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# Hospital Training

*Provider Training*

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# Introductions and Agenda



- STAR
- STAR+PLUS
- STAR+PLUS Medicare-Medicaid Plan (MMP)
- STAR Kids
- STAR Health (Foster Care)
- CHIP and CHIP Perinate
- Ambetter from Superior HealthPlan (Health Insurance Marketplace)
- Allwell from Superior HealthPlan (Medicare Advantage and D-SNP)
- Medical Management
- Cultural Competency and Disability Sensitivity
- Hospital Billing Guidelines
- Claims and Payment Processing
- Corrected Claims and Appeals (Medicaid/CHIP/MMP)
- Complaints and Appeals (Ambetter and Allwell)
- Secure Provider Portal
- Health Passport
- Superior Departments
- Superior Partners
- Questions and Answers

# Superior HealthPlan



- Superior provides Medicaid and CHIP programs in Texas Health and Human Services (HHS) service areas throughout the state. These programs include:
  - STAR
  - STAR Health (Foster Care)
  - STAR Kids
  - STAR+PLUS
  - STAR+PLUS Medicare-Medicaid Plan (MMP)
  - CHIP/CHIP Perinate
- In addition to the products above, Superior also offers the following, in limited service areas:
  - Health Insurance Marketplace (Ambetter from Superior HealthPlan)
  - Medicare Advantage (Allwell from Superior HealthPlan)

# NCQA Accreditation



- National Committee for Quality Assurance (NCQA) awards accreditation to participating health plans.
  - NCQA is a private, non-profit organization. It was founded in 1990 to help improve health-care quality.
  - Superior is among the top-rated Medicaid plans in Texas, earning a score of 3.5 out of 5 in the National Committee for Quality Assurance's (NCQA) Medicaid Health Insurance Plan Ratings 2019-2020.
  - NCQA Accreditation ratings are based on:
    - Health Effectiveness Data and Information Set (HEDIS) scores.
    - Consumer Assessment of Healthcare Providers and Systems (CAHPS) scores.
    - NCQA Accreditation standard scores.



# Verify Eligibility (Medicaid/CHIP)



- Texas Medicaid Benefits Card
- TexMed Connect – [www.YourTexasBenefits.com](http://www.YourTexasBenefits.com)
- Superior's ID Card
- Secure Provider Portal – [www.Provider.SuperiorHealthPlan.com](http://www.Provider.SuperiorHealthPlan.com)
- Contacting Superior's Member Services department at:
  - STAR 1-800-783-5386
  - STAR+PLUS: 1-877-277-9772
  - STAR Kids: 1-844-590-4883
  - STAR Health: 1-866-912-6283
  - CHIP/CHIP Perinate 1-800-783-5386
  - STAR+PLUS MMP: 1-866-896-1844
  - Ambetter: 1-877-687-1196
  - Allwell (HMO): 1-844-796-6811
  - Allwell (HMO SNP): 1-877-935-8023



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STAR

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# STAR Eligibility



## Who is covered by the STAR Program in Texas?

- Families, children and pregnant women
  - Based on income level, age, family income and other resources/assets
- Newborns
  - Born to mothers who are Medicaid-eligible at the time of the child's birth are automatically eligible for Medicaid and remain eligible until their first birthday
- Adoption Assistance or Permanency Care Assistance (AAPCA)
  - Children who are adopted from foster care; or
  - Children who were in foster care but establish a permanent home with family members because they could not be reunited with their parents

# STAR Benefits



- Include, but are not limited to:
  - Medical and surgical services
  - Hospital services
  - Emergency services
  - Transplants
  - Unlimited prescriptions
  - Durable Medical Equipment (DME)
  - Mental and behavioral health services
  - Maternity services
  - Laboratory
  - Radiology, imaging and x-rays





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STAR+PLUS

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# STAR+PLUS Eligibility



- STAR+PLUS is a Texas Medicaid managed care program for people who have disabilities or are 65 years of age and older.
- To receive services through STAR+PLUS you must:
  - Be approved for Medicaid.
  - Be one or more of the following:
    - 21 years of age or older receiving Supplemental Security Income (SSI) benefits, and able to receive Medicaid due to low income.
    - Not receiving SSI and able to receive STAR+PLUS Home and Community-Based Services.
    - 21 years of age or older, receiving Medicaid through Social Security Exclusion programs and meeting program rules for income and asset levels.
    - 21 years of age or older, residing in a nursing home and receiving Medicaid while in the nursing home.
    - In the Medicaid for Breast and Cervical Cancer program.
    - Dual-eligible who receives both Medicare and Medicaid.

# STAR+PLUS Eligibility



- Voluntary members
  - Nursing facility resident, 21 years of age and older, who is federally recognized as a tribal member.
  - Nursing facility resident, 21 years of age and older, who receives services through the Program of All Inclusive Care for the Elderly (PACE).

# STAR+PLUS Eligibility



- Excluded Members

- People over 21 years of age who receive Medicaid 1915(c) waiver services or who live in community homes for people with Intellectual Developmental Disabilities (IDD) and receive Medicare.
- People who are unable to get receive Medicaid benefits such as:
  - Frail Elderly program members.
  - Qualified Medicare Beneficiaries.
  - Specified Low-Income Medicare Beneficiaries.
  - Qualified Disabled Working Individuals.
  - Illegal immigrants.
- People who are unable to receive Medicaid.
- Children in foster care
- 20 years of age or younger and not in a Medicaid for Breast and Cervical Cancer program.

# STAR+PLUS Dual-Eligible Members



- Dual-eligible members are members who receive both Medicare and Medicaid.
- Medicare is the primary payer for all in- and out-patient services in the facility.
- Medicaid is secondary payer and covers coinsurance and deductibles, as applicable.
  - Medicaid payer could be Superior, Medicaid Fee for Service or another Medicaid Managed Care plan.

# STAR+PLUS Benefits for Non-Dual-Eligible Members



- Include, but are not limited to:
  - Ambulance services
  - Hospital Services
  - Behavioral health services
  - Birthing center services
  - Cancer screening and treatment
  - Dialysis
  - Durable medical equipment and supplies
  - Emergency services
  - Laboratory
  - Medical checkups
  - Podiatry services
  - Prenatal care
  - Radiology, imaging and x-rays
  - Specialty physician services
  - Unlimited prescriptions

# SNF Benefits for Dual-Eligible Members



- Medicare is the primary payor for all acute care services (e.g. Primary Care Physician [PCP], hospital, outpatient services), skilled nursing facility (SNF) services and skilled nursing stay days 1-20 paid at 100% of the Resource Utilization Group (RUG).
- STAR+PLUS (Superior)
  - Covers Vent and Trach add-on services.
  - Is the primary payor for the co-insurance for the SNF Unit Rate for days 21-100 (if the stay meets qualifying hospital stay criteria and skilable needs) and add-on services.
  - Is the primary payor for the NF Unit Rate starting day 101.

