



Provider Newsletter

January 2022



Mission Statement

Ultimate Health Plans' mission is to provide all members with the highest quality healthcare with access to highly qualified physicians. We hold ourselves accountable for treating our members with dignity and respect, providing world-class customer service, and recognizing our commitment to the community as a local corporation.

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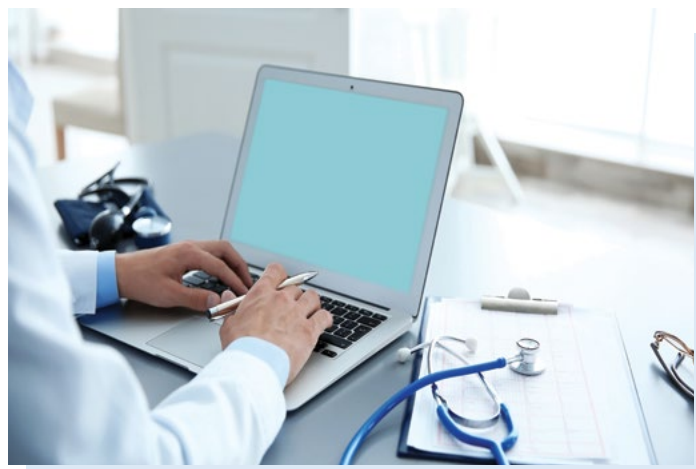
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Authorizations



Did you know that Ultimate Health plans has a portal that can be used to submit authorization requests directly to our Utilization Management (UM) team? Calypso allows for Primary Care Providers to submit authorization requests and check eligibility for a member. Once an authorization request is submitted to the plan, the Calypso user can track the status of these requests directly in the portal. Once the Authorization determination is made, the user can then save a copy of the authorization to load into the Member's chart. If you do not yet have access to Calypso, please reach out to your assigned Provider Network Representative/Manager today to get access!

Ultimate also accepts Authorization requests submitted via fax by utilizing the "Prior Authorization Form," this form has been attached to this newsletter for your reference and can also be found on the website at: https://cdn.chooseultimate.com/library/Prior_Authorization_Request.pdf



2022 HEDIS Reminders

We encourage providers to perform all applicable measures earlier in the year. Providers who complete measures sooner in the year are more likely to produce a 5-star result! Measures in which are time sensitive such as MRP (Medication reconciliation Post Discharge) are extremely critical and require manual monitoring during the first quarter of the year.

MRP: All patients discharged from an Inpatient facility must have a medication reconciliation completed within 30 days following discharge date. This measure does not require a face to face visit and must be performed by a Prescribing practitioner, RN or Clinical Pharmacist.



Member Rights and Responsibility

Ultimate protects the rights and responsibilities of our members. We are committed to having everyone involved in the delivery of care to our members, respect each member's dignity, worth, and privacy. You have the following rights to help protect yourself:

- ✓ **We must treat you with fairness, respect, and dignity at all times**
- ✓ **We must ensure that you get timely access to your covered services and drugs**


For a complete list of Member Rights and Responsibilities, please visit our website at www.ChooseUltimate.com/Member/RightsandResponsibilities

Introducing our New **Dual Special Needs Plans**

For 2022, we are pleased to announce the addition of our Dual Special Needs Plans (D-SNP). All D-SNP plans are available in our existing servicing counties of Citrus, Hernando, Hillsborough, Indian River, Lake, Marion, Pasco, Pinellas, St. Lucie, and Sumter. In order to join one of our D-SNP plans, you must be actively enrolled in the State of Florida Medicaid Program.

Members of our D-SNP Plans enjoy these benefits:

Prescription Drugs at No Cost to You

-  Medicare approved Ultimate Health Plans to provide covered prescription drugs to our members at no cost to you as part of the Value-Based Insurance Design program. This program lets Medicare try new ways to improve Medicare Advantage plans. Refer to our Formulary for a list of covered drugs.

Vision with Choices

In addition to **\$0** copays for routine eye exams and post-cataract surgery benefits, you may select from one of the following benefit options each year:

Option 1:

Yearly benefit limit of up to **\$500** for eyewear towards 1 pair of:

- Eyeglasses, frames, lenses, and fitting OR
- Contact lenses, conventional or disposable, and contact lens fitting

Option 2:

- **\$0** copay for your choice of 3 standard pairs of select eyeglasses, frames and lenses

Unlimited Transportation

\$0 copay for **unlimited trips** to any plan-approved locations per benefit year.

