Fidelis Care to direct the care of members to participating providers. The primary physician, specialists or facility, and Quality Health Care Management (QHCM) staff have responsibilities to make every effort to minimize the use of non-participating providers.

I. Non-Emergency Services by non-participating providers are considered out-of-network (OON) services and must meet all of the following:
   1) The services to be provided are Covered Benefits.
   2) Fidelis Care does not have a participating provider, within an appropriate geographic area, or with the appropriate training and experience to meet the particular health care needs of the member.
   3) An authorization request is submitted to Fidelis Care prior to the service, and the service is authorized by Fidelis Care.

If a new member has an existing relationship with a health care provider who is not a member of the Fidelis Care provider network, Fidelis Care shall permit the new member to continue an ongoing course of treatment by the non-participating provider during a transitional period of up to sixty (60) days from the effective date of enrollment, if the conditions outlined in parts I(1), I(3), II and III of this Section of the Provider Manual are met.

If the new member has entered her second trimester of pregnancy at the effective date of enrollment, in which case the transitional period shall include the provision of post-partum care directly related to the delivery up until sixty (60) days post partum. If the new member elects to continue to receive care from such non-participating provider, such care shall be authorized by Fidelis Care for the transitional period only if the conditions outlined in sections I(1), I(3), II and III of this document are met.

All out-of-network (OON) services are subject to prior authorization review in accordance with the procedures outlined in Section 8 Emergency and Inpatient Services, and Section 11 Referral and Pre-Authorization.

II. Responsibilities of the Primary Physician:
   • Treating physicians have authority to make referrals to participating providers for medically necessary services. Physicians will consult the Fidelis Care Provider Directory and use participating specialists and facilities. Authorization is only required for services listed on Fidelis Care's Authorization Grid Detail. See Appendix I.
   • If the treating physician believes the member should receive care from a non-participating specialist or facility, the physician must request authorization from QHCM’s Utilization Management Department by calling 1-888-FIDELIS (1-888-343-3547) and provide supporting clinical information.

III. Responsibilities of Specialist:
   • The Specialist has authority to make referrals for medically necessary services. The Specialist will consult the Fidelis Care Provider Directory and use participating specialists and facilities whenever possible. When the Specialist elects to refer the member to a participating specialist or facility, authorization is only required for those services listed on Fidelis Care's Authorization Grid Detail. See Appendix I.
   • If the Specialist believes the member should receive care from a non-participating specialist or facility, the Specialist must request authorization from QHCM’s Utilization Management Department by calling 1-888-FIDELIS (1-888-343-3547) and provide supporting clinical information.
IV. Responsibilities of Quality Health Care Management (QHCM):

When QHCM receives a request for out-of-network provider:

- QHCM advises of any participating providers who can meet the member’s needs.
- If QHCM receives a request for a non-participating provider to be used, the request is referred to the Medical Director for review.
- Fidelis Care’s Medical Director will review the request for medical necessity and will discuss care with the member’s referring provider as indicated.
- QHCM will notify the member that services are available within the Fidelis Care Network. QHCM will provide the member with the names of at least three (3) participating providers who can provide the requested services along with their office locations and contact information. If indicated, Fidelis Care will ensure that the member receives assistance in making an appointment.
- QHCM will contact the referring provider with the decision to either approve or deny the request for an out of network provider. See Section 8 Emergency and Inpatient Services or Section 11 Referral and Pre-Authorization of this manual for additional information.
INTRODUCTION
This addendum to the Fidelis Care Provider Manual (hereafter called the Manual) was created to assist participating Behavioral Health (BH) providers and their office staff in understanding Fidelis Care's policies and procedures regarding behavioral health. It applies only to those providers that are directly contracted with Fidelis Care to provide behavioral health services to Fidelis Care members.

Nothing stated in this manual is intended to alter or modify the benefits the member is entitled to or the executed agreement between the provider and Fidelis Care. In the event of a dispute or conflict between the manual and an executed contract, the terms of the provider agreement and the regulations of the Marketplace govern.