# Long Term Services and Supports (LTSS)



- Both dual and non-dual STAR+PLUS members may qualify for Long Term Services and Supports (LTSS). Services include:
  - Day Activity and Health Services (DAHS).
  - Primary Home Care.
- Other services under the STAR+PLUS Home and Community-Based Services (HCBS) waiver include but are not limited to:
  - Personal Assistance Services.
  - Adaptive aids.
  - Assisted living.
  - Emergency response services.
  - Home delivered meals.
  - Minor home modifications.
  - Respite care.



# STAR+PLUS Medicare-Medicaid Plan (MMP)

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# STAR+PLUS MMP



- A fully integrated managed care model for individuals 21 years of age and older who are enrolled in Medicare and Medicaid.
  - Eligible members are able to opt out of the MMP program.
- Superior offers this program in Bexar, Dallas and Hidalgo counties only.
- Superior covers:
  - All Medicare benefits, including parts A, B and D.
  - Medicaid benefits, including LTSS.
  - Flexible benefits.
  - Supplemental Benefits.

# STAR+PLUS MMP Benefits



- STAR+PLUS MMP offers the same acute care health services members receive through Medicare. These include, but are not limited to:
  - Ambulance services
  - Hospital Services
  - Behavioral health services
  - Birthing center services
  - Cancer screening and treatment
  - Dialysis
  - Durable medical equipment and supplies
  - Emergency services
  - Laboratory
  - Medical checkups
  - Podiatry services
  - Prenatal care
  - Radiology, imaging and x-rays
  - Specialty physician services
  - Unlimited prescriptions



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STAR Kids

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# STAR Kids Eligibility



- Medicaid populations who must participate in STAR Kids include children and young adults with disabilities, special needs or chronic care conditions who are 20 years of age and younger, and receive:
  - Social Security Income (SSI) and SSI-related Medicaid.
  - SSI and Medicare.
  - Medically Dependent Children (MDCP) Waiver program.
  - Waiver programs.
    - Youth Empowerment Services (YES) waiver services
    - IDD waiver services (e.g., CLASS, DBMD, HCBS, TxHmL)
    - Members who reside in community-based ICF-IID or in Nursing Facilities (NF)

# STAR Kids Benefits



- Include, but are not limited to:
  - Medical and surgical services
  - Hospital services
  - Emergency services
  - Transplants
  - Unlimited prescriptions
  - Durable Medical Equipment (DME)
  - Mental and behavioral health services
  - Maternity services
  - Laboratory
  - Radiology, imaging and x-rays



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## STAR Health (Foster Care)

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# STAR Health Eligibility



- Children in DFPS conservatorship (Foster Care or Kinship Care)
  - Eligible for STAR Health the date the child enters into DFPS conservatorship
- Young adults who choose to remain in a paid foster care placement (18 years of age through the month of their 22nd birthday)
- Young adults who aged out of foster care (FFCC) or are in the Medicaid for Transitioning Foster Care Youth (MTFCY) Program (18 years of age through the month of their 21st birthday)
  - Eligible for STAR Health the first day of the month that the young adult is enrolled with Superior



# STAR Health Benefits



- Include, but are not limited to:
  - Hospital services
  - Emergency services
  - Laboratory
  - X-rays
  - Mental and behavioral health services
  - Specialty physician services
  - Pregnancy services
  - Transplants



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## CHIP (Children's Health Insurance Program) and CHIP Perinate

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# CHIP Eligibility



- Children who are under 19 years of age and whose family's income is below 200% of the Federal Poverty Level (FPL) are eligible if they do not qualify for Medicaid coverage.
- CHIP members are allowed to change health plans within 90 days of enrollment, and at least every 12 months thereafter during the re-enrollment period for any reason.
- CHIP members must re-apply yearly on their original enrollment date.

# CHIP Benefits



- Include, but are not limited to:
  - Hospital services
  - Emergency services
  - Durable Medical Equipment (DME)
  - Mental and behavioral health services
  - Medical and surgical services
  - Birthing Center services
  - Prescriptions
  - Laboratory
  - Transplants
  - Radiology, imaging and x-rays

# CHIP Perinate (Unborn Child)



- Coverage for pregnant woman (unborn child):
  - Families with income at or below 185% FPL:
    - Facility charges are not covered by Superior – Bill TMHP.
    - Newborn qualifies for Medicaid coverage once born.
  - Families with income above 186-200% FPL:
    - Facility charges associated labor and delivery until birth are covered by Superior.
    - Newborn qualifies as CHIP Perinate Newborn once born.
- Providers must notify Superior of admissions for all CHIP Perinate deliveries regardless of FPL.

# CHIP Perinate Birth Reporting



- Mothers will report the birth through Emergency Medicaid Form H3038-P: <https://hhs.texas.gov/node/18133>.
- The same form is used as an indicator for newborn to be placed on Medicaid.
- To ensure payment, the hospital also may fax the completed form to 1-877-542-5951.
- Mothers must notify CHIP Perinate of the birth by calling
- 1-877-KIDS-NOW (1-877-543-7669). The following information must be provided:
  - Date baby was born
  - Baby's gender
  - Baby's name

# CHIP Perinate Hospital Billing



- Mother is  $\leq 185\%$  (Category A) and form H3038-P is not submitted:
  - Emergency Medicaid cannot be established for the Mother or for the Newborn from the date of birth for 12 months of continuous Medicaid coverage.
  - A new application for assistance is required if Form H3038-P is not submitted within 90 days of delivery.
  - No retroactive charges would be paid.
- Mother is 186%-200% FPL (Category B):
  - Superior pays for hospital and professional charges.



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Ambetter from  
Superior HealthPlan  
(Health Insurance Marketplace)

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# Ambetter Enrollment



- Annual open enrollment period
- Ambetter offers several levels of plan options, each one representing a different type of coverage.
  - Ambetter Essential Care (Bronze)
  - Ambetter Balanced Care (Silver)
  - Ambetter Secure Care (Gold)
- All plans have cost shares in the form of copays, coinsurance and deductibles.
  - Some members will qualify for assistance with their cost shares based on their income level.
  - This assistance would be paid directly from the government to Superior.
- Dependent coverage to 26 years of age
- Ambetter coverage is available for members in 44 counties throughout Texas. For a full list of the counties, visit: [Ambetter.SuperiorHealthPlan.com/for-brokers/coverage-area-map.html](https://Ambetter.SuperiorHealthPlan.com/for-brokers/coverage-area-map.html).

