



NEMS-MSO QUARTERLY BULLETIN

The latest updates for NEMS Medical Group!

December 2017

REMINDERS & RESOURCES:

- ✓ **MSO Website is updated!**
Please visit our website at www.nems.org/mso for valuable resources!
- ✓ **The MSO Specialist Roster** of contracted providers is now uploaded on a monthly basis. Get a copy of the most up-to-date roster on our website now!

Wishing all our providers a Happy New Year! In an effort to keep our network up to date, we are sending out quarterly bulletins! Each bulletin will contain reminders, important information, updates, and changes pertaining to NEMS Medical Group.

NO AUTH NEEDED FOR ROUTINE TB CLINIC OFFICE VISITS

- Consultations and routine office visits to the TB Clinic at Zuckerberg San Francisco General does not require authorization.
- Some TB services including directly observed therapy are available through the San Francisco Department of Public Health. Call them at 415-863-9892.

NEW MEDICARE CARDS

Medi-Medi members will be receiving new Medicare ID cards starting in April 2018!

- New Medicare cards will no longer contain social security numbers.
- Medicare Beneficiary Identifier (MBI) will replace the Health Insurance Claim Number (HICN)

NEMS-MSO PROVIDER PORTAL

- Sign up for a NEMS-MSO Provider Portal account today to save time!
- Submit Treatment Authorization Requests online
- Inquire about REAL-TIME authorization and claims statuses
- Print Explanation of Benefits (EOBs) online
- Contact provider.relations@nems.org, for access to the provider portal.
- If you already have access to the portal, please bookmark <https://eznet.nems.org>.

SFHP TELADOC – 24/7 DOCTOR ACCESS FOR PATIENTS!

SFHP officially launched TelaDoc in June 2017! A flyer regarding TelaDoc is attached for your reference.

- TelaDoc is a FREE service that allows members to consult with a physician for urgent care needs.
- Members may access this service anytime by phone or video call!
- Members' SFHP ID cards will now include TelaDoc's contact information.
- PCPs will receive a Clinical Consult Report through fax after the consultation.



AFTER HOURS/URGENT CARE

NEMS-MSO is now partnered with two after-hours care centers! Calling ahead of time to make an appointment is highly recommended; however, walk-ins are welcomed. The after hours/urgent care centers' contact information is as follows:

Name	Address	Phone	Hours	Ages
Pacific Family Practice - After Hours Care	1 Shrader Street, #578 San Francisco, CA 94117	415-876-5762	M-F: 5pm – 9pm, Sat: 10am – 4pm	All Ages
St. Luke's Pediatric - After Hours Care	1580 Valencia Street, #701 San Francisco, CA 94110	866-961-8588	M-F: 5pm – 10pm, Sat-Sun: 8:30am – 10pm	Pediatrics (0-21)

INTERPRETATION SERVICES FOR PATIENTS WITH LIMITED ENGLISH PROFICIENCY (LEP)

- **Language interpretation service should be offered to patients with limited English proficiency, even when there is a family member or friend who can provide the interpretation. Use of family members or friends for interpretation is discouraged.**
- Language interpretation service is offered at NO COST to members.
- We now have **in-person Cantonese and Mandarin interpreters** that may accompany patients at their appointments! Please submit a complete request form at least one week prior appointment date.
- **To schedule an interpretation**, please complete the Language Interpretation Request Form and send to NEMS Provider Relations by email at provider.relations@nems.org or fax to 415-233-4892.
- **For immediate over-the phone interpretation**, call NEMS Provider Relations during business hours at 415-352-5186.

NEMS SPECIALTY PHARMACY

In an effort to make filling medications more convenient for members,

- NEMS Pharmacy can now dispense specialty medications to NEMS clinic patients;
- NEMS Pharmacy's list of specialty medications is attached.

NEMS-MSO'S CONTACT INFORMATION

- Need to contact a specific person? A list of MSO's contact information and email is attached for your reference!
- Not sure who to contact? Reach out to provider.relations@nems.org with your inquiry and we will direct you to the appropriate personnel!