FIDELIS CARE'S BEHAVIORAL HEALTH DEPARTMENT
The Behavioral Health Department is part of the Quality Health Care Management Department and is staffed by certified clinical staff as well as paraprofessional associates.

A provider or member may contact the department through the toll free number 1-888-FIDELIS (1-888-343-3547) by following the voice prompts to connect directly to Behavioral Health. The Department operates each weekday from 8:30 AM to 5:00 PM. On-call emergency services are available after hours, holidays, and weekends by dialing the same toll free number and following the voice prompts to reach the on-call services.

All adverse determinations are reviewed and made by the Behavioral Health Department's Medical Director, a psychiatrist, in consultation with the provider and the clinical case manager.

I. BEHAVIORAL HEALTH REFERRALS

A. Who may refer?

1. Member Self Referral
   a. Marketplace members may self refer to a participating Fidelis Care Behavioral Health (BH) provider for treatment.
   b. Providers should note that except in the case of an emergency or a valid self-referral by a member, all inpatient and certain intensive and/or specialized outpatient services require authorization by the Behavioral Health Department. Routine outpatient behavioral health services delivered by participating providers do not require authorization. Providers should consult the most current authorization grid (appendix I) available on the Fidelis Care website or provider portal for details.

2. Provider or Member Calls to the Behavioral Health Department:
   a. Members may call Fidelis Care directly to receive a referral(s) to participating providers from staff in the Behavioral Health Department.
   b. Behavioral Health providers should contact the BH department to register, and obtain authorization for required elective (or non-emergent) member care. For emergency situations, the provider should treat the member and notify the BH Department as soon as is practical, but no later than 48 hours, or the next business day, after evaluation/treatment of the member and stabilization of acute symptoms.
B. Services That Require Preauthorization:

**ALL COVERED NON-EMERGENT INPATIENT AND CERTAIN AMBULATORY SERVICES REQUIRE AUTHORIZATION BEFORE THEY OCCUR.** This includes:

1. Services or visits beyond those already authorized;
2. Any change in level of care;
3. Psychological or neuropsychological testing;
4. Developmental pediatric testing;
5. Outpatient Electro-convulsive therapy (ECT);
6. Intensive outpatient treatment;
7. Partial hospitalization;
8. Autism services;

Providers must preauthorize these services with the Fidelis Care Behavioral Health Department prior to the delivery of care. Failure to authorize services may result in coverage denial and non-payment for services.

C. Types of Behavioral Health Referrals and Services

1. **Routine Referral and Services:**
   - **Definition:** The member is not in imminent danger and further deterioration resulting in crisis is not likely to occur before he/she is seen.
   - **Procedure:** Preauthorization is not required. Providers should deliver the services and bill Fidelis Care according to their provider agreement. Claims will be monitored on a regular basis and Fidelis Care will follow up with providers as warranted concerning problematic patterns.
   - **Standard:** The provider must schedule an initial evaluation appointment so that the member will be seen within two weeks of the initial member contact.

2. **Urgent Referral and Services:**
   - **Definition:** Significant deterioration and/or stressors exist contributing to the member's inability to cope. Unless some support or intervention is provided within a few days, further deterioration or crisis is likely to occur.
   - **Procedure:** The provider must call to request a preauthorization for a new member prior to rendering any service for those services subject to authorization (see authorization grid for details).
   - **Standard:** Provider must provide face-to-face intervention within 24 hours of the member's request for care.
3. **Emergent Referral and Services:**

**Definition:** Clear and present danger exists for the member, another person, or the environment if *immediate* intervention does not occur.

**Procedure:** No authorization or referral is required for emergent care. Provider must call within 48 hours of the initial service to initiate the review process for authorization.

**Standard:** Provider must provide face-to-face intervention within 90 minutes of the initial member contact. In rural areas this may not be feasible. In the event of imminent danger, local police, sheriff, crisis services or ambulance may need to be used so that the member can be safely transported to a clinician for evaluation within a time frame reasonable for the circumstances.