# Ambetter Benefits



- Essential Health Benefits (EHBs) are the same for every plan within the state. The EHBs outlined in the Affordable Care Act are:
  - Preventive and wellness services (covered at 100%).
  - Chronic disease management.
  - Maternity and newborn care.
  - Pediatric services, including dental and vision care.
    - Pediatric dental services may be separately provided through a stand-alone dental plan that is certified by the Marketplace.
  - Outpatient or ambulatory services.
  - Laboratory services.
  - Rehabilitative and habilitative services and devices.
  - Hospitalization.
  - Emergency services.
  - Mental health and substance use services, both inpatient and outpatient.
  - Prescription drugs.



# Allwell from Superior HealthPlan

Medicare Advantage  
Medicare Advantage Special  
Needs Plan (D-SNP)

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# Allwell HMO Eligibility



- Must be enrolled in Medicare Part A and Part B, or be eligible for them.
- Must live within Superior's Allwell service area.
  - HMO Counties: Aransas, Bexar, Cameron, Collin, Comal, Dallas, Denton, El Paso, Fort Bend, Guadalupe, Hidalgo, Jim Wells, Montgomery, Nueces, Rockwall, Smith, Starr, Tarrant, Wilson
  - HMO SNP Counties: Aransas, Bexar, Cameron, Collin, Comal, Dallas, Denton, El Paso, Fort Bend, Guadalupe, Hidalgo, Jim Wells, Lubbock, Montgomery, Nueces, Rockwall, Smith, Starr, Tarrant, Wilson
- End Stage Renal Disease (ESRD)-eligible individuals may qualify for Superior's Dual Special Needs Plan (DSNP).

# Allwell HMO Benefits



## Allwell covers:

- All Part A and Part B benefits by Medicare.
- Part B drugs – such as chemotherapy drugs.
  - Part D drugs – available at network retail pharmacies or mail order (deductibles may apply).
- Additional benefits and services such as wellness programs, over-the-counter items and mental health services. For a summary of plan benefits, visit [Allwell.SuperiorHealthPlan.com](https://Allwell.SuperiorHealthPlan.com).

# Allwell Benefits - DSNP



- All Part A and Part B benefits by Medicare.
- Part B drugs – such as chemotherapy drugs.
- Part D drugs – available at network retail pharmacies or mail order (deductibles may apply).
- Acute Medicaid services not covered by Medicare
  - Medicare deductibles and coinsurance are covered by Medicaid.

# Medicare Covered Services



- Covered Services include, but are not limited to:
  - Ambulance
  - Behavioral Health
  - Dental\*
  - Hearing
  - Hospital Inpatient/Outpatient
  - Lab and X-Ray
  - Medical Equipment and Supplies
  - Physician
  - Podiatry
  - Prescribed Medicines
  - Therapy
  - Transportation\*
  - Vision\*
  - Wellness Programs

*\*Specific counties only.*

# Behavioral Health Benefits

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# Behavioral Health Benefits



- Traditional and Day Treatment Outpatient Services
  - Partial Hospitalization Program (PHP)
  - Intensive Outpatient Program (IOP)
  - Medication Management Therapy
  - Individual, Group and Family Therapy
- Inpatient Mental Health Services
  - Inpatient Hospitalization
  - Substance Detoxification
  - 23-Hour Observation
- Substance Use Disorder Treatment
  - Individual and Group Therapy
  - Residential Treatment
  - Outpatient services
- Enhanced Services
  - Targeted Case Management or Rehabilitative Services
- Telemedicine
- Pharmacy Benefits - Prescription Drugs

*Please note: The behavioral health benefits referenced above are not available for all products.*



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# Medical Management

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# Prior Authorization Tool



- Medicaid Pre-Auth Needed tool:  
[www.SuperiorHealthPlan.com/providers/preauth-check.html](http://www.SuperiorHealthPlan.com/providers/preauth-check.html)
- Ambetter:  
[www.SuperiorHealthPlan.com/providers/preauth-check/ambetter-pre-auth.html](http://www.SuperiorHealthPlan.com/providers/preauth-check/ambetter-pre-auth.html)
- Medicare:  
[www.SuperiorHealthPlan.com/providers/preauth-check/medicare-pre-auth.html](http://www.SuperiorHealthPlan.com/providers/preauth-check/medicare-pre-auth.html)
- MMP: [www.SuperiorHealthPlan.com/providers/preauth-check/mmp-pre-auth.html](http://www.SuperiorHealthPlan.com/providers/preauth-check/mmp-pre-auth.html)

# Authorization Inpatient Request Response Times



- Medicaid and CHIP:
  - Determination within 1 working day; notification within 3 days
- Ambetter:
  - 24 hours for inpatient admissions
  - 72 hours for outpatient
- Allwell
  - 14 calendar days for standard/elective admissions
  - 24 hours for concurrent requests
- STAR+PLUS MMP
  - 1 business day after receipt of the request

*Please note: Timeframes above are not applicable to emergent services.*

# Prior Authorization Requests



- Authorizations for all products may be requested through Superior HealthPlan's web portal at: [Provider.SuperiorHealthPlan.com](http://Provider.SuperiorHealthPlan.com).
- Forms are available on our website:  
[www.SuperiorHealthPlan.com/providers/resources/forms.html](http://www.SuperiorHealthPlan.com/providers/resources/forms.html) or  
[Ambetter.SuperiorHealthPlan.com](http://Ambetter.SuperiorHealthPlan.com).
  - Fax numbers:
    - Medicaid/CHIP/MMP - 1-800-690-7030
      - Outpatient CHIP requests only: 1-844-310-5517
      - Discharge Planning: 1-844-495-2361
    - Ambetter - 1-855-537-3447
    - Allwell - 1-877-808-9368
- Providers can also call in requests:
  - Medicaid/CHIP/Allwell/MMP – 1-800-218-7508
  - Ambetter - 1-877-687-1196

# Medicaid/CHIP Prior Authorization – Emergent Inpatient Requests



Must be submitted the next business day following admission.

