



DECEMBER 2024

QUARTERLY HIGHLIGHTS

[Clinical Practice Guidelines—Advanced Health](#)

[Provider Manual](#)

[Member Handbook](#)

[Oregon State Drug Review](#)

[Provider Notifications](#)

**DON'T FORGET**, you can easily access our provider portal to check member eligibility, authorization status, claim status and more. Visit <https://visibiledi.com/advancedhealth/Home/Login>

### Boost Patient Care with *Smiles for Life*: Free Oral Health Training

Empower yourself to make a lasting impact on your patients' overall health with *Smiles for Life*, a free and accredited online training program. Developed in 2005 by the Society of Teachers of Family Medicine Group on Oral Health. This National Oral Health Curriculum provides healthcare professionals like you with the knowledge and tools to seamlessly integrate oral health into your primary care practice. The comprehensive curriculum covers:

**Pediatric Oral Health:** Ensure healthy smiles from the start.

**Oral-Systemic Health Connections:** Understand how oral health impacts overall well-being.

**Geriatric Oral Care:** Provide specialized care for your aging patients.

These modules are more than just informative—they're practical, equipping you with skills to confidently guide patients and families toward better oral health practices.

Convenient & Accessible: Available anytime, anywhere, *Smiles for Life* can be accessed through its user-friendly [website](#) and mobile app.

Let's work together to build healthier communities! Invest in your patients' well-being by incorporating *Smiles for Life* into your professional development. Start today!

For more information or questions, please contact our Advanced Health Quality team:

Naomi Brazille: [naomi.brazille@advancedhealth.com](mailto:naomi.brazille@advancedhealth.com)

Lisa Castle: [lisa.castle@advancedhealth.com](mailto:lisa.castle@advancedhealth.com)

### CCO 101 Tour Coming Soon

We are planning an Informational Session to give you a comprehensive look at who we are and what we do. The purpose of these sessions are to give you a brief overview of each department, their primary roles, functions and contacts to make sure you can get to the right department or person when you need support or information. Multiple sessions will be scheduled through 2025, with our first session scheduled for December 17, 2024.

For more information, please reach out to our Provider Relations Representative, Dani Thompson at 541-266-6512.

### Provider Fraud, Waste, and Abuse Training

As a reminder, Advanced Health is required to offer annual Fraud, Waste, and Abuse training to our providers. We have created a brief presentation on FWA that is located on our website at <https://advancedhealth.com/home/advanced-health-compliance-and-fraud-waste-and-abuse-program-for-employees-providers-subcontractors-and-members/>. You will also find on our website our current FWA Handbook and our Whistleblower Protection Policy Statement. We strongly encourage each of our providers to review these materials and contact Advanced Health's Compliance Department if you have any questions.



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## ADVANCED HEALTH NOTIFICATIONS FOR PROVIDERS

**Did you know** Advanced Health offers a stipend for each completed Pregnancy Notification form submitted to our office?

To qualify, a form must be completed and signed by the patient and the stipend is paid to the first provider that submits the form to our office.

This process applies to ALL patients testing positive for pregnancy, not just Advanced Health members. Stipends are paid on a quarterly basis.

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In March of 2024, the Oregon Health Authority updated the Hysterectomy and Sterilization Consent Forms, initially allowing a grace period for previously signed copies but announced as of 12/1/24, they will no longer accept forms with revision dates prior to 2024. Moving forward, please use the updated forms, linked below:

- <https://advancedhealth.b-cdn.net/wp-content/uploads/2024/04/Hysterectomy-consent-he0741-rev-3.2024.pdf>
- <https://advancedhealth.b-cdn.net/wp-content/uploads/2024/04/Consent-to-Sterilization-ages-21-and-older-he0742a-rev-3.2024.pdf>
- <https://advancedhealth.b-cdn.net/wp-content/uploads/2024/04/Consent-to-Sterilization-ages-15-20-he0742b-Rev-3.2024.pdf>

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## ADVANCED HEALTH PROVIDER PORTAL