### D. Behavioral Health Authorization Procedures and Clinical Guidelines

1. **Information Necessary for All Behavioral Authorizations:**

   The following information is essential for the Behavioral Health Department to process an authorization request:

   a. Member name and Fidelis Care ID number;
   
   b. Current address and phone number of the member. If the member is a child, the parent or guardian's name(s) and phone number(s);
   
   c. Initial date of service (and time of admission as indicated);
   
   d. Requested length of stay/treatment;
   
   e. Requested frequency of treatment (as applicable);
   
   f. Place of service and phone number;
   
   g. Admitting/attending and treating providers (as applicable);
   
   h. Diagnosis based on the DSM version in current use;
   
   i. Requested treatment/procedures;
   
   j. History (medical, psychiatric, substance abuse, developmental, social and occupational, as applicable);
   
   k. Functional assessment;
   
   l. Mental status exam and risk assessment; and
   
   m. Indications for the requested level of care.
2. **Procedures for Authorization for Outpatient Mental Health Treatment:**

   a. Outpatient mental health requests for which authorization is required are accepted by either a case assistant or BH clinician. The initial screen, if initially processed by a case assistant, will be referred to clinical case manager when:
      - There is evidence of acute and dangerous symptomatology; and
      - Pediatric referrals including, but not limited to, child abuse and neglect issues.

   The clinical case manager receiving the request will perform an initial assessment to determine the most appropriate, course of action, or referral for the provision of necessary care.

   b. Initial authorizations with an in-network provider are for 1 initial evaluation and up to 19 follow up sessions.

   c. To obtain additional mental health visits, the provider requests additional visits by contacting the Behavioral Health Call Center prior to the expiration of the visits and/or time frame already authorized.

   d. Clinical case managers will review the request and will provide continued authorization of care based on:
      - Medical necessity;
      - Treatment progress; and/or
      - Change in the treatment plan due to lack of progress.

   e. You will be notified by phone and mail within one business day of the authorization decision for continued service requests. In the event an agreement is not reached between the case manager and the provider, the case manager will refer the case to the Fidelis Care physician advisor for review.

3. **Clinical Guidelines for Outpatient Mental Health:**

   All members presenting for evaluation and/or treatment of mental health must have an evaluation to determine the appropriate level of care. Mental health evaluators and therapists must have experience in the evaluation and treatment of the identified disorder and meet the following standard:

   Initial mental health evaluators and therapists providing the ongoing mental health care must be licensed mental health professionals with a minimum of a Master’s Degree in a mental health discipline, or if not licensed, they must be supervised by a licensed mental health professional.

   **Outpatient Mental Health Psychotherapy Guidelines:**

   a. Documentation must indicate a member/family assessment at the start of the treatment that includes a risk factor assessment. Ongoing notes must reflect any movement toward stated behavioral, observable goals within a stated time frame. Changes in diagnosis or treatment plan must be documented.
Section Nineteen

b. A plan for termination and discharge plan must be made during the assessment period. The only exception to this will be therapeutic stabilization and medication management for chronic conditions.

c. Referral for medication assessment must be made in a timely manner for diagnosis such as panic disorder and depression. There must be collaboration between the medicating physician and the psychotherapist.

d. Standard of care for individual sessions is at least 30 minutes. Medication management sessions can be of shorter duration. The standard of care for group sessions is 60 to 90 minutes.

e. Psychotherapy should not occur within 24 hours following an ECT treatment or while the member is significantly cognitively impaired. Psychotherapy is not indicated for a member who is actively abusing drugs or alcohol and cannot reliably contract for abstinence while attending the treatment. Focus of intervention with the member should be transitioning the member into substance abuse treatment within a defined number of sessions.