Regions	Fax
Travis (Austin)	1-877-650-6939
Bexar (San Antonio)	1-877-650-6942
Nueces (Corpus Christi)	1-877-650-6940
El Paso	1-877-650-6941
Lubbock/Amarillo	1-866-865-4385
Dallas	1-855-707-5480
Hidalgo	1-877-212-6661
STAR RSA/CHIP RSA	1-877-505-0823

# Clinical Submission



- Clinical submission for inpatient requests should include:
  - Member's history and physical
  - Physician's orders
  - Physician's progress notes
  - Medication Administration Record (MAR)
  - Lab results
  - Radiology reports
  - Plan of care
  - Discharge planning
  - Level of care (med/surg, intermediate/ICU)
- Superior uses InterQual criterial to meet admission and continued stay criteria.

# Clinical Submission – Medicaid/CHIP



Clinical submission may be made by fax to:

Region/Product	Fax
Austin (Travis Region)	1-877-264-6547
Corpus Christi (Nueces Region)	1-866-912-6291
Dallas Region	1-855-232-3606
El Paso/Lubbock/Amarillo Region	1-866-683-5620
San Antonio Region (Bexar)	1-866-683-5632
Hidalgo Region	1-866-895-4080
STAR RSA/CHIP RSA	1-877-804-5268



# Medical Necessity Reviews



Clinical submission is due by 2:00 p.m., the next business day following the request for authorization. If received on time, it is then reviewed by a Concurrent Review Nurse.

- If medical necessity is met:
  - Admission or continued stay will be approved at the set days determined by the Concurrent Review Nurse.
  - A letter of approval will be sent to the facility addressed to the facility and physician.
- If medical necessity is not met:
  - A medical necessity review will be sent to the Medical Director for determination.

If clinical submission is not received by the deadline, the request for authorization will be sent to the Medical Director for medical necessity review.

# MRI/MRA, CT/CTA and PET Scans



- National Imaging Associates (NIA) is contracted with Superior to perform utilization review for imaging services.
  - You can find the NIA: High Tech Imaging QRG for Ordering Physicians at [www.SuperiorHealthPlan.com/providers/resources.html](http://www.SuperiorHealthPlan.com/providers/resources.html).
- An authorization is required for outpatient MRI/MRA, CT/CTA and PET scans.
- The PCP and specialist is responsible for obtaining authorization for the imaging procedures by:
  - Accessing [www.radmd.com](http://www.radmd.com).
  - Calling 1-800-642-7554.
- Inpatient and ER imaging procedures will not require separate authorization.

# MRI/MRA, CT/CTA and PET Scans



- All claims should be submitted to Superior via:
  - Superior's Secure Provider Portal: [Provider.SuperiorHealthPlan.com](https://Provider.SuperiorHealthPlan.com).
  - Electronic Claims.
  - Paper Claim Submission.
- Servicing providers and imaging facilities may access status of authorizations by:
  - Accessing [www.radmd.com](https://www.radmd.com).
  - Accessing IVR (Integrated Voice Response) at 1-800-642-7554.
  - To check on the status of an auth press 1, 1, then enter or state the tracking number.

# TurningPoint Healthcare Solutions



- Effective November 15, 2019, Superior launched a new Surgical Quality and Safety Management Program with Turning Point Healthcare Solutions, LLC.
- TurningPoint is responsible for processing prior authorizations requests for medical necessity and appropriate length of stay for Musculoskeletal Surgical procedures.
- This new process applies to: STAR, STAR Health, STAR Kids, STAR+PLUS, CHIP, Allwell and Ambetter.
- Physicians should have begun submitting requests to TurningPoint for prior authorization beginning on November 1, 2019 for dates of service on or after November 15, 2019.
- TurningPoint's Procedure Coding and Medical Policy Information can be located under billing resources at the following link:  
[www.SuperiorHealthPlan.com/providers/resources.html](http://www.SuperiorHealthPlan.com/providers/resources.html).

# TurningPoint Healthcare Solutions



- Prior authorization will be required for the following Musculoskeletal surgical procedures in both inpatient and outpatient settings\*:

Orthopedic Surgical Procedures	Spinal Surgical Procedures
Knee Arthroplasty and Arthroscopy	Spinal Fusion Surgeries
Uni/Bi-compartmental Knee Replacement	Cervical
Hip Arthroplasty and Arthroscopy	Lumbar
Acromioplasty and Rotator Cuff Repair	Thoracic
Ankle Fusion and Arthroplasty	Disc Replacement
Femoroacetabular Arthroscopy	Implantable Pain Pumps
Osteochondral Defect Repair	Laminectomy/Discectomy

\*This is not an all-inclusive list. For a detailed list of impacted CPT codes, visit TurningPoint's Web Portal or [www.SuperiorHealthPlan.com/providers/preauth-check.html](http://www.SuperiorHealthPlan.com/providers/preauth-check.html).

# TurningPoint Healthcare Solutions



- Emergency related procedures do not require authorization.
- It is the responsibility of the ordering physician to obtain authorization.
- Providers rendering the above services should verify that the necessary authorization has been obtained. Failure to do so may result in non-payment of claims.
- Authorization requirements for facility and radiology may also be applicable.
- For questions, utilization management or precertification, and to submit prior authorization requests, please contact TurningPoint at:
  - Web Portal Intake: <http://www.myturningpoint-healthcare.com>
  - Telephonic Intake: 1-469-310-3104  
1-855-336-4391
  - Fax Intake: 1-214-306-9323

# Cultural Competency and Disability Sensitivity

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# Cultural Sensitivity



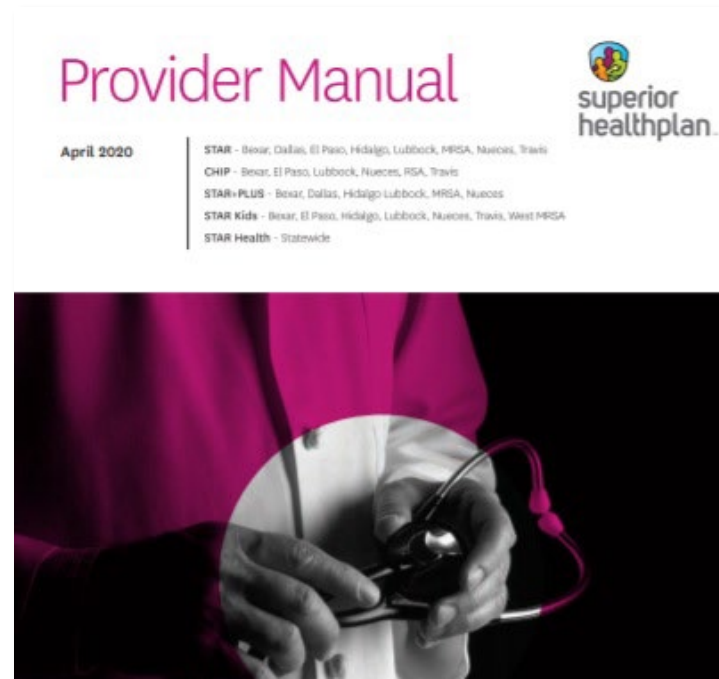
- Sensitivity to differing cultural influences, beliefs and backgrounds can improve a provider's relationship with patients, and the health and wellness of the patients themselves.
- Principles related to cultural competency in the delivery of health-care services to Superior members include:
  - Knowledge
    - Provider's self-understanding of race, ethnicity and influence.
    - Understanding of the historical factors which impact the health of minority populations, such as racism and immigration patterns.
  - Skills
    - Ability to communicate effectively with the use of cross cultural interpreters.
    - Ability to utilize community resources.
  - Attitudes
    - Respect the importance of cultural forces.
    - Respect the importance of spiritual beliefs.



