



Fallon and you

Moving forward. Together.

MAPAM, May 2021



Dedicated to providing excellent service

- Fallon Health representative assigned to each provider
- Individual or staff education sessions—during or after regular business hours
- Provider Services Department
 - 1-866-275-3247, option 4
 - Monday, Tuesday, Thursday and Friday, 8:30 a.m.—5:00 p.m.; Wednesday, 10:00 a.m.—5:00 p.m.



Agenda

- About Fallon Health
- Fallon Health Products
- 2021 Product Highlights and Changes
 - ACO- MA Health Uniform Drug List
 - Navicare- benefit changes
- Doing Business in 2021
 - COVID FAQs
 - Directory
 - Zelis
 - ProAuth
 - Training
- Connection





About Fallon Health



About Fallon Health

- Started as a provider-based organization—founded in conjunction with the Fallon Clinic (now Reliant Medical Group) in 1977—Fallon Health is a **leading, not-for-profit, health care services organization**
- **Mission** | *Making our communities healthy*
- Consistently rated as **one of the nation's top health plans for our Medicaid, Medicare and private (Commercial) products**, according to the National Committee for Quality Assurance (NCQA)*
- Fundamental understanding of the integrated delivery system—it's in our DNA
- We live, and work, in the communities we serve.

NCQA is an independent, not-for-profit organization dedicated to measuring the quality of America's health care, not affiliated with Fallon. More information can be found at www.ncqa.org.



More details about Fallon's predominant focus on offering government-sponsored health insurance programs such as Medicare and Medicaid

- In order to focus on programs that serve older adults and lower-income individuals, Fallon will slowly transition membership off of our commercial plans starting in July and will continue this transition through the fall of 2022.
- This focus will leverage our expertise and experience to provide integrated and coordinated care, coverage and services to high-needs individuals.
- Products Fallon will focus on include:
 - Medicare Advantage
 - Senior Care Options (SCO) Program
 - MassHealth Accountable Care Organization (ACO) Partnership Plans
 - Program of All-Inclusive Care for the Elderly (PACE)
 - Community Care



What this means for our providers—business as usual

- Commercial lines of business will be in effect through September 2022; membership in Direct Care, Select Care, Steward Community Care and Fallon Preferred Care will be reduced as employer groups reach their anniversary dates.
- There will be a standard run-out period for your business needs—claims corrections, appeals, etc.
- Contract renewals are being managed to address the timeline mentioned above.
- Contact your Provider Relations Representative or Contract Manager with questions.





Fallon Health Plans



Fallon Health Plans

Commercial Plans

- Direct Care
- Select Care
- Fallon Preferred Care
- Steward Community Care

Customized Employer Groups

- Harrington Advantage PPO
- Harrington HHCA 2 ACA
- The City of Worcester Advantage
 - Direct Plan (Direct Care)
 - Advantage Plan (Select Care)

MassHealth Standard Eligible Seniors

- NaviCare® HMO SNP- Medicare/Medicaid eligible
- NaviCare® HMO SCO- Medicaid Standard eligible

Individual health plans

- Fallon Connector QHP options
- Community Care

ACO Medicaid Plans:

- Berkshire Fallon Health Collaborative (BFHC)
- Fallon 365 Care
- Wellforce Care Plan

Medicare

- Fallon Medicare Plus Central HMO
- Fallon Medicare Plus
- Fallon Medicare Plus Central Premier HMO
- Fallon Medicare Plus Supplement
- Fallon Medicare Plus Freedom
- Summit ElderCare®





2021 Product Highlights and Benefit Updates



Medicaid ACO- MassHealth Uniform Drug List Expansion update

- Effective 1/1/21, MassHealth has required ACOs to comply with an expanded partial Uniform Preferred Drug List.
- The drug list is unified with the MassHealth Fee for Service (Standard MassHealth) MCOs and ACOs which previously included 33 drugs from 14 therapeutic classes.
- These changes resulted in formulary changes and changes in the Prior Authorization requirements and changes in the Prior Authorization clinical criteria.
- Fallon Health provided 60 day notification to affected members and providers prior to 1/1/21.



