



FROM



**superior
healthplan**™



Thank you for participating in our Medicare Advantage Plan.

Allwell from Superior HealthPlan supports you and your practice so you can focus on caring for your patients. This orientation packet contains useful information and resources designed to make providing excellent care easier.

Enclosed, you'll find:

- Medicare Advantage Plan Overview Booklet
- Quick Reference Guide
- Prior Authorization Guide
- Electronic Funds Transfer (EFT) Features
- Secure Provider Portal Features
- Window Decal

Visit **allwell.superiorhealthplan.com** to view your Provider and Billing Manual, news updates, notifications and other valuable resources.

We look forward to working with you this year and beyond to provide the quality coverage, service and care our members — and your patients — deserve.

Sincerely,

Allwell from Superior HealthPlan

Questions?

Call Provider Services at: 1-877-391-5921

Medicare Advantage Plan Overview



FROM



superior
healthplan™

Healthy Partnerships
are our specialty.



At Allwell from Superior HealthPlan, we are dedicated to creating the best healthcare plans for your patients.

And, as our partner, you can count on us to provide:

- Fast and accurate claims payments
- Efficient and convenient processes for providing care to our members
- Responsive Account Management Representatives to assist with all of your needs

We are committed to working with you to ensure your patients receive the quality and affordable healthcare they deserve.

Member Benefits and Programs:



Prescription Drug Coverage

Our Medicare Advantage plans include prescription drug coverage to help your patients treat or manage their conditions.



Care Management

Care Managers will work closely with you and your Allwell patients to make sure their health needs are always met.



24/7 Nurse Advice Line

Members will receive 24-hour, toll-free phone access to registered nurses for answers to their medical questions.



Over-the-Counter Allowance

Members will receive an allowance to spend on certain OTC items that are delivered via mail order.



Fitness Membership

Members can take advantage of free fitness memberships or request an in-home fitness program.



Vision and Dental Benefits

In addition to medical benefits, members will be able to keep dental and eye health a priority with routine checkups and care.



Senior Health Resources

We will partner with our members to keep them engaged in their healthcare – including sending preventive health reminders, providing general health information, or offering support so that they can maintain their best health.

Benefit offerings and programs may vary by plan.

Doing more for our members. Better healthcare for your patients.



Allwell from Superior HealthPlan delivers top-quality, comprehensive coverage for your patients. But the focus doesn't stop there. Our coverage will extend far beyond your office to offer valuable health management programs and educational tools for your patients, making it easier for them to achieve their best possible health.

We take care of you. So you can take care of them.

Allwell from Superior HealthPlan provides the tools and support you need to deliver the best quality of care.



Secure Provider Portal Functionality

Access all of your patient information in one place, at one time. On our secure portal, you can view a patient's records, submit claims, verify eligibility, and more.



EFT & ERA Solution

Need help keeping up with claims payments? Enroll in PaySpan to simplify the payment tracking and transfer process.



Pre-Auth Needed Tool

Use this online tool to quickly determine if prior authorization is required for a specific service.



Account Management

Our Account Management representatives deliver education and training, industry news updates and regular in-service meetings.



Care Management Programs

We support you by providing additional communications to your patients who are under a care plan with you.

To learn more about our plans, visit allwell.superiorhealthplan.com.



Your Partner in care.



FROM



superior
healthplanTM

Questions? Call Provider Services.

1-877-391-5921

allwell.superiorhealthplan.com

© Copyright 2019 Superior HealthPlan. All Rights Reserved.

Quick Reference Guide

Simplify Office Administrative Tasks



Keep our Quick Reference Guide nearby to make pre-visit planning and post-visit tasks quick and easy.

Website:

allwell.superiorhealthplan.com

- Patient care forms
- Pre-Auth Needed tool
- Provider news
- Provider manual
- Preferred drug list
- Member resources

Secure Provider Portal:

provider.superiorhealthplan.com

- Verify member eligibility
- Access patient health records
- View patient care gaps
- Manage prior authorizations
- Submit and manage claims
- And more!

Check Member Eligibility

- Secure Provider Portal
- Provider Services:
HMO: 1-844-796-6811
HMO SNP: 1-877-935-8023
- TTY: 711

Patient Care Gaps

Find recommended services that a member has not completed.

1. Visit the Secure Provider Portal.
2. Review patient information for any gaps in care.
3. Plan to address care gaps during future appointment.