4. Procedures for Authorization for Acute Inpatient Care:

All inpatient requests are considered emergent (except Inpatient Rehabilitation for Chemical Dependency).

a. A managed care organization must be informed as to the nature and scope of care rendered to its members in order to effectively manage that care. In the case of inpatient urgent/emergent admissions, the determination of medical necessity must be made as soon as possible. Fidelis Care requires notification of all such admissions within forty-eight (48) hours of admission to the hospital.

b. All urgent or emergent admissions to an institution are subject to review for medical necessity and for appropriateness of providing care in that specific setting by the Behavioral Health Department. The standard applies to par (contracted) and non-par (non-contracted) entities. This is to monitor care rendered to members and identify areas for performance improvement and quality.

c. Once the plan is notified of an urgent or emergent admission, timely submission of clinical information is expected. Clinical information helps the plan facilitate discharge planning and other needed services such as Behavioral Health high risk and intensive high-risk case management. Failure to supply timely submission of clinical information will result in the case being administratively denied as per the guidelines below.

d. Milliman Behavioral Care Guidelines and American Society of Addiction Medicine (ASAM) Placement Criteria will be used to determine the appropriate level of intervention and the medical necessity for services. The checklist below covers the clinical data required to determine medical necessity for this type of care and to monitor progress in the care.
5. Clinical Guidelines for Admission and Continued Stay for Acute Inpatient Care

Adult Criteria - For all members referred to an Inpatient level of care, there are two major dimensions: "Seriousness of the Illness" and the "Intensity of the Treatment".

1. For admission and continued stay in an acute care facility, the case must meet at least one of the "seriousness of the illness" criteria and at least one of the "intensity of treatment" criteria.

   a. Seriousness of the Illness Criteria:

      1. A continued life threatening danger to self or others is demonstrated by a suicidal and/or homicidal specific attempt or plan with means to accomplish.

      2. Acute psychotic thoughts that likely constitute a danger to self or others if the member acts on them.

      3. Intensification of severe psychiatric symptoms despite intensive outpatient treatment as a treatment response to the member's deteriorating condition.

      4. Presence of life-threatening behaviors that cannot be safely treated on an outpatient or partial hospital basis.

      5. A loss of impulse control which is life threatening.

   b. Intensity of Treatment Criteria:

      1. Detoxification program where mediation and skilled nursing are required to control withdrawal symptoms that are life-threatening.

      2. ECT, initial and subsequent, when outpatient ECT cannot be safely administered.

      3. Administration of IM/IV medications daily.

      4. Isolation, restraint, or seclusion procedures are required for the safety of the member.

      5. 24 hour medication supervision for pharmacotherapy and/or concomitant medical conditions where severe side effects are possible.

      6. Suicide and homicide precautions or close observation and step-down precautions are required for the safety of the member.

2. In addition to meeting the above criteria, the initial admission must not meet any of the following conditions:

   a. The admission is for "custodial care" to treat a chronic condition without any evidence of an acute exacerbation of symptoms.

   b. The admission is "voluntary" and being considered in lieu of incarceration.
c. Fear of relapse and use of chemicals is the primary reason for seeking inpatient admission.

d. Admission is solely for the need of an alternative environment, supportive living, or residential treatment.

3. For continued stay, none of the following circumstances will be present:

a. Member is non-responsive to the acute care treatment with no change in clinical status (or has exhibited additional serious symptoms) and there is no change in the treatment plan after 7 days that indicates a clinical explanation for such stasis.

b. Continued stay solely because there is no alternative placement or disposition plan.

c. Treatment and the length of stay are dictated by a research protocol or program design, not the needs of the member.

d. Refusal of active treatment intervention by the member or family when treatment is medically advised.

e. Therapeutic passes greater in length than 12 hours, or within 48 hours after the admission, where member shows the ability to function in a less structured environment.

6. Child Admission and Continued Stay Criteria for Acute Inpatient Care:

1. For admission or continued stay at an acute care facility, at least one of the following "seriousness of the illness" and one of the "intensity of treatment" criteria must apply:

   a. Seriousness of the Illness Criteria:

      1. Current and persistent life-threatening danger to self or others is demonstrated by a specific suicidal and/or homicidal attempt or plan with means to accomplish this plan.

