

## IMPORTANT NOTICE FOR ALL NETWORK PROVIDERS

1/1/2023 Changes – October 31, 2022

Thank you for being a valued part of our Senior Whole Health (“SWH”) Provider Network. SWH regularly reviews our policies and procedures to further align with state, federal, and industry standards. Please be advised of the following **changes effective January 1, 2023**. For additional information, please review SWH’s Q4 2022 Provider Newsletter on [www.SWHMA.com](http://www.SWHMA.com). Our quarterly newsletters include important information and changes applicable to our provider community.

### 2023 PA Code Changes

Prior Authorization requirements are reviewed on a quarterly basis. SWH publishes all Prior Authorization requirements via our Prior Authorization Lookup Tool (“Look Up Tool”), as well as downloadable versions for quick reference. Please note that Prior Authorization requirements for dually-eligible members (Medicare and Medicaid beneficiaries) should be evaluated at the individual line of business. The following enhancements will be effective January 1, 2023:

- SWH will now be covering up to 4 hours of psych/neuropsych testing annually *without prior authorization*.
- Several NOS codes will no longer require Prior Authorization. Please refer to the Lookup Tool for specific code review.
- Therapy codes (PT/OT/ST) will now be aligned with Medicaid Prior Authorization requirements, which covers the initial assessment and first eleven (11) visits without authorization. Prior Authorization will be required on and after visit twelve (12). The PA Lookup Tool will be updated to reflect this change at the individual code level.
- Select surgical procedures will require Prior Authorization, unless associated with a cancer diagnosis. The PA Lookup Tool will be updated to reflect this change at the individual code level.
- SWH will evaluate new HCPCS codes expected to be released by AMA/CMS in December 2022. We will communicate any further changes through the quarterly PA Lookup Tool releases. Please continue to use the PA Lookup Tool available on the [website](#) for the most up-to-date information.

### Clinical Policy Updates

SWH has adopted the national Molina Clinical Policies (MCPs), which can be accessed at



[www.molinaclinicalpolicy.com](http://www.molinaclinicalpolicy.com). Prior to adopting, we confirmed compliance with both federal and state-level requirements specific to Massachusetts. The policies are used by providers as well as medical directors and internal reviewers to make medical necessity determinations. MCPs are reviewed annually and approved bimonthly by the Molina Clinical Policy Committee (MCPC). Please review these policies in advance of January 1, 2023.

## **SWH Products**

In January 2022, SWH expanded our product portfolio to offer a Medicare Advantage product to serve our members regardless of income level. SWH is pleased to announce that this product is further expanding for January 2023 to reach members residing in multiple counties across Massachusetts. Our mission, benefits, and care remain the same for all members, regardless of product. If you are not yet participating with our Medicare Advantage line of business and are interested in doing so, please contact your Provider Relations Account Manager.

Please review SWH's Plan Information, as member co-pays, co-insurance and/or deductibles may vary across plans. SWH members cannot be balanced billed for any service, but member responsibility will vary. *Member eligibility should be verified before any and all services.*

Please be advised that SWH recently completed a rebranding to the above logo. Members received new ID cards in October 2022 and can expect to receive a new ID card and OTC benefit card, with the new logo, in advance of January 1, 2023. Additional information on the 2023 benefits can be found on [www.SWHMA.com](http://www.SWHMA.com). If you would like materials related to these benefits for display in your office and/or distribution to your members, please contact your Provider Relations Account Manager, Sales Representative, or submit a request via our Provider Service Center.

## **Claims**

SWH experienced significant claims changes in 2022. We appreciate your patience and continued partnership as we completed this migration. The preferred claims submission is electronic, either through your clearinghouse or on the Availity Provider Portal. Paper claims will also be accepted; please see below for specifications. Effective 1/1/2023 SWH will no longer accept claims submitted via non-approved submission pathways.

If submitting paper claims, please review the following requirements for paper claims submission:

Paper claims must be directed to the correct mailing address, found below, in our Provider Manual, on our website, and on the back of our member ID cards.

- Paper claim submissions will not be considered "accepted" by SWH until received at the appropriate Claims P.O. Box. Claims submitted to non-



approved locations/pathways (e.g., corporate office or historical/ pre-2022 P.O. Box locations) will be returned.

- Paper claims must be submitted on original Flint OCR red and white CMS-1500 or CMS 1450 (UB-04) claim forms. Forms should be typed with either 10- or 12-point Times New Roman font in black ink. Paper claim submission must avoid the use of highlights, italics, bold text, or staples.

### **Paper Claims Submission Address**

Senior Whole Health  
P.O. Box 22640  
Long Beach, CA 90801

### **Provider Data Forms**

SWH recently released updated provider forms on [www.SWHMA.com](http://www.SWHMA.com). Forms have been reconfigured to provide guidance on sections to complete and/or additional documentation required for different types of requests. Forms also indicate the correct submission fax or email information.

Providers are required to validate their information on SWH's Provider Online Directory and provide notice of any changes to their information in accordance with our Provider Manual.

### **Contact Us**

SWH recently updated our Contact Us page on [www.SWHMA.com](http://www.SWHMA.com) to support timely processing of various requests, including initial credentialing requests, submission and processing of delegated rosters, and general provider data updates, in Q4 2022. Please refer to the updated [Contact Us](#) page for all submissions to ensure these are processed in a timely manner. Submissions routed to incorrect mailboxes may result in a delay in processing.

Thank you for your continued support for our shared members. Should you have any questions, please contact the Provider Service Center, at 1-855-838-7999, your Provider Relations Account Manager directly, or refer to the Contact Us page of [www.SWHMA.com](http://www.SWHMA.com).

Sincerely,

A handwritten signature in black ink that reads "Lauren Morton".

Lauren Morton, MPA, CCM

AVP, Provider Network Management and Operations