CLAIMS CORNER

Friendly reminders to prevent delays in claims processing and payment!

➤ **SUBMITTING PAPER CLAIMS (HFCA-1500 and UB-04)**

- When submitting paper claims, PLEASE DO NOT ATTACH:
 - Authorization Request Form
 - Clinical notes if there is an authorization
 - Well-child visit notes
- We will reach out to your office if more information is needed.
- Please double check that Box 23. PRIOR AUTHORIZATION NUMBER is correct.
- Please double check that Box 1a. INSURED'S ID NUMBER is the San Francisco Health Plan ID Number.

➤ **CLAIM STATUS INQUIRY: Save time, use the Provider Portal!**

- The fastest way to get claim status is by logging into the Provider Portal. The claim status in the portal is current and updates daily.
- You do not need to speak to Claims Staff to get claim status. However, we are available if you need further assistance.
- Help Claim Staff increase claim turnaround time by reducing time spent on non-urgent phone calls.
- Contact provider.relations@nems.org, to apply for access to the provider portal.
- If you already have access to the portal, please bookmark <https://eznet.nems.org>.

➤ **ELECTRONIC CLAIMS SUBMISSION**

- Set up to submit claims electronically today!
- We work with trading partners such as Trizetto, ClaimRemedi, and Viatrack for electronic claims submission. Please contact provider.relations@nems.org with your clearinghouse's contact information to initiate the set up.

Whenever You Need a Doctor, Without Leaving Your Home

Cuando necesite consultar con un
médico sin salir de casa

當您需要醫生時，
足不出戶便可獲得服務式

Bất cứ khi nào Quý vị Cần Bác sĩ,
mà Không cần phải Rời khỏi Nhà



IF YOUR DOCTOR IS NOT AVAILABLE,
**access a doctor, day or night,
by phone or video call...**

**SI SU MÉDICO
NO ESTÁ DISPONIBLE,**
puede tener acceso a un
médico, de día o de noche,
por teléfono o por medio de
una videollamada...

當您的醫生不
提供服務時，
請透過手機或視訊電話等方式
約見醫生(白天或夜晚均可)。

**NẾU BÁC SĨ CỦA MÌNH
KHÔNG CÓ MẶT,**
thì hãy tiếp cận một bác sĩ, dù
là ngày hay đêm, bằng điện
thoại hay cuộc gọi video...



sfhp.org/members/teladoc



Interpretation Services Request

Interpretation services are offered to NEMS medical group members at no cost. To request for interpretation services, please complete this form and send it to NEMS Provider Relations by fax at 415-233-4892 or by email at provider.relations@nems.org.

1. Requester's Information

Please provide your information so we can contact you for any missing information.

_____ Name	_____ Today's Date
_____ Organization	_____ Contact Phone Number

2. Patient's Information

_____ Patient Name	_____ Date of Birth	_____ Language Spoken
_____ Patient Contact Number	_____ SFHP ID (if applicable)	
_____ Chief Medical Condition		_____ ICD10 (if known)

3. Appointment Information

_____/_____/_____ Date of Appointment	_____ Time of Appointment	<u>am / pm</u> Length of Appointment
_____ Office Name/Doctor's Name		_____ Specialty
_____ Street Address	_____ Suite	
_____ City	_____ State	_____ Zip Code
_____ Office Phone Number		

4. Interpretation Service Information (select one)

<input type="checkbox"/> Over the Phone (_____) _____ Phone number to connect to interpreter if different from office phone number	<input type="checkbox"/> In-Person Sign Language*	<input type="checkbox"/> In Person* (Currently only available in Cantonese & Mandarin)
*Please make sure to provide office address		

NEMS PHARMACY SPECIALTY DRUG LIST

List of North East Medical Services Pharmacy's specialty medications.

NEMS Pharmacy is able to dispense the specialty drugs on this list to NEMS Medical Group members receiving primary care at NEMS clinics. Medications marked with an (*) must be obtained at SFHP's contracted specialty pharmacy, US Bioservices.

For questions regarding NEMS Pharmacy, please call NEMS at 415-391-9686.

