

## 2023 Announcement Archive

### **December 5, 2023 – 2024 Administrative Guidelines**

Hometown Health has updated its Provider Administrative Guidelines for 2024. Changes to the Current Administrative Guidelines will be in effect on January 5, 2024.

You can [view the 2024 Administrative Guidelines here](#).

### **November 15, 2023 – Provider Newsletter Now Available**

[See Hometown Health 2023 Provider Updates here](#).

### **October 30, 2023 – Senior Care Plus D-SNP Model of Care Training**

Senior Care Plus has developed training materials for providers who care for Senior Care Plus members with special needs. The Senior Care Plus D-SNP Model of Care training materials are now available. The training materials included a description of the D-SNP population, Care Coordination, the Provider Network, and the Model of Care Quality Measurement and Performance Improvement Initiatives. [View the D-SNP Model of Care Training document here](#).

### **October 20, 2023 – Important Referral Requirement Changes for 2024!**

For small-group, association health plans and large-group HMO plans, PCP referrals will no longer be required for a patient to see a specialist. You should be prepared to see patients from these plans without the need for referrals.

#### **Specialist Referrals May Still Apply:**

- While PCP referrals are no longer needed for the plans mentioned above, it's essential to note that specialist referrals may still be required.
- As healthcare providers, you should continue to communicate with specialists when referring patients to ensure a seamless care transition and coordination.

### **October 17, 2023 – Center of Excellence Reminder!**

If there are services a member needs that cannot be performed in Hometown Health's direct network in Nevada or at the University of Utah, and you need to refer a member to a Center of Excellence such as Stanford or UC Davis, the service will only process at the member's in-network benefit cost share if authorized as in-network by Hometown Health. If not authorized as in-network, the member will be liable for the out of network cost share.

## **October 17, 2023 – Important message for Provider Partners regarding Friday Health Plan Claims**

On June 12, 2023, the Eighth Judicial District Court of Nevada ordered Friday Health Plans of Nevada (FHP-N) into receivership. Receivership is the first step toward liquidating the company's assets.

August 31, 2023 was the last operating day for FHP-NV. If you performed services for Friday Health Plan members on or before that date and have not yet submitted a claim, you are strongly encouraged to do so AS SOON AS POSSIBLE.

Friday Health Plans of Nevada is a former Hometown Health leased-network client. Hometown Health wants to protect provider partners from the uncertainties that come with receivership – and we believe the prompt filing of all FHP-NV claims gives our provider partners the best opportunity to be properly and promptly reimbursed.

The state of Nevada has set up a website for more information at [fridayhealthplansofnevada.com](https://fridayhealthplansofnevada.com)

## **August 3, 2023 – Nevada Department of Insurance Announcement Regarding Friday Health Plans**

[View the DOI's Press Release regarding Friday Health Plans titled: "Important Information for Members on Friday Health Plans of Nevada Members Special Enrollment Period Offered to Find New Coverage."](#)

## **June 9, 2023 – No Surprises Act Quarterly Attestation Reminder**

Hometown Health has partnered with Better Doctor to fulfill the regulatory requirements of the No Surprises Act to ensure providers are attesting to their directory information on a quarterly basis. Your office will receive quarterly requests directly from Better Doctor to complete attestations. Providers with outdated information may be dropped from our provider directories. We appreciate your collaboration in keeping our directories up to date for our members.

## **January 26, 2023 – Fee Schedule Audit Underway**

Hometown Health has invested in an outside auditing firm to review and ensure our 2023 plans and contract fee schedule builds are accurate. As such, your office may experience a slightly longer claims turn-around time for dates of service after January 1, 2023. We do not anticipate claims holding for longer than 30 days. We ask that you be patient during this audit process and ask that you not call Customer Service for claim status updates until at

least 30 days after Hometown Health received the claim. We appreciate your patience as we complete the auditing work to ensure you are paid accurately throughout 2023.

### **January 19, 2023 – Hometown Health CAA Compliance Notification**

This is to inform you that Hometown Health is in compliance with the Consolidated Appropriations Act (CAA) which was signed into law on December 27, 2020. The CAA includes a new prescription drug reporting requirement.

- For 2020 and 2021 reporting due on 12/27/2022, Hometown Health has sufficient information to submit P2, D1, and D2 files and has coordinated with our Pharmacy Benefit Manager (PBM), Maxor, to submit D3 – D8 files for all of our fully-insured employer groups.
- For 2022 reporting due 06/01/2023, reporting of the average monthly premium paid by members and the average monthly premium paid by employers will be required. These fields were waived for 2020 and 2021 reporting. We will be exploring next steps for these elements in early 2023 to enable Hometown Health to continue submitting on behalf of fully-insured groups. As we determine the appropriate actions we will reach out to our broker partners and fully-insured groups to close the gap on these two reporting fields.