      2. Current dangerous behavior such as self-mutilation and significant risk-taking where lesser levels of care will not adequately contain the adolescent or child.

      3. Acute psychotic thoughts that likely constitute a danger to self or others if the member acts on these thoughts.

      4. Intensification of severe psychiatric symptoms that impede normal development, despite intensive outpatient treatment as a treatment response to the member's deteriorating condition.

      5. Presence of life-threatening behaviors that are not safely treated on an outpatient or partial hospital basis.

      6. Presence of other behaviors or symptoms to such a degree that non-acute residential services or partial hospitalization would be insufficient due to:
a. Repeated running away from home (other than to an acquaintance or structured shelter or runaway program) that poses a clear risk to physical safety;

b. Ritualistic/obsessive compulsive behavior;

c. Verbal aggression coupled with a history of violence and severe aggression; or

d. Explosive behavior without provocation, or serious loss of impulse control.

b. **Intensity of Treatment Criteria:**

1. Detoxification program where medication and skilled nursing are required to control withdrawal symptoms which are life-threatening.

2. ECT, initial and subsequent, when outpatient ECT cannot be safely administered.

3. Administration of IM/IV medications daily.

4. Isolation, restraint, or seclusion procedures are required for the safety of the child/adolescent.

5. 24 hour medication supervision for psychopharmacotherapy and/or concomitant medical conditions where severe side effects are possible.

6. Suicide and homicide precautions or close observation and step-down precautions are required for the safety of the child/adolescent.

7. Rapid in-depth, assessment, and treatment of family dysfunction that has failed to improve with intensive outpatient attempts at remediation.

2. In addition to meeting the above criteria, the admission must not meet any of the following conditions:

   a. The admission is for "custodial care" to treat a chronic condition without any evidence of an acute exacerbation of symptoms.

   b. The admission is "voluntary" and is being done in response to criminal charges or in lieu of incarceration.

   c. Fear of relapse and use of chemicals is the primary reason for seeking inpatient admission at this time.

   d. Inability to function in a regular school environment is the sole reason for admission, with the goal being to attain a special school placement.

   e. Admission is solely for the need of an alternative environment, supportive living, or residential treatment option.
3. **Fidelis supports the following national standards for timely adolescent/child evaluation when admitted to an acute psychiatric care setting:**

   a. **Within 24-hours of admission:**
      1. Contact with family to determine, at a minimum, the history of the presenting problem and what measures have been taken to address the problem.
      2. History of the present illness and previous recent treatment, including a substance abuse history.

   b. **For continuing care (Within three days after admission):**
      1. Assessment of the following: substance abuse, eating disorders, physical/sexual abuse, school functioning.
      2. Face to face family meeting. (The standard of care for family involvement in treatment is twice weekly family sessions.)
      3. Assessment of developmental strengths and limitations of the child/adolescent.
      4. Coordinate current care with any community provider who had been treating the child or adolescent prior to admission.
      5. Initiate formal discharge plan.

7. **Inpatient/Partial Hospitalization Discharge Procedures:**

   a. A discharge plan should begin when a member is admitted to an acute care hospital, residential facility or partial hospitalization program. The admitting provider should relay information regarding expected length of stay and disposition to facility staff at the time of admission. A Fidelis Care BH Case Manager will assist in coordination of discharge plans.

   b. Once the member is ready for transition to the next level of care, the attending physician (and/or a designated professional member of the treatment team) will:
      1. Provide a written discharge plan with a copy for the member;
      2. Inform the member of any post discharge aftercare appointments;
      3. Collaborate with the aftercare treatment providers as indicated;
      4. Forward a copy of the discharge summary to the post-discharge provider; and
      5. Give the member specific information for appropriate self-help groups such as AA/NA/CA (e.g. meeting times, locations, contact, if possible).
8. **Post Inpatient/Partial Hospitalization Discharge Standards:**

The Fidelis Care Behavioral Health Department strongly advocates for the discharged member to be seen within 3 to 7 days post-discharge from the inpatient treatment setting. This is a “quality indicator of care” measure that will be monitored by Fidelis Care for purposes of reporting to the New York State Department of Health. As part of the oversight procedure, BH case managers and case assistants will be making aftercare calls to the appropriate provider to determine if the member has actually attended their post-discharge appointments.