The specialty drug list is current as of 8/18/2017.

NEMS Pharmacy Specialty Drug List

Actemra® (Tocilizumab)	Enbrel® (Etanercept)	Humatrope CRT® (Somatropin)
Adcirca® (Tadalafil)	Epclusa® (Sofosbuvir/Velpatasvir)¥	Humatrope® (Somatropin)
Afinitor® (Everolimus)	Erivedge® (Vismodegib)	Humira® (Adalimumab)
Alecensa® (Alectinib HCL)	Etopophos® (Etoposide Phosphate)	Hycamtin® (Topotecan HCL)
Alkeran® (Melphalan)	Etoposide	Ibrance® (Palbociclib)
Aranesp® (Darbepoetin Alfa)	Extavia® (Interferon Beta-1b)	Inlyta® (Axitinib)
Arixtra® (Fondaparinux)	Fabrazyme® (Agalsidase Beta)	Intron A® (Interferon Alfa-2b, Recomb.)
Avonex PEN® (Interferon Beta-1a)	Fareston® (Toremifene Citrate)	Invega® (Paliperidone)
Avonex PFS® (Interferon Beta-1a/Albumin)	Farydak® (Panobinostat Lactate)	Jadenu® (Deferasirox)
Avonex SDV® (Interferon Beta-1a)	Firazyr® (Icatibant Acetate)	Jakafi® (Ruxolitinib Phosphate)
Avonex® (Interferon Beta-1a)	Firmagon® (Degarelix Acetate)	Kineret® (Anakinra)
Betaseron® (Interferon Beta-1b)	Follistim AQ® (Follitropin Beta, Recomb)	Lupron Depot® (Leuprolide Acetate)
Bethkis® (Tobramycin)	Fondaparinux	Lysodren® (Mitotane)
Bexarotene	Forteo® (Teriparatide)	Makena® (hydroxyprogesterone)
Bosulif® (Bosutinib)	Fragmin (Dalteparin)	Mekinist® (Trametinib Dimethyl Sulfoxide)
Bravelle® (Urofollitropin)	Ganirelix® (Ganirelix Acetate)	Menopur® (Menotropins)
Capecitabine	Genotropin® (Somatropin)	Mesnex® (Mesna)
Casodex® (Bicalutamide)	Gilenya® (Fingolimod)	Mozobil® (Plerixafor)
Cimzia® (Certolizumab Pegol)	Glatopa® (Glatiramer acetate injection)	Nexavar® (Sorafenib)
Copaxone® (Glatiramer Acetate)	Gleevec® (Imatinib)	Neulasta® (Pegfilgrastim)
Cosentyx® (Secukinumab)	Gonal® (Follitropin Alfa, Recomb)	Neupogen® (Filgrastim)
Daklinza® (Daclatasvir)	Granix® (Tbo-Filgrastim)	Norditropin Flexpro® (Somatropin)
Dificid® (Fidaxomicin)	Harvoni® (ledipasvir and /sofosbuvir)	Norditropin Nordiflex® (Somatropin)
Edurant® (Rilpivirine HCL)	Herceptin® (Trastuzumab)	Norditropin® (Somatropin)
Eligard® (Leuprolide Acetate)	Hexalen® (Aletretamine)	Novarel® (Chorionic Gonadotropin, Human)
Emcyt® (Estramustine Phosphate Sodium)	Humatrope CMB® (Somatropin)	



