

Provider Connection

Spring 2018

Hometown Health

Senior Care Plus

Senior Care Plus Wellness Passport

A new tool to promote provider patient partnership!



This past February, Senior Care Plus mailed every Senior Care Plus member a personalized Wellness Passport. This small booklet is designed to serve as both a reminder and source of documentation for the patient to track aspects of their health care.

The Wellness Passport allows the patient to document providers within their care team, their medication list, dates of preventive screenings (colon cancer screenings, immunizations, diabetes exams, etc.), and other important health topics such as their physical and mental health.

This initiative is in line with the CMS Quality Strategy to Strengthen Person and Family Engagement as Partners in

Their Care. It is our hope that with the use of the Wellness Passport, both the health plan and the provider can better partner with the patient by promoting self-management and improving the overall experience of care for the patient and their family.

If your practice includes Senior Care Plus members and you have not yet seen a patient with a Wellness Passport, you soon will. When you do, please take a few minutes to review the Passport with the patient to develop a plan to meet all their individual care needs for the year and close any applicable care gaps.

“Please take a few minutes to review the Passport with the patient to develop a plan to meet all their individual care needs.”

New Call Center Hours

7:00am – 8:00pm Seven Days A Week! 775-982-3232

Prior Authorization Request Processing

To ensure that your Prior-Authorization requests are processed timely, below are some tips to regarding requesting information regarding a Prior-Authorization that has already been submitted or requesting a new prior-authorization.

Questions regarding if a service requires prior-authorization or ask a question regarding a prior-authorization that has already been submitted:

Customer Service:

Senior Care Plus: 775-982-3112 or 888-775-7003

Hometown Health – (Hometown Health Plan HMO, Hometown Health Providers PPO and all self-funded plans): 775-982-3232 or 800-336-0123

Submit a new Prior-Authorization request:

HealthConnect at www.hometownhealth.com. All plans can be submitted on-line.

If you do not have access to HealthConnect, please contact our Provider Relations Department at 775-982-3233.

Fax Requests:

For members enrolled in the following plans, please fax requests and clinical documentation to **775-982-8353**:

- Hometown Health Plan – HMO
- Hometown Health Providers – PPO
- Hometown Health Individual and Family HMO and PPO Plans
- Senior Care Plus HMO and PPO
- Renown Health Self-insured plan

For members enrolled in the following plans, please fax requests and clinical documentation to **775-982-3744**:

- City of Reno
- City of Sparks
- Douglas County School District
- Eldorado Resorts
- Lassen Municipal Utility District
- Meruelo Group (Grand Sierra Resorts)
- Peppermill
- State of Nevada Public Employees (PEBP PPO)
- Washoe County High Deductible Plan
- Washoe County PPO
- Washoe County School District PPO Plan
- Washoe County School District EPO Plan

Submit a new prior-authorization request by phone - 775-982-3723

Phone prompt 1: Members enrolled in the Hometown Health Plan HMO, Hometown Health Providers PPO (except PEBP), Senior Care Plus HMO and PPO or Renown Health Self-insured plans

Phone prompt 2: Members enrolled on the following self-funded plans:

- City of Reno
- City of Sparks
- Douglas County School District
- Eldorado Resorts
- Lassen Municipal
- Meruelo Group (Grand Sierra Resort and Casino)
- Peppermill
- Public Employees Benefit Plan (PEBP – PPO)
- Washoe County High Deductible Health Plan (HDHP)
- Washoe County School District

Clinical Practice Guidelines

Two Topics Now Available: Diabetes & Prescribing Controlled Substances

To further the ever-increasing collaboration between ourselves and our providers, we have embarked on a project to provide our clinicians with Clinical Practice Guidelines that outline the current standards of care in the management of the most common medical conditions.

Created by Hometown Health Medical Director, Richard Rosen, MD, we are pleased to make available to providers the following two Clinical Practice Guidelines:

- Prescribing Controlled Substances
- Diabetes 2018

We sincerely hope you find these first two sets of guidelines interesting, helpful, and practical, and utilize them to improve both the efficiency and expertise in the care you provide to our members and your patients. To request your copy of the Clinical Practice Guidelines please call 775-982-3233.



Get Connected — Save Time With HealthConnect!

HealthConnect is a web-based application designed specifically for healthcare administrators and professionals. HealthConnect facilitates the transfer and sharing of information between healthcare providers and Hometown Health.

HealthConnect's Internet-based features include:

- Hometown Health pre-authorization
 - Online submitting, viewing and printing
- Hometown Health claims viewing
 - Claim Reconsiderations
 - Print an Explanation of Payment (EOP)
 - Print an Explanation of Benefit (EOB)
- Hometown Health eligibility search
 - Up-to-date status of Hometown Health member eligibility
 - Summary of Benefits
 - Member deductible and out-of-pocket information
 - Member accumulator amounts
- Hometown Health physician directory
 - Search the Hometown Health Provider Directory
- ICD-10 and CPT Code search
 - Search by keyword or number
- Hometown Health and Senior Care Plus Formularies
 - Most current copy of the Hometown Health and Senior Care Plus Formularies

Please contact Provider Relations at 775-982-3233 with any questions or to schedule a demonstration.

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Hometown
Health 
10315 Professional Circle
Reno, NV 89521

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Provider Demographics & Information Changes

Keeping us up-to-date with your practice will ensure  timely processing of claims!

If the billing or physical address changes, a new provider joins the practice, or a provider leaves the practice, please let us know.

Submitting Demographic Changes or Corrections

Changes should be submitted 60-days in advance or as soon  as possible, on your office letterhead and submitted by mail or fax to:

Hometown Health
ATTN: Network Services
10315 Professional Circle
Reno, NV 89521
FAX: (775) 982-8003

NOTE: Our Third Party Lease Network  requires a 60-day advanced notice for any changes. The effective date of all changes will vary by lease client.

Please include your tax identification number on all correspondence to ensure timely processing of all changes.

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7:00am – 8:00pm
Seven  Days A Week!
775-982-3232