



## FAQs for Innovator Program (PCPs) HealthPlus (Empire BCBS HealthPlus) & EmblemHealth (Emblem)

1. Do I need to do anything to move my current HealthPlus or Emblem patients into the Innovator program?
  - No, you will not need to take any action for your patients to move into the program. Patients will be moved on the effective date for each respective MCO.
2. Which lines of business will be impacted?
  - Medicaid, HARP, Child Health Plus, and Essential Plans. All other lines of business (including dual-eligibles, Medicare, commercial, etc.) will continue under the current contract.
3. What key administrative functions will SOMOS now be handling?
  - SOMOS will handle administrative functions including claims processing, utilization management, care management, network management, and patient rosters.
4. How are pharmacy, vision, dental, and other traditionally carved-out services going to be handled?
  - These services will continue to be administered through the Managed Care Organization (MCO) and/or their applicable vendors. See Provider Manual for additional details.
5. How can we identify patients that are SOMOS?
  - SOMOS patients will receive new ID cards that will have the **SOMOS** name on the card indicating they are part of this program.
6. How do I submit claims for my SOMOS HealthPlus or Emblem patients?
  - HealthPlus:
    - Electronically: Use SOMOS Payer ID 81508 through Change Healthcare or another approved EDI vendor
    - Mail: Send paper claims to SOMOS IPA, LLC, P.O. Box 21432, Eagan, MN 55121
  - Emblem:
    - Electronically: Use SOMOS Payer ID 81336 through Change Healthcare or another approved EDI vendor
    - Mail: Send paper claims to SOMOS IPA, LLC, P.O. Box 211473, Eagan, MN 55121
7. What provider information should be submitted on claims for proper processing?

The full list of provider information needed is listed in the Provider Manual. Below is the list of information that needs to be included in order to match our provider records:

  - Provider name
    - CMS-1500: Box 31
    - UB-04: Box 1
  - NPI1 (individual / rendering provider NPI)

Updated as of December 21, 2020



## FAQs for Innovator Program (cont.)

- CMS-1500: Box J
  - UB-04: Box 56
  - TIN (Tax ID Number)
    - CMS-1500: Box 25
    - UB-04: Box 5
  - NPI2 (group / business / billing NPI)
    - CMS-1500: Box 33a
    - UB-04: Box 56
  - Service Location (address and ZIP code)
    - CMS-1500: Box 32
    - UB-04: Box 1
8. Will I be required to obtain prior authorization for certain services I provide?
- You will still need to obtain prior authorization for the same services as you do with the MCO today, but you will be obtaining such authorizations from SOMOS rather than the MCO.
9. How do I obtain prior authorization if it is needed?
- Prior authorization can be obtained by calling (844) 990-0255, faxing (877) 590-8003 (for Emblem) or (866) 865-9969 (for HealthPlus), or electronically from Identifi Practice (accessed via a Single Sign On link in the Provider Portal at <https://smnyportal.valence.care>).
10. Will my claims and/or capitation payments for these patients come directly from SOMOS or from the MCO?
- Payments will now come from SOMOS rather than Emblem or HealthPlus for these patients. These checks can be identified by the SOMOS name on the check. For all lines of business not included in the Innovator Program, payments will continue to come from the patient's respective MCO. For any payments that are currently issued by the MCOs' vendors, those payments will continue to be issued by the vendors.
11. Will my payment be directly deposited into my account or will I receive a paper check?
- You will receive paper checks unless you have registered for InstaMed. In order to receive electronic fund transfers, you must enroll with InstaMed (visit <https://register.instamed.com/eraeft> or call (866) 945-7990) and elect the "all provider payments" option.
12. How can I see all the providers (specialists, hospitals, ancillary services, etc.) that are in the SOMOS preferred network?
- You can access the full SOMOS provider directory on the Provider Portal at <https://smnyportal.valence.care> or a paper copy can be provided upon request.