### Encourage Your Team to Utilize Advanced Health's Provider Portal!

Save time and streamline your workflows by using Advanced Health's provider portal! It's an intuitive, easy-to-use platform designed to help providers and billing staff resolve most inquiries quickly and efficiently. Here's why the portal is your go-to resource for most inquiries:

#### What You Can Do in the Portal:

- **Verify Member Information:** Check eligibility and PCP assignments with ease.
- **Track Authorizations and Claims:** View the status of submitted authorizations and claims.
- **Access Payment Details:** Review adjudication details, payment amounts, and download PDF Explanation of Payment (EOP) reports or ANSI X12 835 Remittance Advice files on demand.
- **Submit Claims:** Manually enter claims directly through the portal.
- **Utilize LineFinder:** Simplify searches for codes on the Prioritized List of Health Services and related code sets from data.oregon.gov with this comprehensive, easy to use tool.
- **24/7 Accessibility:** Access the portal anytime, day or night, without being restricted to our customer service business hours.
- **Coming Soon in 2025 – Submit authorizations:** Enter prior authorization requests directly through the portal! This exciting new feature, currently in beta testing, will allow office staff to streamline workflows by submitting requests online instead of completing and faxing manual forms. Stay tuned for updates!

#### Easy Registration and Quick Setup:

Getting started is simple!

- Visit the Advanced Health Provider Portal at [www.visibiledi.com/advancedhealth](http://www.visibiledi.com/advancedhealth).
- Register with a valid email address, Tax ID, and provider NPI.
- Access is granted within 24-48 business hours following verification. Confirmation emails will come from [support@visibiledi.com](mailto:support@visibiledi.com) (check your spam folder if needed).

#### Need Help?

For assistance with registration or portal functionality, email: [portal.support@advancedhealth.com](mailto:portal.support@advancedhealth.com).

Additional information can be found at [advancedhealth.com/providers](http://advancedhealth.com/providers).

Before calling our customer service phone line, consider using the portal for quick resolutions to simple inquiries—it's a time-saver for everyone!



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## COMPLIANCE MATTERS

### Locum Tenens Provider

A Locum tenens provider can be helpful for a clinic to use while a provider is out on vacation, maternity leave, and other leaves of absence for temporary time. They can help see patients and fill a spot while their regular physician is out of the office. Locum tenens providers can see patients for 60 days while the regular physician is out of the office without being credentialed. If the locum provider is staying over the 60-day time frame, then they would need to be credentialed with Advanced Health. There must be a record of each service provided by the substitute physician. Per CMS claims must also include the Locum tenens providers NPI in box 24J of services furnished.

Billing with the proper modifiers in box 24D on the claim to state that you are using a Locum tenens provider is essential to the claim processing and proper reporting of services. These modifiers are helping to state that these are covered services furnished by a substitute physician. These modifiers are:

Q5: Service furnished under a reciprocal billing arrangement by a substitute physician or by a substitute physical therapist furnishing outpatient physical therapy services in a health professional shortage area, a medically underserved area, or a rural area

Q6: Service furnished under a fee-for-time compensation arrangement by a substitute physician or by substitute physical therapist furnishing outpatient physical therapy services in a health professional shortage area, a medically underserved area, or a rural area

Per Advanced Health's Policy on locum tenens providers:

"A Locum Tenens arrangement is made when a participating physician (MD, DO) must leave his or her practice temporarily due to illness, vacation, leave of absence, or any other reasons. The Locum Tenens is a temporary replacement for that physician, usually for a specified amount of time. Typically, the Locum Tenens should possess the same professional credentials, certifications, and privileges as the practitioner he or she is replacing."

The CMS Processing manual is a great source of information on this topic. It can be found at:

<https://www.cms.gov/regulations-and-guidance/guidance/manuals/internet-only-manuals-ioms-items/cms018912>

#### Resources:

- Advanced Health Policy
  - Medicare Claims Processing Manual 100-4 - Section 30.2.11 – Payment under fee-for-time compensation arrangements (formerly referred to as locum tenens arrangements) – Claims submitted to A/B MACs Part B
  - HCPCS Level II Book Appendix B
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