# Cultural Sensitivity



- More information regarding Cultural Sensitivity can be found in the Provider Manual at:  
[www.SuperiorHealthPlan.com/providers/training-manuals.html](http://www.SuperiorHealthPlan.com/providers/training-manuals.html).



# How Can Providers Help?



- Know your patients. Capture information about accommodations that might be required.
- Identify patients with limited health literacy.
- Use simple language, short sentences and define technical terms for patients.
- Supplement instructions with appropriate materials (videos, models, graphic materials, translated written materials, interpreting, etc.).
- Ask patients to explain your instructions (teach back method) or demonstrate the procedure.
- Ask questions that begin with “how” and “what,” rather than closed-ended yes/no questions.

# How Can Providers Help?



- Organize information so that the most important points stand out and repeat this information.
- Reflect the age, cultural, ethnic and racial diversity of patients.
- Provide information in their primary language (for Limited English Proficiency [LEP] patients).
- Improve the physical environment in your office by using universal symbols.
- Offer assistance with completing health-care forms.

# Hospital Billing Guidelines

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# Present on Admission



- Present on Admission (POA) – present at time the order for inpatient admission occurs.
- Conditions that are considered POA could include, but are not limited to, conditions that develop during:
  - An outpatient encounter
  - Emergency department visits
  - Outpatient surgery
  - Observation
- POA value is mandatory for inpatient hospital claims using prospective payment.

# Present on Admission



- List of Present on Admission (POA) Indicators:  
<https://www.cms.gov/medicare/medicare-fee-for-service-payment/hospitalacqcond/coding.html>
- For more information on POA, see TMHP manual section 3.7.2 – Inpatient Claims Information:  
[http://www.tmhp.com/Manuals\\_PDF/TMPPM/TMPPM\\_Living\\_Manual\\_Current/2\\_Inpatient\\_Outpatient\\_Hosp\\_Srvs.pdf](http://www.tmhp.com/Manuals_PDF/TMPPM/TMPPM_Living_Manual_Current/2_Inpatient_Outpatient_Hosp_Srvs.pdf)

# Observation



- Round clock times to beginning and end of the nearest hour. Partial units should be rounded up or down.
- 1 hour = 1 unit
- Observation units over 48 will be denied.
- Date of admission should be the date the member presents at the hospital.
- ER and observation services may be reimbursed separately as outpatient services if:
  - Member is admitted >24 hours after presenting in ER without being placed in observation status; or
  - Member is admitted >48 hours after being placed on observation status.

# Spell of Illness



- Spell of Illness applies to STAR+PLUS members only, and refers to 30 days of inpatient hospital care.
  - May accrue intermittently or consecutively.
- After 30 days, reimbursement for additional care isn't considered until member has been out of acute care for 60 consecutive days.
- The following diagnoses will remove the Spell of Illness limitation for the entire inpatient hospital stay:
  - Bipolar disorder
  - Major depressive disorder
  - Recurrent depressive disorder
  - Schizoaffective disorder
  - Schizophrenia



# Span of Coverage



- The payment responsibility for hospital facility charges when there are Medicaid member enrollment changes during the hospital stay.
- The previous payer (former Managed Care Organization [MCO] or Fee For Service [FFS]) remains responsible for the hospital facility charge until discharge, transfer or loss of Medicaid eligibility.
- A Medicaid member enrollment change is any change in managed care enrollment, including:
  - Member moves from fee-for-service (FFS) to managed care.
  - Member moves from managed care to FFS.
  - Member moves between managed care organizations (MCOs) in the same managed care program (i.e., STAR, STAR Health, STAR Kids, STAR+PLUS).
  - Member moves between managed care programs.

# Span of Coverage



- When an enrollment change occurs while a member is in the hospital:
  - The previous payer (former MCO or FFS) responsible for the hospital facility charge until discharge, transfer or loss of Medicaid eligibility.
  - The current payer (new MCO or FFS) is responsible for all other covered services beginning on the effective date of the enrollment change.
- **Discharge** - formal release of a member from an Inpatient Hospital stay.
  - Movement or Transfer from one Acute Care Hospital or Long Term Care Hospital/facility and readmission to another within 24 hours for continued treatment is not a discharge.
- **Transfer** - movement of the Member from one Acute Care Hospital or Long Term Care Hospital/facility and readmission to another Acute Care Hospital or Long Term Care Hospital or facility within 24 hours for continued treatment.

# Span of Coverage



- STAR and STAR+PLUS:
  - Specific to stays in a single hospital **without transfers**.
  - When there is a hospital transfer after the member's enrollment change:
    - Span of Coverage no longer applies.
    - The MCO in which the member is enrolled is responsible for the facility stay for the 'transferred to' facility.
- STAR Health, STAR Kids, STAR+PLUS MMP:
  - Span of Coverage guidelines for STAR Kids, STAR Health and Dual Demonstration include "transfer" under the definition of discharge.

# Span of Coverage Authorizations



- If the member is in FFS at the time of the transfer request:
  - TMHP makes the authorization determination for transfer to the second hospital.
- If the member is in managed care at the time of the transfer request:
  - The MCO with which the member is enrolled at the time of the transfer request makes the authorization determination for transfer to the second hospital.
- If there is an enrollment change between the date of authorization and the date of transfer:
  - The new MCO must honor the authorization of the previous payer (FFS or former MCO).

# Behavioral Health Retrospective Utilization Review



- Effective July 1, 2020, Superior will transition to retrospective utilization review for inpatient behavioral health admissions for members.
- Notification of admission is still required at the time of admission.
  - Lack of notification may result in a contractual denial for failure to comply.
- To facilitate the retrospective review, clinical documentation to support the medical necessity of the inpatient admission must be submitted with the claims for the inpatient stay.
- Superior will send a request for medical records if not received with the claim.
  - The facility will be required to submit the records within 5 business days of the request.
  - If medical records are not included with the claim, Superior will review the admission to determine medical necessity based upon any clinical information available for the admission.