MassHealth Uniform Drug List Expansion

Impacted Therapeutic Classes:

- Anticoagulants
- Antidiabetic Agents: Biguanides and Combination Products
- Antidiabetic Agents: DPP-4 Inhibitors
- Antidiabetic Agents: GLP-1 Agonists and Combination Products
- Antidiabetic Agents: SGLT-2 Inhibitors
- Anti-hypoglycemic Agent
- Antiretrovirals
- Asthma and Allergy Monoclonal Antibodies
- Cerebral Stimulants and ADHD Agents
- CGRP inhibitors
- Colony-Stimulating Factors
- Erythropoiesis-Stimulating Agents
- Growth Hormone
- Hemophilia agents
- Hepatitis Antiviral Agents
- Insulin Products
- Kinase Inhibitors
- Kinase Inhibitors: MTOR for Breast Cancer
- Kinase Inhibitors: Tyrosine
- Miscellaneous Oncology Agent
- Long-acting Injectable Antipsychotics
- Medication-Assisted Treatment Agents
- Multiple Sclerosis Agents
- Opioid and Alcohol Treatment Agent
- Respiratory Agents
- Spinal Muscular Atrophy Agents
- Targeted Immunomodulators: Anti-TNF Agents
- Targeted Immunomodulators: Interleukin Antagonists
- Targeted Immunomodulators: Janus Kinase Inhibitors
- Targeted Immunomodulators: Other
- Topical Immune Suppressants



ACO Diabetic Supply update

- Effective 1/1/2021, MassHealth added Diabetic Testing Supplies to the Partial Unified Formulary. The new preferred diabetic testing supplies for Fallon's ACO plans are FreeStyle and Precision Xtra.
- Any member who had a prior authorization for a non-preferred product will be able to continue getting that product through their current prior authorization.
- Your patients can obtain a FreeStyle or Precision Xtra glucose meter at network pharmacies by providing the pharmacy with the following information:
 - RxBIN: 610020
 - Group #: 99992432
 - ID#: ERXMASSHEAL
- Or by calling Abbott Diabetes Care at 1-866-224-8892 with Offer Code A35AB110
- FreeStyle can also be ordered by signing up at ChooseFreeStyle.com with Offer Code A35AB110.
- Test strip quantities over 5 strips per day and other brand meters and test strips require prior authorization

For more information please visit our website:

<http://www.fchp.org/providers/pharmacy/online-drug-formulary.aspx>



NaviCare® 2021 Benefit updates

Two plan options

- Medicare Advantage HMO Special Needs Plan (SNP)
- Senior Care Options (SCO) program

Plan details

- Health care plans for those age 65 and older
- Combines health care services covered through MassHealth Standard and Medicare Parts A, B and D (Rx)—and more
- Authorize, deliver and coordinate all services
 - Primary, acute and specialty care, community and institutional long-term care, behavioral health, medical transportation, Rx coverage and supportive care at home
- **NaviCare includes all benefits offered by:**
 - MassHealth Standard
 - Medicare Parts A and B
 - Medicare Part D prescription drugs
- **And much more**
 - Member-specific health services not traditionally covered by Medicare or Medicaid



NaviCare® 2021 Benefit updates

- Health club/fitness reimbursement up to \$400 towards membership at a qualified health club/fitness facility, for taking fitness classes, or for a fitness tracker
- Up to \$240 toward the purchase of eyewear, every plan year
- Friends and Family Reimbursement thru CTS where members can get mileage reimbursed for medical and non-medical trips
- Nicotine replacement therapy (NRT) is a new covered benefit in 2021
- Continued rewards and incentives for health activities – Members can earn up to \$100 to buy healthy food, at specific stores and pharmacies, for completing healthy activities such as getting a flu shot and completing their annual physical exam
- Save Now Card gives members \$120 quarterly to purchase specified over-the-counter (OTC) medicines and other health-related items *without a script*. Additionally, the benefit can be used to have items mailed to the member's homes.
- NaviCare Formulary can be found at:
<http://www.fchp.org/providers/pharmacy/online-drug-formulary.aspx>





Doing Business in 2021



Covid-19 updates

Referral Requirements, while the Massachusetts Executive order is in Effect-

- ***For Fallon Medicare Plus, Fallon Medicare Plus Central and NaviCare:*** while we are encouraging members to contact their primary care provider first for discussion and advice, based on guidance from the Centers for Medicare & Medicaid Services, referrals will not be required for members of these plans until further notice.
- ***For Medicaid ACO Plans: Fallon 365 Care, Wellforce Care Plan, and Berkshire Fallon Health Collaborative:*** while we are encouraging members to contact their primary care provider first for discussion and advice, based on guidance from MassHealth, referrals will not be required for members of these plans until further notice.
- ***For Fallon Commercial products and Community Care:*** PCP referrals are still required for applicable services. This is the NPI referral process.



