

**Rocky Mountain Health Plans (RMHP)**  
**Colorado Medical Society-Health Plan Meeting**  
**October 20, 2009**

1. Confusion arises when a patient presents at the primary care office when the PCP is not the physician of record and are asked to pay the specialist co-pay. The patient is reluctant to pay the higher co-pay as it is their intention to change PCPs but have not yet done so with RMHP.

In the past RMHP has allowed beneficiaries to change their PCP with an effective date with the new PCP 30 days prior to the date the patient contacts RMHP for the change. Is this process still in effect?

**Yes. Please note that all PCP selection requests are subject to verification and RMHP will notify members when their PCP selection has been confirmed. Only plan members are authorized to add a PCP selection. RMHP members can also select their PCP online thru [access|RMHP](http://access|RMHP), our secure website. [www.rmhp.org](http://www.rmhp.org)**

2. Do you have a list of insurance companies that are under your RMHP umbrella? We are coming across more insurance plans that list RMHP as the parent company – do all these plans follow exactly the RMHP rules for claims submission and payment?

**Rocky Mountain Health Plans offers both a fully insured and self funded product to employer groups. In addition, RMHP has individual and Medicare options. Neither RMHP nor CNIC (RMHP's TPA division) have insurance companies as clients. Self funded CNIC employer groups who utilize the RMHP network have a different claims submission address and rules for coverage/payment are driven by the underlying self funded plan. To verify benefits and eligibility and to obtain claims mailing information for CNIC members please refer to the member's ID card.**

3. Customer service as it applies to your provider outreach and education efforts, e.g., UHC Physician Advocacy Program. We are confident that our members are well aware of your routine call center processes.

**Rocky Mountain Health Plans participating provider primary outreach and education initiatives consist of a blend of the following tools.**

- Professional Relations representatives conduct yearly PCP visits and host provider workshops.
- RMHP's website, [www.rmhp.org](http://www.rmhp.org), offers information about our organization, claim status, authorization, eligibility, plan options, forms, formularies, directories, [access|RMHP](http://access|RMHP) and more.
- Good Health-Provider Edition-Quarterly publication.
- Provider communications-letters, broadcast faxes, emails.
- Provider Manual-office resource of RMHP information.

4. Fee schedules are always a 'hot topic'. If there is a cut in Medicare reimbursement will your health plan apply the cut or freeze current rates?  
**The RMHP decision on this will be determined at that time based upon many factors. Our contracts would allow us to apply the changes to RBRVS pricing, however, in many instances in the past RMHP has chosen not to implement cuts.**

If your standard contract reimbursement rates are based on "current year RBRVS (or Medicare Fee Schedule), when are the provider files updated to reflect the change, e.g., January 1, 1<sup>st</sup> quarter of new year, etc.?

**April 1<sup>st</sup>**

For your standard contracts, is reimbursement based on the unadjusted national RBRVS fee schedule amount or adjusted by the Colorado GPCIs?

**Colorado GPCIs**

Is the site of service payment adjustment applied?

**RMHP contracts allow us to apply the site of service adjustments. However, as a matter of RMHP payment policy, we pay all professional services at the non-facility rate.**

Does a budget neutrality adjustor further adjust reimbursement? **YES** If yes, how is that applied (i.e. units, conversion factor)?

**The budget neutrality factor is applied to versions of RBRVS in which it is applied by CMS (ie applicable years). RMHP follows the calculation dictated by CMS.**

National vs. local groups – Please identify which of your plans/products/employer groups are: ERISA; Self-funded, and any national PPOs who have access to your provider networks or who you access (e.g. Multiplan, Beech Street, Three Rivers or Cinergy, etc.)

**RMHP and CNIC both access PHCS/Multiplan national networks. In addition, CNIC clients may elect to offer Beech Street/Viant and First Health on a national basis. RMHP has a proprietary network that is only available to RMHP groups and to CNIC (RMHP's wholly owned TPA division) groups located in Colorado. As a TPA, CNIC does not own or manage a provider network.**

5. Insurance cards – Please describe where the health plan is in the process of embedding patient ID cards with the capability of providing real-time patient data such as eligibility, benefits, and deductibles met, etc. (e.g. UHC Swipe-IT technology).  
**Currently RMHP is not in-process of embedding member data into member ID cards.**
6. Has your plan incorporated the requirements of Colorado regulation 4-2-29 (concerning the rules for standardized cards...)?  
**RMHP member ID cards incorporate Colorado's standardized member ID card requirements.**

7. Secure provider portal – Please provide information on new enhancements, e.g., real-time deductible/benefits information, and/or processes (e.g. Anthem’s Going Green Electronic RA program).

access|RMHP, Rocky Mountain Health Plans secure website offers participating providers access to Rocky Mountain Health Plans 24 hours a day, seven days a week. access|RMHP features include:

- Member Eligibility and Benefits Check
- Claim Status Check
- Remittance Advises Check
- Authorizations Tracking

RMHP is looking at several functionality enhancements of the provider/member portal that include downloadable remittance, printable provider directory search results and benefits accumulators.

8. As in previous years, we ask that you provide an updated list of provider representatives, their areas of responsibility, and their contact information as part of your handouts. The Attendees are ecstatic when they receive this type of information.

See attached RHMP contact list.



## Rocky Mountain Health Plans Contact List

Visit our website at [www.rmhp.org](http://www.rmhp.org). You will find information about plan options, newsletters, directories, services, and more.

### Main Numbers

Telephone ..... 970-244-7760 or 800-843-0719  
 Main Fax Number (Corporate office) ..... 970-244-7880

### RMHP Customer Service (unavailable Thursday afternoons from 4:00 to 5:00 P.M.)

Telephone ..... 970-248-5036 or 800-854-4558  
 TDD..... 970-248-5019 or 800-704-6370  
 ATT Language Line..... 800-874-9426

### Electronic Claims Submission

Telephone ..... 970-244-7893 or 800-311-5269

### Pharmacy Services

Telephone ..... 970-248-5031 or 800-641-8921  
 Prescription Drug Preauthorization ..... 970-248-5031 or 800-641-8921

### Preauthorizations

Request preauthorizations by fax..... 970-254-5738 or 877-201-7302

### Mental Health

MHASA/Options (Medicaid Mental Health) ..... 800-804-5008  
 Life Strategies Behavioral Health ..... 800-716-1166

### Professional Relations Representatives-Front Range

Amy Lehn-Colorado Springs and Surrounding Area ..... 719-622-3325  
 Cindy Weatherfield-Pueblo and Surrounding Area..... 719-253-3901  
 Sheri Brooks-Northeast and Arapahoe County Area..... 303-689-7378  
 Tim Maloney-Denver and Surrounding Area ..... 303-967-2011  
 Vicki Medina-Boulder and Surrounding Area ..... 720-493-2058

### Professional Relations Representatives-Western Slope

Tressa Sporhase-Mesa County, Northwest Colorado, 1-70 Corridor ..... 970-255-5609  
 Susan Hall-Mesa County, San Luis Valley and Southwest Colorado ..... 970-248-5175

### Professional Relations-Main Phone Numbers

Western Slope..... 970-244-7798  
 Front Range ..... 303-689-7372