

PROVIDER NEWSLETTER

The Memorial Hermann Health Plan Newsletter

MEMORIAL
HERMANN
Health Plan

SPRING 2019



Optum Behavioral Health Toolkit

The relationship between physical and behavioral health is as complex as the range of specialties dealing with each one. Now, the Behavioral Health Toolkit helps to simplify it, so you can match patients with the right behavioral health screening tools and services.

What the Optum Behavioral Health Toolkit provides:

- Integrated medical and behavioral health information, including screening tools and patient referral information
- Relevant, organized and easy to use resources
- Facts and tools to make informed behavioral health decisions
- A valuable source to help your patients heal, in both body and mind



Click [here](#) to access the online Behavioral Health Toolkit.

Quick Reference Guide

Memorial Hermann Health Plan

healthplan.memorialhermann.org/providers

Provider Services

(713) 338-4801

providerservices@memorialhermann.org

Customer Service

(855) 645-8448

Prescription Drug Information:

OptumRx

www.optumrx.com

(877) 633-4461

CVS Caremark (MHHS Employee Plan)

(800) 658-3413

Envision Rx (Medicare Advantage HMO)

www.envisionrx.com

(844) 860-6750

Nurse Health Line

(713) 338-5564

Teladoc*

www.teladoc.com

(800) 835-2362

*HSA - compatible plans require a \$40 service charge

Prescription Prior Authorizations

(Coverage Determinations)

Prior Authorizations required on some formulary medications exist for member safety and cost-effectiveness. Prior Authorizations require physicians to submit additional medical information for review.

As required by the Center for Medicaid and Medicare Services (CMS), prior authorization requests must be reviewed and determined within certain time frames. If the required medical paperwork is not submitted within the timeframe, the health plan will have to deny the request due to lack of information.



Due to the given time frames below, it is important to reserve marking requests as Expedited/Urgent for those that are truly urgent. Once a request is denied for lack of information, the only resort is to file for an appeal to get coverage approval, which will take longer for the member to get his/her medication. Therefore, it is helpful to ensure all the necessary paperwork is submitted to avoid unnecessary delays or possible denial due to lack of information.

- Expedited Requests: 24 hours to process
- Standard Requests: 72 hours to process

You can find out if the medication requires a Prior Authorization by clicking [here](#).

Also, there are many ways providers may submit an exception request, on behalf of the member:

- Visit the Online Prior Authorization Portal, available [here](#).
- Complete an online [document](#) and submit it via Fax to 1 (877) 503-7231.
- Call the Prior Authorization (PA) Department at 1 (844) 860-6750 (TTY 711) 24 hours a day, 7 days a week for more information or assistance.

Opioid & Alcohol Addiction

Do you have patients who are struggling with opioid and alcohol addictions?

The following are helpful resources and information on patient safety to consider:

- Refer patients to the Optum Substance Use Helpline: 1 (855) 780-5955
- Review the CDC Guidelines for [Tapering Opioids for Chronic Pain](#)
- Read [Buprenorphine Training for Physicians](#) (SAMHSA)
- Read [Medication Assisted Treatment Can Improve Health Outcomes](#) (SAMHSA)
- Review the [Recovery and Resiliency Toolkit for Providers](#) (Provider Express Website)



Do you use Everyday Well?

Everyday Well is Memorial Hermann's online health portal. This portal provides our members with access to their health and wellness information anytime, anywhere. In addition to scheduling online appointments, Everyday Well makes it easy for members to manage and keep track of their own health.

This 'one-stop shop' portal allows for easy access to one's medical history including blood results, medications, allergies and vaccinations. Members can even make payments and check their bill payment history. Everyday Well is a great tool for physicians to utilize and to create a seamless, coordinated healthcare experience for Memorial Hermann Health Plan members.

To learn more about Everyday Well, [click here](#).



All Commercial HMO products are underwritten by Memorial Hermann Commercial Health Plan, Inc.
All Commercial PPO products are underwritten by Memorial Hermann Health Insurance Company.
All Hybrid products are administered by Memorial Hermann Health Solutions, Inc.
Memorial Hermann Advantage HMO is provided by Memorial Hermann Health Plan, Inc., a Medicare Advantage organization with a Medicare contract. Enrollment in this plan depends on contract renewal.