Diagnostic Covid-19 testing

- Fallon Health is covering medically necessary testing for the diagnosis of COVID-19, documentation in the patient's medical record must support medical necessity for ordering the test.

Code	Description	Type of Test	Prior Authorization Requirements
87635	Infectious agent detection by nucleic acid (DNA or RNA);severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]), amplified probe technique	COVID-19 Diagnostic Test	Covered
86328	Immunoassay for infectious agent antibody(is), qualitative or semi quantitative, single step method (eg, reagent strip); severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19])	COVID-19 Antibody Test	Covered w/ PA
86769	Antibody; severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19])	COVID-19 Antibody Test	Covered w/ PA
0202U	Infectious disease (bacterial or viral respiratory tract infection), pathogen-specific nucleic acid (DNA or RNA), 22 targets including severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2), qualitative RT-PCR, nasopharyngeal swab, each pathogen reported as detected or not detected	Proprietary COVID-19 Diagnostic Panel Test BioFire® Respiratory Panel 2.1 (RP2.1), BioFire® Diagnostics, BioFire® Diagnostics, LLC	Covered w/ PA
87426	Infectious agent antigen detection by immunoassay technique, (eg, enzyme immunoassay [EIA], enzymelinked immunosorbent assay [ELISA], immunochemiluminometric assay [IMCA]) qualitative or semi quantitative, multiple-step method; adenovirus enteric types 40/41; severe acute respiratory syndrome coronavirus (eg, SARS-CoV, SARSCoV-2 [COVID-19])	COVID-19 Diagnostic Test	Covered



Diagnostic Covid-19 testing

Code	Description	Type of Test	Prior Authorization Requirements
0223U	Infectious disease (bacterial or viral respiratory tract infection), pathogen-specific nucleic acid (DNA or RNA), 22 targets including severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2), qualitative RT-PCR, nasopharyngeal swab, each pathogen reported as detected or not detected	Proprietary COVID-19 Diagnostic Panel Test QIAstat-Dx Respiratory SARS-CoV-2 Panel, QIAGEN Sciences, QIAGEN GmbH	Covered w/ PA
0224U	Antibody, severe acute respiratory syndrome coronavirus 2 (SARSCoV-2) (Coronavirus disease [COVID-19]), includes titer(s), when performed	Proprietary COVID-19 Antibody Test COVID-19 Antibody Test, Mt Sinai, Mount Sinai Laboratory	Covered w/ PA
86408	Neutralizing antibody, severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]); screen	COVID-19 Antibody Test	Covered w/ PA
86409	Neutralizing antibody, severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]); titer	COVID-19 Antibody Test	Covered w/ PA
0225U	Infectious disease (bacterial or viral respiratory tract infection) pathogen-specific DNA and RNA, 21 targets, including severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2), amplified probe technique, including multiplex reverse transcription for RNA targets, each analyte reported as detected or not detected	Proprietary COVID-19 Diagnostic Panel Test ePlex® Respiratory Pathogen Panel 2, GenMark Dx, GenMark Diagnostics, Inc	Covered w/ PA
0226U	Surrogate viral neutralization test (sVNT), severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]), ELISA, plasma, serum	Proprietary COVID-19 Antibody Test Tru-Immune™, Ethos Laboratories, GenScript® USA Inc	Covered w/ PA



