

# Provider View



October 15, 2024

## Lights, Curtain, Action!

I just love a good theater production. From the set and lights to the actors and costumes, a lot of work goes into producing the perfect show. I've had the good fortune of seeing a number of productions by the Children's Theater Company, local and international theater companies. It is exhilarating to wait for the curtain to rise and the show to begin. From the set, script and cast to the music and choreography, storytelling captures our attention and can help us understand each other and our experiences. It is a powerful way to present important information.



Avera Health Plans recently put on a show of our own. Agents from across South Dakota joined us in Sioux Falls and Rapid City as we unveiled our plans for 2025. This year's theme was "Recipe for Success."

We believe the combination of our ingredients – innovative health care partnerships with Cohere and Virta, an enhanced billing and enrollment experience for On-Exchange members, and Avera Health Plans Rx, our new pharmacy benefit manager, along with our new benefit plan offerings and amazing provider network, will set the stage for a successful year ahead.

As the show goes on and we get closer to 2025, we are committed to providing a steady stream of communication with clear and specific details around these changes and how they will impact you and our members.

Sincerely,

A handwritten signature in cursive script that reads "Josephine".

Josephine  
Vice President, Network Development, Provider Relations and Contracting

## **Coming Soon: Avera Health Plans RX**

Avera Health Plans is excited to announce the transition to a new pharmacy benefits manager (PBM), Avera Health Plans RX, on Jan. 1, 2025. The shift from CVS Caremark to Avera Health Plans RX represents an exciting time for our members by offering tools that will enhance the member's decision-making capabilities, such as Mark Cuban Cost Plus drugs, Amazon Pharmacy, Rx Wallet, Avera Prescription Savings Card, and later in 2025, Rx Savings Solutions. These tools demonstrate Avera Health Plans' commitment to lowering the cost of care for the members we serve.

Avera Health Plans and Avera Health Plans RX are committed to supporting members and providers through this change. New formulary options will be provided for any medication changes, and members will be informed of changes that specifically impact them in the next few weeks.

### What You Need to Know

- All current members of Avera Health Plans will receive new member ID cards reflecting the Avera Health Plans RX logo.
- Beginning Jan. 1, 2025, Avera Health Plans RX will receive all prior authorizations for pharmacy benefit drugs through PromptPA. More information will be coming soon on this exciting enhancement to the prior authorization process.
- 2025 formularies are available on [www.AveraHealthPlans.com](http://www.AveraHealthPlans.com) for viewing to support you and your patients in decision-making regarding drugs.

## **The Secrets Out: Details on the New CMS Secret Shopper Regulation**

Beginning Jan. 1, a new CMS regulation goes into effect aimed at ensuring timely access to care. Qualified Health Plans (QHP) payers, such as Avera Health Plans, will now be required to contract with a third party vendor to secret shop in-network providers and report on new patient appointment wait times. Results will be compared against the Federally-Facilitated Exchange (FFE) wait time standards, noted below. The mandate requires that QHP issuers demonstrate that at least 90% of these appointments are scheduled within the standard. This includes both in-person and telehealth visits.

- Behavioral Health – 10 business days
- Primary care (routine) – 15 business days

To best prepare, review Section E of the [CMS' Technical Guidance document](#).

## **We're Live! The Transition to Compliance Watchdog Has Happened**

Compliance Watchdog is now processing credentialing applications and performing the primary source verification for Avera Health Plans' participating providers. Users will notice an updated look and feel of the platform when completing the application process. Reappointment applications will continue to be prepopulated. The online credentialing status tracking is being refined and we anticipate this functionality working soon.

If you have questions on the status of credentialing, or need help with your application, please email [acvs@ComplianceWatchdog.com](mailto:acvs@ComplianceWatchdog.com). We highly encourage saving [acvs@ComplianceWatchdog.com](mailto:acvs@ComplianceWatchdog.com) to a "safe sender" list to avoid communications going to spam or junk folders. Thank you to our providers for your grace and patience as we worked through this project.

## Keep It Fresh

Please ensure that you update your information with Avera Health Plans when you have changes! Our recently updated forms ensure you can do almost everything online!

<https://www.averahealthplans.com/insurance/for-providers/contracting-and-credentialing/>

<h3>Contracting: Join Our Networks</h3> <p>New organizations wanting to contract with Avera Health Plans to join our networks.</p> <p><b>GET STARTED</b></p>	<h3>Add a Practitioner</h3> <p>Add a practitioner to an organization with an existing Avera Health Plans Contract. Credentialing will be initiated, if needed. Complete this form if credentialing has lapsed.</p> <p><b>SEE DETAILS</b></p>	<h3>Information Update Request</h3> <p>Add, edit, or remove practitioner and/or organization information.</p> <p><b>LEARN MORE</b></p>
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### Contracting: Join Our Networks

Fill this out to join our network, add additional networks, or if you need to change your Tax Identification Number (TIN).

### Add a Practitioner

Fill out this form when:

1. A new practitioner joins your organization.
  - a. We will send out a credentialing invitation if they are not currently credentialed with us.
2. You need to add a location(s) to a practitioner.
3. Credentialing has lapsed.

### Information Updates- Add, Edit and Remove practitioners and organization information.

Fill out this form to update practitioner information or add or update organization information

Practitioner information you can update:

1. Update Credentialing Contact information
2. Remove Location from Practitioner
3. Remove Practitioner- No longer employed
4. Practitioner Name Change
5. Accepting/Not Accepting Patients

Organization information you can update:

1. Add Location
2. Remove Location
3. Update Phone/Fax/Email/Website
4. Update Physical/Correspondence/Payment Address

5. Change Name
6. NPI Change
7. Provider Portal Local Administrator Change
8. Update Contracting Contract Information

### **New Dedicated Email Address for No Surprises Act Dispute Resolution Process**

To streamline processes and account for all submissions, please submit requests to [QPADisputeResolution@avera.org](mailto:QPADisputeResolution@avera.org). This new email address has been implemented to address any claims paid under the No Surprises Act (NSA) that are eligible to be challenged through the open negotiation / Independent Dispute Resolution (IDR) process. If you are a non-par provider wishing to pursue the open negotiation / independent dispute resolution process for any claim(s) paid as in-network at the Qualified Payment Amount (QPA), or if you are a Certified IDR entity making outreach to settle any claim(s) that qualify for the IDR process, please use this dedicated email address to ensure prompt resolution.