Pre-Visit Planning Checklist

- ✓ Verify member eligibility.
- ✓ Check for patient care gaps and address them during upcoming office visit.
- ✓ Use Pre-Auth Needed tool to determine if prior authorization is needed before appointment.



FROM



superior
healthplan.

Prior Authorization

Use the Pre-Auth Needed tool on our website to determine if prior authorization is required.

Submit prior authorization requests via:

- Secure Provider Portal
- Medical Fax:
INPATIENT: 1-877-259-6960
OUTPATIENT: 1-877-808-9368
- Behavioral Health Fax:
1-855-772-7079
- Phone:
1-877-391-5921

Claims

Timely filing guidelines: 95 days from date of service.

Claims can be submitted via:

- Secure Provider Portal
- Clearinghouses:
EDI Payor ID 68069
- Mail paper claims to:

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

Other Partners

To contact our other health services partners:

- Dental:
HMO: 1-844-796-6811
HMO SNP: 1-877-935-8023
- Vision:
HMO: 1-844-796-6811
HMO SNP: 1-877-935-8023
- Behavioral Health:
HMO: 1-844-796-6811
HMO SNP: 1-877-935-8023

Questions? Call Provider Services at:

1-877-391-5921

allwell.superiorhealthplan.com

Prior Authorization Guide

How to Secure Prior Authorization



Pre-Auth Needed Tool

Use the Pre-Auth Needed Tool on the website to quickly determine if a service or procedure requires prior authorization.

Submit Prior Authorization Requests

If a service requires authorization, submit your request one of the following ways:

Secure Provider Portal

provider.superiorhealthplan.com

This is the preferred and fastest method.

After normal business hours and on holidays, calls are directed to the plan's 24-hour nurse advice line. Notification of authorization will be returned via phone, fax or web.

Phone

1-877-391-5921

Medical Fax

INPATIENT: 1-877-259-6960

OUTPATIENT: 1-877-808-9368

Behavioral Health

1-855-772-7079

See reverse side for a list of services that require prior authorization.

Please note:

- All out-of-network services require prior authorization except emergency care, out-of-area urgent care and out-of-area dialysis.
- Failure to complete the required authorization or certification may result in a denied claim.

Procedures Requiring Prior Authorization

The following list is not all-inclusive

Please visit allwell.superiorhealthplan.com

and use the Pre-Auth Needed Tool to check if a specific service or procedure requires prior authorization.

Out-of-Network Services

All out-of-network (non-par) services and providers require prior authorization, excluding emergency care, out-of-area urgent care or out-of-area dialysis.

Inpatient Admissions

All elective/scheduled admission notifications requested at least 5 days prior to the scheduled date of admissions including but not limited to:

- Inpatient admission (elective or scheduled)
- Acute Rehabilitation
- Behavioral Health/Substance Abuse
- Long-Term Acute Care (LTAC)
- Skilled Nursing Facility (SNF)

Outpatient Procedures/Services/Equipment

- Ambulance: Non emergent
- Behavioral health and substance abuse services
- Clinical trials: Notification
- Cosmetic procedures
- Drug testing for quantitative tests for drugs of abuse
- Durable Medical Equipment (DME)
- Experimental/investigational services and new technologies
- Gender reassignment services
- Genetic counseling/testing
- Home health services
- Infertility
- Maternity: Notification
- Observation stays greater than 48 hours
- Orthotics/prosthetics
- Outpatient Physical, Occupational and Speech Therapy services
- Pain management
- Radiation therapy
- Select Medicare Part B drugs
- Select radiology services
- Select surgeries
- Sleep studies
- Transplants
- Wound care

**Log in to our
secure provider portal**
provider.superiorhealthplan.com

Electronic Funds Transfer

Payspan: A Faster, Easier Way to Get Paid



Allwell from Superior HealthPlan offers Payspan Health, a free solution that helps providers transition into electronic payments and automatic reconciliation.

How to setup your Payspan Health Account:

1. Call 1-877-331-7154 for your unique registration code.
2. Visit [PayspanHealth.com](https://payspanhealth.com) and click Register.
3. Enter your registration code and click Submit.
4. Enter your PIN, TIN, or EIN, and NPI, then click Start Registration.
5. Populate the requested personal information. Click Next.
6. Designate an account for fund transfers by completing the required fields and click Next.
7. Verify your information and check the box to agree to the services agreement. Then click Confirm.
8. Within a few business days, you will receive a deposit of less than \$1 from Payspan Health. Then follow these steps to complete registration:
 - Contact our financial institution to obtain the amount deposited by Payspan Health.
 - Log into Payspan Health and click Payments.
 - Click the Account Verification link to the left side of screen.
 - Enter the amount of the deposit in this format: 0.00.
 - The deposit does not need to be returned.
9. Congratulations, your registration is complete! For Payspan Health registration assistance call 1-877-331-7154 or email providersupport@payspanhealth.com.