Flex Card for Hearing, Dental and Vision

Up to **\$500** every year on a prepaid Visa card that may be used to cover costs which exceed the plan allowed benefits for hearing, dental and vision services.

Healthy Foods Card

Up to **\$25** monthly on a prepaid card to spend at participating retailers towards the purchase of healthy foods such as vegetables, fruit, bread, rice, milk, and more. Some restrictions may apply. The benefit amount does not roll over from month to month.

To be eligible for the Healthy Foods Card benefit, you must be diagnosed with one of the following chronic conditions: Chronic alcohol and other drug dependence, Autoimmune disorders, Cancer, Cardiovascular disorders, Chronic heart failure, Chronic kidney disease (any stage), Dementia, Depression, Diabetes, End-stage liver disease, End-stage renal disease (ESRD), Hypercholesterolemia, Hypertension, Severe hematologic disorders, HIV/AIDS, Chronic lung disorders, Chronic and disabling mental health conditions, Neurologic disorders, Stroke, Tobacco abuse.



Introducing ZELIS

Ultimate Health Plans (Ultimate) is pleased to introduce Zelis as our new electronic claim's payment processing vendor. This partnership provides you with the latest secure ePayment technology to accelerate and add efficiency. Depending on how you are currently set up to receive your claims payment, you will either receive a paper check, electronic funds transfer (EFT) or Virtual Card. Your remittance advice will either be paper or electronic remittance advice (ERA). You will be able to create a Provider log in with Zelis to retrieve your provider remittance advise as well. To make any changes, please contact Zelis Client Service Department at (877) 738-8070.

Enrolling is fast and easy!

Visit zelis.com to create an account.

After the initial setup, there are no changes or set up programming requirements. All remittance information is available 24/7 via provider.zelispayments.com. For any additional information or questions, please contact Zelis Payments' Client Service Department at (877) 738-8070.

We hope you are as excited about improving the claims payment process as we are. Together with Zelis Payments, we look forward to adding efficiency and speed to the payment of your claims.

If you have any additional questions or concerns, please call our Provider Services department at 1-888-657-4171 (TTY 711). We are open Monday through Friday from 8:00 am to 6:00 pm EST.



MANAGED CARE UPDATE

For Ultimate Health Plans Providers

Labcorp is the exclusive laboratory network provider for outpatient, specialty lab, and pathology testing services for **Ultimate Health Plans**.

Please send your **Ultimate Health Plans** patients' laboratory testing to Labcorp.

Labcorp is committed to providing convenient, high-quality, and cost-effective laboratory testing.

Rooted in science and powered by dedicated people, we deliver timely, trusted information to providers, drug developers, and patients with one goal: helping them all make clear, confident decisions.

For additional information about Labcorp, please visit [Labcorp.com](https://labcorp.com).



Labcorp is your one-source laboratory, combining its expertise in innovative clinical test technology through its specialized labs.

We offer many service enhancements for you and your patients, including:

Comprehensive Test Menu

- Nearly 5,000 frequently requested, specialty, and genetic tests
- An increased emphasis on precision medicine tests to help you provide more personalized care for each patient

Patient Convenience and Access

- Easy and convenient web-based tools available to:
 - help patients schedule and check-in to lab appointments
 - simplify billing and payment
- Expanded specimen collection locations, including a growing retail presence

Value-Based Care

- Data tools to help your practice with value-based care and population health initiatives

Variety of Test Order and Result Delivery Solutions

- Simplified test orders and results through intuitive EHR interfaces, including access to historical test Labcorp results regardless of the ordering physician

Clinical Studies

- The opportunity for you and your patients to participate in clinical studies through our Labcorp Drug Development business, helping to advance treatment of complex diseases and speed the delivery of new treatments to patients

For more information, contact your local Labcorp representative, or visit [Labcorp.com](https://labcorp.com).



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CONTACT US



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ONLINE:

You may find answers to many
of your questions online at
www.ChooseUltimate.com



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1244 Mariner Blvd.,
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9 a.m. to 5 p.m.



IN PERSON

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