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# Claims and Payment Processing

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# Claim Filing Reminders



- Claims must be filed within 95 days from the Date of Service (DOS):
  - Filed on CMS-1450/UB-04 or CMS 1500 (HCFA)
  - Filed electronically through clearinghouse
  - Filed directly through Superior's Provider Portal
- Claims must be completed in accordance with Medicaid billing guidelines.
- The corrected claim number must be inserted in field 64 of the UB-04 or field 22 of the HCFA 1500 forms. The appropriate frequency code/resubmission code should also be billed in field 4 of the UB-04 or field 22 on the HCFA 1500 forms.
- Frequency/resubmission codes can be found:
  - For 1500 Claim Forms  
<http://www.nucc.org/index.php/1500-claim-form-mainmenu-35/1500-instructions-mainmenu-42>
  - For UB-04 Claim Forms  
<http://www.nubc.org/resources/index.dhtml>
  - *Please note: Omission of these data elements may result in denials.*

# Claim Filing Reminders



- All member and provider information must be completed.
- Providers should include a copy of the EOP when other insurance is involved.

## Mailing Addresses (Paper Claims):

Superior HealthPlan  
Attn: Claims Department  
P.O. Box 3003  
Farmington, MO 63640-3803

Ambetter  
Attn: Claims  
P.O. Box 5010  
Farmington, MO 64640-5010

Behavioral Health Services:  
Superior HealthPlan  
P.O. Box 6300  
Farmington, MO 63640-3806

Allwell from Superior HealthPlan  
Attn: Claims  
P. O. Box 3060  
Farmington, MO 63640-3822

The Superior HealthPlan claim address above applies to STAR, CHIP/CHIP Perinate, STAR Health, STAR Kids and MMP products.



# Corrected Claims and Appeals (Medicaid/CHIP/MMP)

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# Corrected Claim vs. Claim Appeal



- Corrected Claim:
  - Correction of a previously submitted claim
- Claim Appeal:
  - Request for reconsideration of a claim
    - Requires supporting documentation

# Corrected Claim



- A corrected claim is a correction or a change of information to a previously finalized clean claim in which additional information from the provider is required to perform the adjustment.
  - Must reference original claim number.
  - Must be submitted within 120 days of adjudication paid date.
  - Can be submitted electronically, through your clearinghouse/Electronic Data Interchange (EDI) software or through Superior's Secure Provider Portal.
- Corrected or adjusted paper claims can also be submitted with a corrected claim form attached and sent to:

Superior HealthPlan  
Attn: Claims  
P.O. Box 3003  
Farmington, MO 63640-3803

Superior HealthPlan STAR+PLUS MMP  
Attn: Claims - Correction  
P.O. Box 4000  
Farmington, MO 63640-4000

# Appeals



- A claims appeal is a request for reconsideration of a claim for anything other than medical necessity and/or any request that would require review of medical records to make a determination.
  - Must include Appeal Form:
    - [www.SuperiorHealthPlan.com/content/dam/centene/Superior/Provider/PDFs/SHP\\_20195192-Claims-Appeal-Form-P-508-05082019.pdf](http://www.SuperiorHealthPlan.com/content/dam/centene/Superior/Provider/PDFs/SHP_20195192-Claims-Appeal-Form-P-508-05082019.pdf)
  - Must include applicable documentation and information to support claim appeal.
  - Submit appeal within 120 days from the date of adjudication or denial.
  - Can be submitted electronically through Superior's Secure Provider Portal or in writing.
- Claims submitted in writing should be sent to:

Superior HealthPlan	Superior HealthPlan STAR+PLUS MMP
Attn: Claims Appeals	Attn: Claims Appeals
P.O. Box 3000	P.O. Box 4000
Farmington, MO 63640-3800	Farmington, MO 63640-4000

# Appeals Documentation



- Examples of supporting documentation may include, but are not limited to:
  - A copy of Superior's EOP (required).
  - A letter from the provider stating why they feel the claim payment is incorrect (required).
  - A copy of the original claim.
  - An EOP from another insurance company.
  - Documentation of eligibility verification such as copy of ID card, Texas Medicaid Benefits Card (TMBC), Texas Medicaid and Healthcare Partnership (TMHP) documentation, call log, etc.
  - Overnight or certified mail receipt as proof of timely filing.
  - Centene EDI acceptance reports showing the claim was accepted by Superior.
  - Prior authorization number and/or form or fax.

# Member Balance Billing



- Providers may not bill members directly for covered services for Medicaid, CHIP or MMP.
- Superior reimburses only services that are medically necessary and a covered benefit.
- Superior Medicaid and CHIP Perinatal members do not have co-payments.
  - Superior CHIP members may share costs. Cost sharing information is included in the Provider Manual (please see “CHIP Benefits”).
- MMP providers must verify cost share each time a Superior member is scheduled to receive services.

# Common Billing Errors



- Member name or date of birth (DOB) not matching ID card/member record.
- Code combinations not appropriate for demographic of patient.
- Not filed timely.
- First claim submission filed on a photo-copied claim form (not the original red claim form).
- Billed days not matching authorized days.
- Incorrect/missing taxonomy codes.
- Inappropriate modifiers.
- Diagnosis code not to the highest degree of specificity.
- Missing/Invalid National Drug Code (NDC) number(s).

# Complaints and Appeals/Reconsiderations (Ambetter and Allwell)

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# Ambetter Claims Reconsiderations and Disputes/Appeals



- A Request for Reconsideration is a communication from the provider about a disagreement with the manner in which a claim was processed.
  - Medical records are not typically required for a reconsideration, unless it relates to a code audit, a code edit or an authorization denial.
  - Providers may submit reconsiderations:
    - Via Provider Services.
    - With the online form:  
[Ambetter.SuperiorHealthPlan.com/content/dam/centene/Superior/Ambetter/PDFs/TX\\_AMB\\_Claim\\_Dispute\\_Form.pdf](https://Ambetter.SuperiorHealthPlan.com/content/dam/centene/Superior/Ambetter/PDFs/TX_AMB_Claim_Dispute_Form.pdf).
    - By sending a detailed written letter with the request.