Using Payspan Health, you can:



Improve cash flow
by getting payments faster.



Settle claims electronically
through Electronic Fund Transfers (EFTs) and Electronic Remittance Advices (ERAs).



Maintain control over bank accounts
by routing EFTs to the bank account(s) of your choice.



Match payments to advices quickly
and easily re-associate payments with claims.



Manage multiple payers
including any payers that are using Payspan to settle claims.



Eliminate re-keying of remittance data

by choosing how you want to receive remittance details.



Create custom reports

including ACH summary reports, monthly summary reports, and payment reports. sorted by date.

Set up your Payspan Account today.

Visit payspanhealth.com and click Register. You may need your National Provider Identifier (NPI) and Provider Tax ID Number (TIN) or Employer Identification Number (EIN).

Secure Provider Portal

Secure Provider Portal



Manage patient administrative tasks quickly and easily.



Visibility of Multiple TINs

One point of entry allows for quick and easy access to Allwell from Superior HealthPlan member information for multiple TINs/practices.



Access Daily Patient Lists from One Screen

One concise view allows primary care providers to scan patient lists for Allwell from Superior HealthPlan member eligibility, care gaps and much more.



Manage Batch Claims for Free

Submit and manage claims, including batch files, for free. View detailed Electronic Funds Transfer (EFT) payment history.



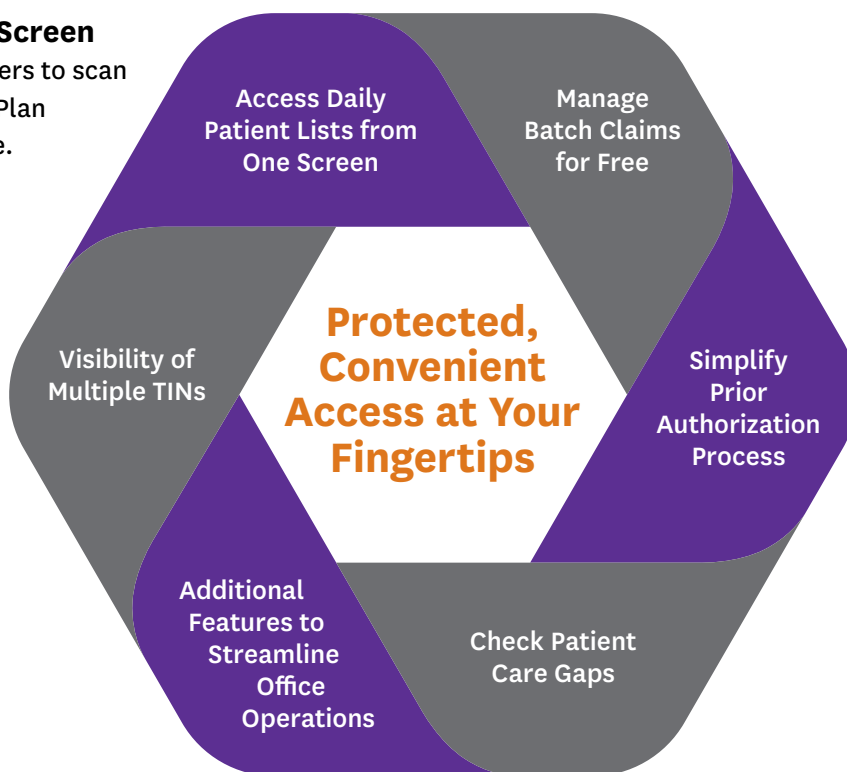
Simplify Prior Authorization Process

“Smart Sheets” feature prompts for required clinical information when submitting prior authorization requests.



Additional Features to Streamline Office Operations:

- View patient demographics and history.
- Secure messaging between provider and Allwell from Superior HealthPlan.
- Update provider demographics.



Questions?

Contact Allwell from Superior HealthPlan at 1-877-391-5921.

Get Started Now!

Visit Provider.SuperiorHealthPlan.com

and click Create an Account. Have your tax ID number ready during signup.