

HealthChoice

HealthChoice Network News – Mid-quarter issue

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Mid-quarter May 2023

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News

Venipuncture

HealthChoice and DOC policy is to not pay for venipuncture (36415, 36416) when billed with other blood-related lab work. However, beginning with dates of service Jan. 1, 2023, HealthChoice and DOC allowed these services in error. Effective for dates of service on or after June 1, 2023, HealthChoice and DOC will update editing to deny venipuncture when billed with blood-related lab work. Claims that were processed to pay in error will not be adjusted.

For questions, call the Customer Care team at toll-free 800-323-4314. TTY users call 711.

Fee schedule history

HealthChoice has provided allowable fees from the three previous quarters on most of the fee schedules. Beginning with the July updates, the history will be removed from the files, and they will only show the current allowable fee. If you need to see the history of the allowable fee and effective date, use the Search-By-Code tool or check the files in the columns dated prior to the current release on our [Fee Schedule Portal](#).

If you have any questions, email [EGID Network Management](#) or call 405-717-8790, toll-free 844-804-2642. TTY users call 711.

Direct data entry of claims with Availity

EGID has offered the direct data entry of medical claims for HealthChoice, DRS, and DOC for free through Availity since 2018. Effective June 1, 2023, this free service will transition to Optum Intelligent EDI (iEDI). iEDI is a fast, convenient, and free option to enter claims directly online.

Providers must first register for the [HealthChoice Provider Portal](#). Select the Optum iEDI claim submission option. This will take you to the One Healthcare ID sign on screen. Enter the same One Healthcare ID and password used for the HealthChoice Provider Portal and sign in. If you have issues logging in to iEDI or questions on how to use it, please contact iEDI Technical Support at 866-678-8646 or by email at umr-business-edi@umr.com.

This does not impact you if you have a paid subscription through Availity. You can still access the services you have today. This only impacts the free service EGID has offered through Availity.

DentalXChange is still available for the direct data entry of dental claims.

For other general questions, call the Customer Care team at toll-free 800-323-4314. TTY users call 711.

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 - Referral staff.
 - Certification staff.
 - Business office staff.
 - Medical records staff.
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HealthChoice contact information

Home Infusion Therapy reimbursement changes

Home Infusion Therapy (HIT) services are reimbursed at a per diem rate that is inclusive of applicable equipment and supplies and any related professional pharmacy services including administrative services and care coordination. Skilled nursing services and medication are reimbursed separately.

For dates of service prior to June 1, 2023, HealthChoice only reimburses one per diem for the same patient on the same day by the same healthcare professional. For dates of service on or after June 1, 2023, when multiple procedures are performed for the same patient on the same day by the same healthcare professional, a reduction in reimbursement for the secondary and subsequent procedures may apply.

Multiple procedure reduction(s) may apply when multiple HIT per diem codes are reported on the same day for antibiotics, antifungals, antivirals, chemotherapy and pain management.

The reduction schedule applied is based on the following:

- HIT procedure with the highest allowable - 100% of allowable.
- HIT procedure with the second highest allowable- 50% of the allowable.
- Third or more concurrent administered HIT reimbursed at 0% of the allowable.

Modifiers may be used to indicate multiple therapies, including SH or SJ, but are not intended to facilitate reimbursement.

The HIT multiple procedure reductions do not apply to hydration, enteral nutrition, total parenteral nutrition and specialty therapies. In those cases, only one per diem code is allowed per day.

For questions, call the Customer Care team at toll-free 800-323-4314. TTY users call 711.

HCPCS and OP fee schedule corrections for April 1, 2023

The original releases of the April 1, 2023, HCPCS and Outpatient fee schedules contained some DME codes that showed allowable fees lower than intended. The [Fee Schedule Portal](#) has been updated to contain the correct allowable fees. Any claims processed with the incorrect allowable will be adjusted. No action is needed. We apologize for any convenience.

For more information email [EGID Network Management](#) or call 405-717-8790, toll-free 844-804-2642. TTY users call 711.

Dental X-rays

When submitting dental claims, please do not submit dental X-rays unless specifically requested from the claims administrator. If you have questions about submitting X-rays, please call the Customer Care team at toll-free 800-323-4314. TTY users call 711.

Network Management

405-717-8790
Toll-free 844-804-2642
EGJD.NetworkManagement@omes.ok.gov
HealthChoiceOK.com

Medical and Dental Claims, Eligibility, Benefits and Certifications

Toll-free 800-323-4314
TTY 711
Payer ID: 71064
[Provider portal](#)

New Claims, Correspondence and Medical Records

HealthChoice
P.O. Box 30511
Salt Lake City, UT 84130-0511

Pre-Service Appeals

HealthChoice
P.O. Box 400046
San Antonio, TX 78229

Post-Service Appeals

P.O. Box 30546
Salt Lake City, UT 84130-0546

Health Care Management

405-717-8879
Toll-free 800-543-6044, ext. 8879

Pharmacy Benefit Administrator: CVS/caremark

Prior Authorization toll-free 800-294-5979
Customer Care toll-free 877-720-9375
caremark.com

SilverScript (Medicare Part D)

Prior Authorization toll-free 855-344-0930
Customer Care toll-free 866-275-5253
healthchoice.silverscript.com

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