For those members who do not keep their aftercare appointments, the aftercare case manager assisting with post hospital transition will intervene and attempt to reinforce the discharge plan, offering support and encouragement to the member to follow up with the necessary aftercare to prevent regression and relapse.

II. CASE MANAGEMENT AND COORDINATION ACTIVITIES

A. **Collaboration/Coordination of Care**

1. Effective working relationships between providers and other treatment partners and service sites will result in improved continuity and coordination of care, increased quality, efficiency and effectiveness of services, and increased member satisfaction. All collaboration efforts should be documented in the medical record.

2. **Why Coordination with Primary Care Physicians (PCPs) is Necessary:**
Members may remain untreated or under-treated if PCPs do not recognize members at risk for or with active mental or addictive disorders. Physical symptoms or general medical co-morbidity complicates most behavioral conditions. Psychotropic medications may interact adversely with other medications or cause physical side effects. Medical laboratory or physical examinations may be necessary for members on psychotropic medications. The PCP may prescribe psychotropic medications themselves. For all these reasons, close collaboration between behavioral healthcare providers and PCPs is necessary for member safety and optimal quality of care.

3. Behavioral healthcare providers should communicate with the member's PCP:
   
   a. For the exchange of clinical information, when necessary, that may aid in diagnosis and/or treatment;
   
   b. When the PCP's support for a treatment plan would enhance member satisfaction and/or compliance;
   
   c. When there are possible medical co-morbidities and/or medication interactions that need to be considered; and
   
   d. When PCP has requested immediate feedback.

4. Fidelis Care Behavioral Health may conduct site visits to selected providers’ offices to provide education and perform a chart review to verify that coordination of care is occurring and clinical documentation is meeting industry standards.
B. High Risk Case Management Overview

1. Case Management is a collaborative process that assesses, plans, implements, coordinates, monitors, and tailors services to meet an individual member's needs. When there is a high potential for recurrence or exacerbation of the member's symptoms, and/or the high potential for rapid re-hospitalization, such high-risk members may benefit from more intensive case management activities.

2. Providers can assist in identifying members who may benefit from high-risk case management using the following screening criteria:
   a. All members who have been hospitalized for inpatient psychiatric treatment within the last year;
   b. Anyone who has received chemical dependency treatment who has a serious psychiatric condition and/or history of a serious medical condition; and
   c. Anyone presenting in an emergency room with behavioral health symptoms but not admitted.

3. If a member is identified as high risk, the member has the right to agree or not agree to participate in the case management process. If the member agrees to participate, the Behavioral Health Case Manager (in consultation with the provider) will conduct a member assessment and work with the member and provider to develop a care plan that will include, but not be limited to, mutually agreed upon goals, measurable objectives, and action steps toward goal achievement.

4. For members who have received inpatient care in the recent past, the plan for high risk follow-up should optimally be presented to the member during the current hospital admission process and again prior to the member's discharge from the inpatient facility. The goal of the inpatient treatment team should be to gain the member's understanding and cooperation in working with the team to prevent further hospitalizations.

5. Care plan implementation includes referring the member to appropriate providers or facilities, monitoring the services to ensure that those being provided are addressing the member's specific behavioral health care needs, and ensuring compliance with the treatment plan by measuring progress against defined short-term and long-term goals. This may include follow-up with the member and providers by calling and/or visiting, monitoring claims activity, documenting progress in the treatment plan, and re-evaluating and revising the treatment plan as necessary.

6. The Behavioral Health case manager will work with the provider to provide the member and family information to make empowered decisions regarding:
   a. The disease process;
   b. Available benefits; and
   c. Available community resources.