Diagnostic Covid-19 testing

Code	Description	Type of Test	Prior Authorization Requirements
86413	Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]) antibody, quantitative	COVID-19 Antibody Test	Covered w/ PA
87636	Infectious agent detection by nucleic acid (DNA or RNA); severe acute respiratory syndrome coronavirus 2 (SARSCoV-2) (Coronavirus disease [COVID-19]) and influenza virus types A and B, multiplex amplified probe technique	COVID-19 Diagnostic Panel Test COVID-19, Influenza A, Influenza B	Covered
87637	Infectious agent detection by nucleic acid (DNA or RNA); severe acute respiratory syndrome coronavirus 2 (SARSCoV-2) (Coronavirus disease [COVID-19]), influenza virus types A and B, and respiratory syncytial virus, multiplex amplified probe technique	COVID-19 Diagnostic Panel Test COVID-19, Influenza A, Influenza B, RSV	Covered
87811	Infectious agent antigen detection by immunoassay with direct optical (ie, visual) observation; severe acute respiratory syndrome coronavirus 2 (SARSCoV-2) (Coronavirus disease [COVID-19])	COVID-19 Diagnostic Test	Covered
0240U	Infectious disease (viral respiratory tract infection), pathogen-specific RNA, 3 targets (severe acute respiratory syndrome coronavirus 2 [SARS-CoV-2], influenza A, influenza B), upper respiratory specimen, each pathogen reported as detected or not detected	Proprietary COVID-19 Diagnostic Panel Test COVID-19, Influenza A, Influenza B Xpert® Xpress SARS-CoV-2/Flu/RSV (SARS-CoV-2 & Flu targets only), Cepheid	Covered
0241U	Infectious disease (viral respiratory tract infection), pathogen-specific RNA, 4 targets (severe acute respiratory syndrome coronavirus 2 [SARS-CoV-2], influenza A, influenza B, respiratory syncytial virus [RSV]), upper respiratory specimen, each pathogen reported as detected or not detected	Proprietary COVID-19 Diagnostic Panel Test COVID-19, Influenza A, Influenza B, RSV Xpert® Xpress SARS-CoV-2/Flu/RSV (SARS-CoV-2 & Flu targets only), Cepheid	Covered



Diagnostic Covid-19 testing

Code	Description	Type of Test	Prior Authorization Requirements
87428	Infectious agent antigen detection by immunoassay technique, (eg, enzyme immunoassay [EIA], enzyme-linked immunosorbent assay [ELISA], fluorescence immunoassay [FIA], immunochemiluminometric assay [IMCA]) qualitative or semi quantitative; adenovirus enteric types 40/41; severe acute respiratory syndrome coronavirus (eg, SARS-CoV, SARS-CoV-2 [COVID-19]) and influenza virus types A and B	COVID-19 Diagnostic Panel Test COVID-19, Influenza A, Influenza B	Covered
U0001	CDC 2019 Novel Coronavirus (2019-nCoV) Real-Time RT-PCR Diagnostic Panel	COVID-19 Diagnostic Test	Covered
U0002	2019-nCoV Coronavirus, SARS-CoV-2/2019-nCoV (COVID-19), any technique, multiple types or subtypes (includes all targets), non-CDC	COVID-19 Diagnostic Test	Covered
U0003	Infectious agent detection by nucleic acid (DNA or RNA); severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]), amplified probe technique, making use of high throughput technologies as described by CMS-2020-01-R	COVID-19 Diagnostic Test	Covered
U0004	2019-nCoV Coronavirus, SARS-CoV-2/2019-nCoV (COVID-19), any technique, multiple types or subtypes (includes all targets), non-CDC, making use of high throughput technologies as described by CMS-2020-01-R	COVID-19 Diagnostic Test	Covered
U0005	Infectious agent detection by nucleic acid (DNA or RNA); severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) (Coronavirus disease [COVID-19]), amplified probe technique, CDC or non-CDC, making use of high throughput technologies, completed within two calendar days from date and time of specimen collection. (List separately in addition to either HCPCS code U0003 or U0004)	Add-on code (can only be billed with U0003 and U0004)	Covered



Billing for COVID-19 Testing

When billing for COVID-19 Testing, please use the most appropriate ICD-10 Codes. Testing must be medically necessary to be covered.

- For contact with and (suspected) exposure to COVID-19 Use ICD 10 Diagnosis Code Z20.822
- During the COVID-19 pandemic, a screening code generally is not appropriate, therefore Z11.52 should be used infrequently.
- **Effective June 1, 2021**, For testing for asymptomatic patients prior to a planned outpatient procedure or inpatient admission, use ICD 10 Diagnosis Codes Z01.818 or Z01.812 as the primary diagnosis codes and Z20.822 as a secondary diagnosis.
- **Effective June 1, 2021**, Covid-19 Test Claims billed using ICD-10 Diagnosis Code Z11.59 will be denied for commercial plan members.