Nutropin® (Somatropin)
Olysio® (Simeprevir)
Omnitrope CRTG® (Somatropin)
Omnitrope DIL® (Somatropin)
Omnitrope® (Somatropin)
Opdivo (IV INJ)® (Nivolumab)
Opdivo® (Nivolumab)
Orencia® (Abatacept)
Otezla® (Apremilast)
Otrexup® (Methotrexate/Pf)
Ovidrel® (Choriogonadotropin Alfa)
Peg Intron Redi-Pen® (Peginterferon Alfa-2b)
Peg Intron® (Peginterferon Alfa-2b)
Pegasys® (Peginterferon Alfa-2a)
Pegasys Proclick® (Peginterferon Alfa-2a)
Perjeta® (Pertuzumab)
Pomalyst® (Pomalidomide)
Pregnyl® (Chorionic Gonadotropin, Human)
Prialt® (Ziconotide Acetate)
Procrit® (Epoetin Alfa)
Prolia® (Denosumab)
Promacta® (Eltrombopag Olamine)
Pulmozyme® (Dornase Alfa)
Rebif Titration Pack® (Interferon Beta-1a/Albumin)
Rebif® (Interferon Beta-1a)
Repatha® (Evolocumab)
Revlimid® (Lenalidomide)
Ribapak® (Ribavirin)
Ribasphere® (Ribavirin)
Saizen® (Somatropin)
Sandostatin® (Octreotide Acetate)
Sensipar® (Cinacalcet HCL)
Serostim® (Somatropin)
Simponi® (Golimumab)
Somatuline® (Lanreotide Acetate)
Sovaldi® (Sofosbuvir)
Sprycel® (Dasatinib)
Stelara® (Ustekinumab)
Stivarga® (Regorafenib)
Supprelin® (Histrelin AC)
Sutent® (Sunitinib Malate)

Sylatron® (Peginterferon Alfa-2b)
Sylvant® (Siltuximab)
Synarel® (Nafarelin Acetate)
Synribo® (Omacetaxine Mepesuccinate)
Tafinlar® (Dabrafenib Mesylate)
Tarceva® (Erlotinib)
Targretin® (Bexarotene)
Tasigna® (Nilotinib)
Taxotere® (Docetaxel)
Technivie® (Ombitasvir, paritaprevir and ritonavir)
Tetrabenazine® (Tetrabenazine)
Tev-Tropin® (Somatropin)
Thalomid® (Thalidomide)
Tobramycin
Torisel® (Temsilolimus)
Tykerb® (Lapatinib)
Tysabri® (Natalizumab)
Valstar® (Valrubicin)
Vantas® (Histrelin Acetate)
Vitreolis® (Boceprevir)
Vidaza® (Azacitidine)
Viekira Pak® (ombitasvir, paritaprevir, ritonavir, and dasabuvir)
Votrient® (Pazopanib HCL)
Xalkori® (Crizotinib)
Xeljanz® (Tofacitinib Citrate)
Xeloda® (Capecitabine)
Xolair® (Omalizumab)
Xtandi® (Enzalutamide)
Zelboraf® (Vemurafenib)
Zepatier™ (Elbasvir and Grazoprevir)
Zolinza® (Vorinostat)
Zorbitive® (Somatropin)
Zykadia® (Ceritinib)
Zytiga® (Abiraterone Acetate)

Specialty Drugs Restricted to US Bioservices:

Ampyra® (Dalfampridine)*
Cerdelga® (Eliglustat Tartrate)*
Exjade® (Deferasirox)*
Iclusig® (Ponatinib HCL)*
Incivek® (Telaprevir)*
Increlex® (Mecasermin)*
Juxtapid® (Lomitapide Mesylate)*
Kalbitor® (Ecallantide)*
Matulane® (Procarbazine HCL)*
Somavert® (Pegvisomant)*
Tecfidera® (Dimethyl Fumarate)*

NEMS MSO Phone Numbers

MSO Main Phone Number: 415-352-5186

Option 1	Utilization Management	
Option 2	Claims	
Option 3	Provider Relations	
Option 4	All Other MSO Inquiries	
Secured Provider Portal URL	https://eznet.nems.org	
Referrals and Authorizations	Phone: 415-352-5045 Fax: 415-398-2895	
Claim Payments and Payment Disputes	Fax: 866-930-2290	
Provider Relations Fax: 415-233-4892	Carin Szeto	Phone: 415-352-5042 carin.szeto@nems.org
	Tina Lam	Phone: 415-352-5027 Tina.lam@nems.org
	Raymond Wu	Phone: 415-352-5044 raymond.wu@nems.org
MSO Provider Portal Account Setup EDI Claims Submission Inquiries	Wendy Miao	Phone: 415-352-5041 wendy.miao@nems.org
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