III. ADMINISTRATION POLICIES/PROCEDURES

A. Coverage by another Provider
1. **Independent Providers:**

   a. Services are only to be rendered by the provider named in the authorization process. Only participating Fidelis Care providers will be approved by the Fidelis Care Behavioral Health Department to render routine or urgent services.

   b. Providers should not schedule routine services to be rendered by another provider (e.g., vacation, time off) unless approved in advance by the Fidelis Care Behavioral Health Department. In the event a member requires treatment and the approved provider is not available, the Fidelis Care Behavioral Health Department must be contacted to arrange for covering treatment by another participating provider.

   c. *If a covering provider submits a claim for urgent services without authorization, the claim will be denied.* Authorization expectations should be clearly explained to the covering provider and arrangements made for reimbursement directly between you and the covering provider in the event an authorization is not obtained.

2. **Agency Providers:**

   If a behavioral health agency is under contract with Fidelis Care and has met all credentialing standards, authorized services may be provided by any of the agency’s participating facilities or staff providers. *Prior notification to Fidelis Care is not required as long as the facility or staff provider serving the Fidelis Care member has met all professional credentialing standards.*

IV. **Determining Level of Care for Behavioral Health Services**

A. **Determining Appropriate Level of Care:**

   All members referred for evaluation and/or treatment must have an evaluation completed to determine the appropriate level of care. Further authorization of services is dependent on the outcome of the review between the evaluator and the clinical case manager.

   1. **Outpatient Services:**

      a. Treatment provided by professional staff;

      b. Supplemented by self-help groups

      c. 1 to 3 hours/day for up to 3 days/week;

      d. Uses a multidisciplinary team to provide individualized physical, psychiatric and/or addiction treatment (It is preferable that all services are provided in the context of a chemical dependency environment.); and

      e. Primary treatment modality is group. (Family and individual counseling sessions should be based on an individualized treatment plan. Individual counseling should be available for dual-diagnosed members and other members based on their clinical needs.)

   2. **Intensive Outpatient/Partial Hospitalization Services:**

      a. Used as an alternative to inpatient treatment;
b. Treatment provided by professionals with daily physician availability, if needed;

c. Intensive outpatient is more than 3 hours per day, 3 to 5 days per week; and

d. Partial hospital service is 4 or more hours per day, 5 days per week, and will count as acute intensive care requiring physician supervision.

c. Inpatient Services:

1. Medically supervised by multidisciplinary staff;

2. Conjunctive treatment available for members with dual diagnoses;

3. Length of stay determined by criteria for admission and discharge; and

4. May be used as an adjunct to inpatient detoxification to prepare for step-down to a lower level of care.

B. Managing the Member with Dual Diagnoses (MH & CD):

Most benefit plans differentiate coverage/benefits for mental health and chemical dependency treatment. The benefit that will be applied will be determined based on the primary diagnosis using DSM-IV criteria and level of care guidelines.

a. Members requiring confinement in a locked psychiatric department must have their psychiatric symptoms stabilized before addiction treatment can begin. The treating physician and psychiatric department should be experienced with detoxification.

b. Members presenting with withdrawal must go through detoxification before further treatment can be provided. The member must be sufficiently stable from a psychiatric perspective and motivated to cooperate while in the detoxification program.

c. Once psychiatrically stable, members may receive treatment in an addictions program. While engaged in the acute and/or core phases of addiction treatment, psychiatric services should be provided through the addictions program. Upon completion of the core addiction treatment, members in need of further outpatient mental health treatment will be referred to the appropriate mental health provider.

V. Determining Medical Necessity

A. Quality Management and Peer Review Committee

The Fidelis Care Quality Management and Peer Review Committee reviews all protocols, criteria, guidelines, and procedures utilized in the Medical Management Program at a minimum of once yearly. These pre-established criteria are used for decision-making related to the clinical or medical appropriateness of care, least restrictive yet acceptable safety level of care, appropriate setting of care, and appropriate provider of care.