Covid-19 Vaccines

For Fallon Medicare Care Plus, Fallon Medicare Care Plus Central, Fallon NaviCare SNP, and Summit Elder Care

- Providers should bill the appropriate CMS Medicare Administrative Contractor directly for the administration of the vaccine
<https://www.cms.gov/Medicare/Medicare-Contracting/FFSProvCustSvcGen/MAC-Website-List>
- CMS has provided this tool kit for assistance
<https://www.cms.gov/files/document/COVID-19-toolkit-issuers-MA-plans.pdf>



Covid-19 Vaccines

For Fallon 365 Care, Berkshire Fallon Health Collaborative, Wellforce Care Plan, NaviCare SCO

Providers should submit a claim for the vaccine administration with an accompanying claim line for the vaccine with an SL modifier and a charge of \$0.00 using the following codes:

- Administration CPT Codes*:
 - 0001A (IMM ADMN SARSCOV2 30MCG/0.3ML DIL RECON 1ST Dose - Pfizer)
 - 0002A (IMM ADMN SARSCOV2 30MCG/0.3ML DIL RECON 2ND Dose - Pfizer)
 - 0011A (IMM ADMN SARSCOV2 100 MCG/0.5 ML 1ST Dose - Moderna)
 - 0012A (IMM ADMN SARSCOV2 100 MCG/0.5 ML 2ND Dose - Moderna)
 - 0031A (ADM SARSCOV2 VAC AD26 05ML – Janssen)

- Vaccine CPT Codes*:
 - 91300 (SARSCOV2 Vaccine DIL RECON 30 MCG/0.3 ML IM USE - Pfizer)
 - 91301 (SARSCOV2 Vaccine 100 MCG/0.5 ML IM USE - Moderna)
 - 91303 (SARSCOV2 VAC AD26 05ML IM – Janssen)

*Additional codes will become available as Emergency Use Authorization is granted



Covid-19 Vaccines

For Commercial members

Providers should submit a claim for the vaccine administration using the following codes:

- Administration CPT Codes*:
 - 0001A (IMM ADMN SARSCOV2 30MCG/0.3ML DIL RECON 1ST Dose - Pfizer)
 - 0002A (IMM ADMN SARSCOV2 30MCG/0.3ML DIL RECON 2ND Dose - Pfizer)
 - 0011A (IMM ADMN SARSCOV2 100 MCG/0.5 ML 1ST Dose - Moderna)
 - 0012A (IMM ADMN SARSCOV2 100 MCG/0.5 ML 2ND Dose - Moderna)
 - 0031A (ADM SARSCOV2 VAC AD26 05ML – Janssen)
- Vaccines are not submitted to Fallon Health

*Additional codes will become available as Emergency Use Authorization is granted



Telehealth/Telemedicine during the public health emergency

- Fallon will continue to waive all member cost-sharing for COVID-19 related medically necessary telehealth services only, until further notice.
- For non-COVID related telehealth visits, member cost-sharing will apply.
- Report telehealth services with a Place of Service 02
- When a Preventive Medicine Service has been delivered via telehealth and reimbursed by Fallon Health:
 - **For Fallon 365 Care, Berkshire Fallon Health Collaborative, Wellforce Care Plan, NaviCare and Summit Elder Care plan members**, Fallon will reimburse one in-person follow-up Evaluation & Management (E/M) Service to complete the components of the Preventive Medicine Service not performed on the day of the Preventive Medicine Service. The follow-up E/M Service can be billed with CPT code 99211, 99212 or 99213, depending on the complexity of the visit. Additional services, such as immunization administration and visual acuity screening, may be reported in addition to the E/M Service.
 - **For Commercial, Fallon Medicare Plus and Fallon Medicare Plus Central plan members:** Fallon will not reimburse an additional Preventive Medicine Service or E/M Service to complete components of the Preventive Medicine Service not performed via telehealth. Immunization administration and visual acuity screening will be reimbursed.
- For more specifics please refer to our Telemedicine payment policy at:
<http://www.fchp.org/providers/criteria-policies-guidelines/payment-policies.aspx>



Covid-19 Resources

- Provider Frequently Asked Questions (FAQ) can be found on our website at:
<http://www.fchp.org/en/providers.aspx>
- Payment Policies related to Covid-19 can be found on our website at:
<http://www.fchp.org/providers/criteria-policies-guidelines/payment-policies.aspx>



Provider Directory Update

- Fallon Health is committed to ensuring we have the most accurate information in our provider directories as we continue working with HealthCare Administrative Solutions, Inc. (HCAS) to add more and more Fallon network providers to DirectAssure® by CAQH.
- CAQH is engaging providers to review and maintain up-to-date provider directory information via email.
- As more Fallon providers are rostered to this process, your prompt attention to these emails, reviewing your information and attesting to the data, is of the utmost importance to ensure that your patients have access to accurate provider demographic information when care is needed.