# Ambetter Claims Reconsiderations and Disputes/Appeals



- A Claim Dispute/Claim Appeal is only used when a provider has received an unsatisfactory response to a request for reconsideration.
  - The dispute must be submitted using the online form located at:  
[Ambetter.SuperiorHealthPlan.com/content/dam/centene/Superior/Ambetter/PDFs/TX\\_AMB\\_Claim\\_Dispute\\_Form.pdf](http://Ambetter.SuperiorHealthPlan.com/content/dam/centene/Superior/Ambetter/PDFs/TX_AMB_Claim_Dispute_Form.pdf).
  - The completed form should be mailed to:  
Ambetter  
Claim Dispute  
PO Box 5000  
Farmington, MO 63640-5000
  - Providers will receive written notification of the decision within 30 calendar days of the dispute being received.

# Ambetter Complaints



- A complaint is an expression of dissatisfaction about any aspect of Superior's administration.
  - Complaints can be submitted by members or providers. Ambetter will acknowledge receipt within 5 business days of receiving the complaint.
    - Ambetter will research and send a resolution letter with the outcome of the complaint within 30 calendar days.
  - No punitive action will be taken against a provider by Ambetter for acting as a member's representative.
  - Full details on Claim Reconsideration, Claim Dispute, Complaints and Appeals processes can be found in our Provider Manual at:  
[Ambetter.SuperiorHealthPlan.com](http://Ambetter.SuperiorHealthPlan.com).

# Allwell Claims

## Reconsideration and Disputes



- A Request for Reconsideration is a communication from the provider about a disagreement with the manner in which a claim is processed.
  - Submit requests for reconsiderations to:  
Allwell  
Attn: Request for Reconsideration  
P.O. Box 3060  
Farmington, MO 63640-3822
- A claim dispute is to be used only when a provider has received an unsatisfactory response to a request for reconsideration.
  - Submit reconsiderations or disputes to:  
Allwell from Superior HealthPlan  
Attn: Claim Dispute  
P. O. Box 4000  
Farmington, MO 63640-4400

# Ambetter Member Balance Billing



- Ambetter
  - Ambetter providers are prohibited from billing the member for any covered services except for copayments, coinsurance and deductibles.
  - Contracted providers may only bill Ambetter members for non-covered services if the member and provider both sign an agreement outlining the member's responsibility to pay prior to the services being rendered.
  - Providers may bill the member a reasonable and customary fee for missing an appointment when the member does not call in advance to cancel the appointment.

# Allwell Member Balance Billing



- Allwell
  - Providers may not bill members for services when the provider fails to obtain an authorization and the claim is denied by Allwell.
  - Providers may not seek payment from members for the difference between the billed charges and the contracted rate paid by Allwell.
  - Contracted providers may only bill members for non-covered services if:
    - A request for prior authorization was denied by the plan and member received a written Notice of Denial of Medical Coverage in advance of receiving the service.
    - The member's Evidence of Coverage clearly states the item or service is never covered by the plan.



# Secure Provider Portal

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# Superior Website and Secure Provider Portal



Visit [www.SuperiorHealthPlan.com](http://www.SuperiorHealthPlan.com).

## Submit:

- Adjusted claims
- Claims
- Coordination of Benefits (COB) claims
- Notification of pregnancy
- Prior authorization requests
- Provider complaints
- Request for EOP

## Verify:

- Claim status
- Member eligibility

## View:

- Claim editing software
- Links for additional provider resources
- Provider directory
- Provider manual
- Provider training schedule



# How to Register for the Secure Provider Portal



- Visit [Provider.SuperiorHealthPlan.com](https://Provider.SuperiorHealthPlan.com).
- Enter your provider/group name, tax identification number (TIN), individual's name entering the form, office phone number and email address.
- Create user name and password.
- Each user within the provider's office must create his or her own user name and password.
- The provider portal is a free service.

# Additional Secure Provider Portal Information



- Online Assessment Forms
  - Notification of pregnancy
- Resources
  - Practice guidelines and standards
  - Training and education
- Contact Us (Web Applications Support Desk)
  - Phone: 1-866-895-8443
  - Email: [TX.WebApplications@SuperiorHealthPlan.com](mailto:TX.WebApplications@SuperiorHealthPlan.com)

# Health Passport

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# Health Passport



- Health Passport is a secure web-based application, for STAR Health providers, built using core clinical and claims information to deliver relevant health-care information when and where it is needed.
  - Providers may access Health Passport on Superior's Secure Provider Portal at [Provider.SuperiorHealthPlan.com](https://Provider.SuperiorHealthPlan.com).
- Using Health Passport, providers can gain a better understanding of a person's medical history and health interactions. This helps:
  - Improve care coordination.
  - Eliminate waste.
  - Reduce errors.

# Health Passport: Modules



Health Passport modules include, but are not limited to:

- **Face Sheet**—An easy-to-read summary that includes member demographics, care gaps, Texas Health Steps (TH Steps) and last dental visit dates, active allergies, active medications and more.
- **Contacts**—Easily find a foster child's PCP, medical consentor, caregiver, caseworker and service coordinator contact information in one place.
- **Allergies**—Providers can use interactive fields to add or modify allergies at the point-of-care. Once an allergy is charted, it's instantly checked for medication interactions.
- **Assessments**—Providers can document TH Steps, dental, CANS 2.0 and behavioral health forms directly online. Mailing or faxing in documents critical to patient care for display is still available.
- **Growth Chart**—Providers can chart weight, height, length and head circumference at the point of care to track growth of infants and children.

# Health Passport: Modules



- **Immunizations**—A comprehensive list of a person's immunizations collected from ImmTrac.
- **Labs**—All lab results are made available, where providers typically only have access to the lab results they've requested.
- **Medication History**—A summary of medications filled and access to more detail, including name of the prescription, the prescribing clinician, date filled, and dosage. Indicators representing drug-drug, drug-allergy and drug-food interactions appear, when applicable, as soon as new medications or allergies are added to the member record.
- **Patient History**—Past visits with details that include the description of service, treating provider, diagnosis and the service date.
- **Appointments**—On this module, users are able to add, modify and cancel their own appointments entries.

# Additional Resources



- Please contact the Health Passport Support Desk with any questions:
  - Call: 1-866-714-7996
  - Email: [TX.PassportAdministration@SuperiorHealthPlan.com](mailto:TX.PassportAdministration@SuperiorHealthPlan.com)
- For more information on Health Passport and the resources provided, please visit [www.FosterCareTX.com/for-providers/health-passport.html](http://www.FosterCareTX.com/for-providers/health-passport.html).
- Providers can schedule a live demo of Health Passport by reaching out to their local Account Manager.