Updated criteria are obtained from the following sources as they become available and incorporated into Fidelis Care’s Policies and Procedures Manual and the Medical
Management Program Description. Criteria as described in the clinical section of this manual include:

1. American Society of Addiction Medicine "Patient Placement Criteria-II" (ASAM PPC-II): This document is copyrighted and is available for purchase from ASAM by calling 1-800-844-8948.

2. Fidelis Care utilizes Milliman criteria to determine medical necessity for inpatient psychiatric and detox treatment and other nationally recognized standards for mental health and chemical dependence practice.

Medically necessary treatments are defined as services that are:

1. Provided for the diagnosis or care and treatment of a disease or condition defined by the standard diagnostic classification system of the Diagnostic and Statistical Manual (DMS);

2. Essential for the care and treatment of the behavioral health condition, indicating treatment is essential since no less restrictive level of care can provide the clinical intervention required to ensure the safety and effective treatment of the member;

3. Adequate for the care and treatment of the behavioral health condition indicating treatment is considered adequate if the assessment and treatment plan are clinically appropriate, comprehensive, and active, with timely monitoring and revision;

4. Considered generally acceptable medical practice based on national standards of clinical practice and current clinical research; and

5. Have a reasonable expectation of being successful in alleviating symptoms and/or improving member functioning.

B. General Criteria for Behavioral Health Utilization Management Review

The following are required to support medical necessity and the adequacy of the treatment plan:

1. A comprehensive assessment of previous behavioral health treatment plans;

2. Evaluation of the outcome of the prior treatments;

3. Documentation that the proposed treatment plan for the current level of care addresses the specific clinical presentation of the member and is not a repetition of a previously failed plan of treatment (If a repetition of a past failed treatment is recommended, what specific indicators suggest that it will be effective this time?); and

4. Clear identification of the target symptoms, goals, and objectives of treatment include objective measures that can be assessed within a specified time frame.

The following should be present to validate the medical necessity for continued care:
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1. Progress in diminishing the target symptoms is evident and measurable;

2. Treatment is active and realistic in its goals and flexibly revised if the member's condition does not improve within an expected time frame;

3. Family and social supports have been assessed in a substantive manner with the member and family participating in the treatment program to the extent that they are capable; and

4. Discharge planning is initiated during the assessment phase of treatment.

The following should be present to validate the readiness of the member for discharge to a lower level of care:

1. The member's level of functioning has improved to the extent that clinical stability can be maintained in a less restrictive treatment setting and the member does not require 24 hour supervision; and

2. Improvement in the following areas:

   a. Increased control over the expression of thoughts and feelings and demonstrated appropriate behavior and increased self control;

   b. Identification, if not implementation, of appropriate coping strategies for reducing stressors;

   c. Member has made a commitment to the after care plan for treatment;

   d. Re-established relationships with significant others and activities that are necessary in order to maintain adequate functioning;

   e. Adherence to the prescribed medication regime and recognition of the need to continue to such adherence (The member is aware of potential side effects and the necessity to report these to continuing care provider independently or with the help of a significant other.); and

   f. The member is accepting the recommendation for continuing care. The member has made a commitment to the aftercare plan for continued treatment at a lesser level of care.

VI. Confidentiality

1. For guidelines, refer to the section on Member/Provider Confidentiality in Chapter 2 of this manual.

   a. Collaboration of care with the PCP or other specialist can occur only with the member's expressed permission, except in clinical situations that threaten the life of the member or someone else. When this degree of danger exists, providers can contact the PCP directly without member authorization. It is recommended in all other circumstances that the provider have on-file a signed release of information to the PCP or other specialist.

   b. Release of Information to Other Health Care Providers

      Based on State and Federal mandates, confidentiality of members must be protected by providers. Providers are encouraged to have members sign a release of information form for all parties involved in collaboration efforts.
including but not limited to: Primary Care Physicians, other medical providers, and other behavioral health providers. A sample release of information form can be found in the Fidelis Care Provider Manual.