Additional resources: <https://www.hcasma.org/Directory.htm> and <https://www.caqh.org/solutions/directassure>



Provider Enrollment

- Fallon Health went through a system conversion in mid 2020 which changed how and where we house our providers and information.
- Currently, there is a back log of provider updates that is being worked though.
- Should you have questions regarding a specific provider, please contact your Provider Relations Representative or email the provider relations department at askfchp@fallonhealth.org .



Zelis™

- Fallon Health uses an integrated claims editing tool offered by Zelis.
 - The tool closely evaluates claims for adherence to industry-recognized edits and guidelines. This review ensures compliance with payment policies and standard coding practices.
- Providers will find a message on the RAS and/or the 835 file indicating an edit was applied by Zelis.
- Questions related to a Zelis edit should be directed to Zelis.
 - 1-866-489-9444
- Corrected claims/appeals requiring review of a Zelis edit should be mailed, faxed or emailed to Zelis:
 - Zelis Claims Integrity, Inc.
 - 2 Crossroads Drive
 - Bedminster, NJ 07921
 - Attn: Appeals Department
 - Fax: 1-855-787-2677
 - appeals.integrity@zelis.com

Please note: Corrections/appeals must be sent within 120 days of the RAS date.



Zelis corrected claims require:

- A completed *Request for Claim Review Form*
- A corrected claim

Electronic adjustments are not available.

Zelis appeals require:

- A completed *Request for Claim Review Form* explaining the reason for the dispute, including contact information and a fax number
- A copy of the original claim billed
- A copy of the RAS, including the denial
- All pertinent medical records and or reports necessary for reconsideration of the claim



ProAuth Tool

- The ProAuth tool is for providers to enter referrals and prior authorizations in lieu of the Standardized Request for Authorization Form.
 - Types of requests include:
 - **PCP Referral** - submitted by PCP offices (Fallon Medicare Plus, Navicare and ACO)
 - **Out of Network** - submitted by PCP offices (all products)
 - **Specialty Care/Procedures** - submitted by the provider who will be performing surgical procedures in his or her office or for a procedure code that requires prior authorization (all products)
 - **Inpatient Facility Notification-** submitted by facilities
- Fallon highly recommends all PCP referrals and Prior Authorization requests (with supporting documentation) be sent via ProAuth.



Why ProAuth?

Better turnaround time, no phone calls, no printing, no faxing!

- Track the status of your referral or prior authorization requests at any time, real-time.
- PCP Referrals for Medicare Plus, Navicare and ACO are auto approved.
 - Direct Care and Select Care still follow the NPI process.
- Attach your documentation for prior authorizations.
- Allows Fallon Health to process requests more efficiently.



Gaining access to ProAuth

- **ProAuth access enrollment requests** for new users can be filled out and submitted on line at <https://www.fchp.org/providertools/ProAuthRegistration>
- Or
- By completing the ProAuth Enrollment form and email to AskFCHP@fallonhealth.org or sent by fax to (508) 368-9902.
- **Requests for adding new providers** to an existing individual ProAuth user account should be emailed to AskFCHP@fallonhealth.org with full name of user, email address, group name, group NPI, provider name, and provider's NPI.
- All applications received will be processed within 14 business days.
- New users will receive an email with login/account activation along with instructions on how to use ProAuth.
*** New users must login within 7 days of receiving this email.***



ProAuth training

- Fallon offers a pre-recorded ProAuth training webinar on our provider learning portal, The University.
 - Sign up at: <http://www.fchp.org/en/providers/resources.aspx>
- Live Webinars are in process of being scheduled- check out our website under New and Announcements for dates and times:
 - <http://www.fchp.org/en/providers.aspx>
- Helpful ProAuth FAQs can be found on our website:
 - <http://www.fchp.org/providers/resources/proauth-help.aspx>



The University

- The University is a Fallon Health learning portal for participating providers located on our website at: <http://www.fchp.org/providers/resources.aspx>
- Current provider trainings include:
 - ProAuth recorded webinars
 - ProAuth interactive training
 - NaviCare Model of Care training

Coming in 2021, new trainings! Be on the look out in our Connection Newsletter for new trainings that will be available to you on a variety of topics.