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# Superior HealthPlan Departments

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# Account Management



- Account Managers are here to assist you with:
  - Face-to-face orientations.
  - Secure Provider Portal training.
  - Office visits to review ongoing claim trends and quality performance reports.
- Access a map with your Superior field office and Account Manager at:  
[www.SuperiorHealthPlan.com/providers/resources/find-my-provider-rep.html](http://www.SuperiorHealthPlan.com/providers/resources/find-my-provider-rep.html).

*Please note: When doing a search, you must search by your county.*

# Provider Services



- The Provider Services staff can help you with:
  - Answering questions on claim status and payments.
  - Assisting with claims appeals and corrections.
  - Finding Superior network providers.
  - Locating your Service Coordinator and Account Manager.
- For claims-related questions, be sure to have your claim number, TIN and other pertinent information available as HIPAA validation will occur.
- Available Monday-Friday, 8:00 a.m. to 5:00 p.m. local time (STAR Health and Ambetter until 6:00 p.m.), by calling:
  - STAR/CHIP/STAR+PLUS/MMP/STAR Kids/STAR Health: 1-877-391-5921
  - Ambetter: 1-877-687-1196
  - Allwell (HMO and HMO SNP): 1-877-391-5921

# Member Services



- The Member Services staff can help you with:
  - Verifying eligibility.
  - Reviewing member benefits.
  - Assisting with non-compliant members.
  - Helping to find additional local community resources.
  - Answering questions.

# Member Services



Available Monday-Friday, 8:00 a.m. to 5:00 p.m. local time (unless otherwise noted), by calling:

- |   |                |
|---|----------------|
| – STAR                                    | 1-800-783-5386 |
| – CHIP/CHIP Perinate:                     | 1-800-783-5386 |
| – STAR+PLUS:                              | 1-866-516-4501 |
| – STAR+PLUS MMP:                          | 1-866-896-1844 |
| – STAR Kids:                              | 1-844-590-4883 |
| – STAR Health:                            | 1-866-912-6283 |
| – Ambetter (8:00 a.m. to 8:00 p.m.):      | 1-877-687-1196 |
| – Allwell (HMO) (8:00 a.m. to 8:00 p.m.): | 1-844-796-6811 |
| – Allwell (SNP) (8:00 a.m. to 8:00 p.m.): | 1-877-935-8023 |

# Provider Complaints



- Provider complaints can be submitted in writing, verbally or online.
  - Mail:  
Superior HealthPlan  
Attn: Complaint Department  
5900 E. Ben White Blvd.  
Austin, Texas 78741
  - Verbally:  
During a face-to-face interaction/visit or telephone call into any Superior department.
  - Online:  
[www.SuperiorHealthPlan.com/contact-us/complaint-form-information.html](http://www.SuperiorHealthPlan.com/contact-us/complaint-form-information.html)
- The complaint form can be printed, completed and faxed or mailed to Superior for resolution response.
  - Form can be found under **Filing Provider Complaints:**  
[www.SuperiorHealthPlan.com/providers/resources/complaint-procedures.html](http://www.SuperiorHealthPlan.com/providers/resources/complaint-procedures.html).

# Ambetter and Allwell Complaints



## Ambetter Complaints

- Medical and Behavioral Claim disputes and appeals must be submitted in writing and mailed to:  
Ambetter  
P.O. Box 5000  
Farmington, MO 63640-5000
- Non-claim related complaints/grievances:  
Ambetter  
ATTN: Appeals  
Complaint Department  
5900 E. Ben White Blvd  
Austin, TX 78741

## Allwell Complaints

- Can be submitted in writing or verbally:  
Allwell  
Complaint Department  
5900 E. Ben White Blvd  
Austin, TX 78741

# Compliance



## Health Insurance Portability Accountability Act (HIPAA) of 1996:

- Providers and contractors are required to comply with HIPAA guidelines found at: <http://www.HHS.gov/ocr/privacy>.
- Fraud, Waste and Abuse (Claims/Eligibility):
  - Providers and contractors are all required to comply with state and federal provisions.
  - To report Fraud, Waste and Abuse, call the numbers listed below:
    - Texas Office of Inspector General (TX-OIG) Fraud Hotline: 1-800-436-6184
    - Texas Attorney General Medicaid Fraud Control Hotline: 1-800-252-8011
    - Superior HealthPlan Fraud Hotline: 1-866-685-8664



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## Superior HealthPlan Partners

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- Superior has partnered with PaySpan to offer expanded claim payment services.
  - Electronic Funds Transfer (EFT)
  - Online remittance advices (ERA's [Electronic Remittance Advice]/EOPs)
  - Health Insurance Portability Accountability Act (HIPAA) 835 electronic remittance files for download directly to HIPAA-compliant Practice Management or Patient Accounting System
- Register at: [www.PaySpanHealth.com](http://www.PaySpanHealth.com).
- For further information, contact PaySpan at 1-877-331-7154, or email [ProvidersSupport@PaySpanHealth.com](mailto:ProvidersSupport@PaySpanHealth.com).

# ICRS/Cotiviti



- Inpatient Claims Review Services (ICRS) is a nationwide health-care cost management company specializing in the review of inpatient claims. SHP contracts with ICRS to provide inpatient Diagnosis Related Group validation.
- Providers will receive a letter from ICRS requesting medical records.
  - The letter will provide detailed information explaining the request is to audit the DRG and facility service type.
- ICRS will then notify the provider of the results of the audit via mail.
- If you have questions in regards to an audit, please call ICRS Provider Services at 1-770-379-2322 (Monday through Friday, 8 a.m. to 5 p.m. EST).

# Specialty Companies/Vendors



<b>Dental Services – DentaQuest</b> <a href="http://www.dentaquest.com/">http://www.dentaquest.com/</a> Phone: 1-800-516-0165	<b>High Tech Radiology Imaging Services – NIA</b> <a href="http://www.radmd.com">www.radmd.com</a> Phone: 1-800-642-7554
<b>Pharmacy Services – Envolve Pharmacy Solutions</b> <a href="http://www.envolvehealth.com/pharmacy.html">www.envolvehealth.com/pharmacy.html</a> Phone: 1-800-460-8988	<b>Vision Services – Envolve Benefit Options</b> <a href="http://www.envolvehealth.com/benefit-options.html">www.envolvehealth.com/benefit-options.html</a> Phone: 1-888-756-8768
<b>24/7 Nurse Advice Line – Envolve People Care</b> <a href="http://www.nursewise.com">www.nursewise.com</a> Phone: 1-800-783-5386, select “Nurse”	



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## Questions and Answers

*Thank you for attending!*