Fallon keeps you connected



Fallon keeps you connected

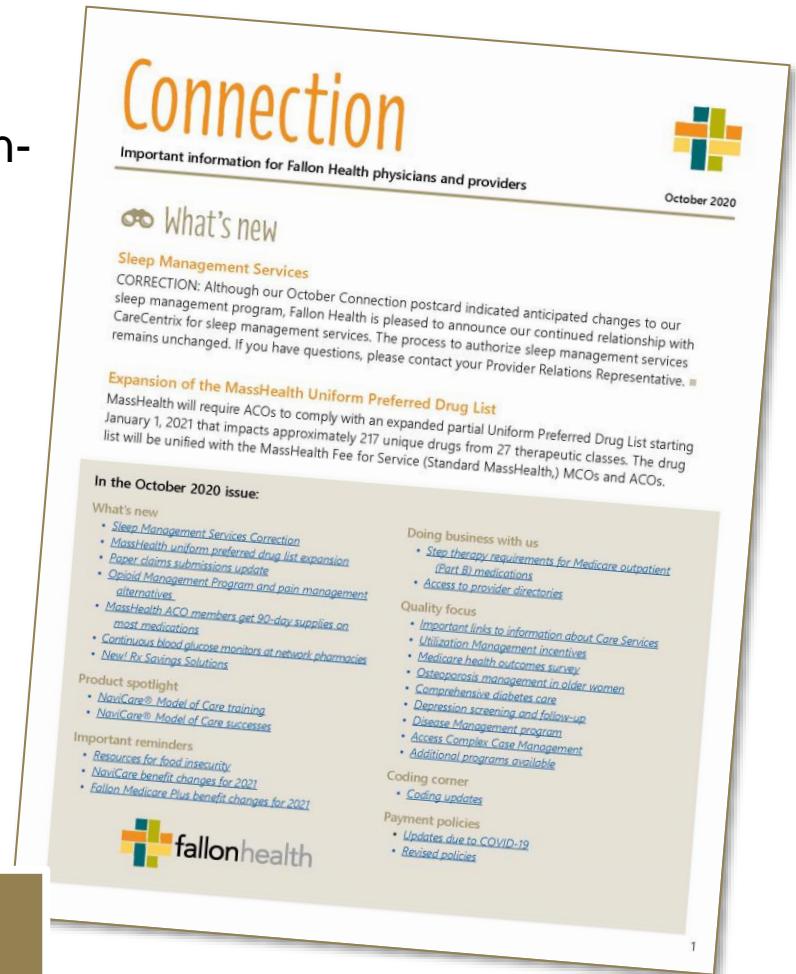
Connection

- Electronic quarterly newsletter; fallonhealth.org/providers/connection-newsletter

You will receive a written Table of Contents through the U.S. mail, which will be your notification of important changes to look for in the online edition.

- Updates
- New information
- Policies
- Additional information

To stay connected, send your email address to askfchp@fallonhealth.org





Contacting Fallon



Your Fallon Health points of contact

Fallon Provider Relations | 1-866-275-3247

- Prompt 1 | **Customer Service** *(to determine member eligibility or benefit information)*
- Prompt 2 | **Claims**
- Prompt 3 | **Referrals, Prior Authorizations or Case Management**
- Prompt 4 | **Provider Relations**
- Prompt 5 | **Pharmacy Services**
- Prompt 6 | **EDI Coordinators**



Fallon Health business partners

- **American Specialty Networks (ASH)** 1-800-972-4226
- **Beacon Health Options** 1-781-994-7556
- **Care Centrix (CCX)** 1-866-827-2469
- **Dental Benefit Providers (DBP)** 1-800-822-5353
- **EyeMed Vision Care** 1-800-521-3605
- **HealthCare Administrative Solutions, Inc (HCAS)** 1-617-246-6451
- **eviCore** 1-888-693-3211
- **Private Healthcare Systems (PHCS)** 1-866-416-6489
- **RX Savings Solutions** 1-800-268-4476
- **Zelis** 1-866-489-9444





Questions?





Thank you!

