

We hope you are finding our weekly MRA Tips helpful. We believe that in utilizing these tips you will provide your patients with the best care. If, as our provider, you wish to request these tips or have any changes to your distribution list, please contact Lisa at lmartino@primecarellc.com.

IMPORTANT INFORMATION:

- Freedom/Optimum are switching from Quest to LabCorp effective 3/1/2020.
- Billing and EDI settings should be checked monthly. When updates are done, sometimes they go back to default.
- For 2020 BMI for HEDIS will be featured as a Displayed measure and the \$ 10.00 HEDIS incentive will no longer be in place for BMI.
- Effective **1/01/2020**, Freedom and Optimum Health Plans are transitioning to a new Pharmacy Benefit Manager (PBM), **IngenioRx (for Mail Order Only)** to process your pharmacy claims. IngenioRx can assist 24/7 with all your pharmacy claims processing questions:
Freedom Health 1-833-272-9772 (TTY:711)
Optimum HealthCare 1-833-272-9773 (TTY:711)
- To prevent any issues with processing part D claims, it is important that all providers update their records with the current benefit information and remind patients to provide the pharmacy their new ID cards.

Laughter is good for your health!

- "Doctor, there's a patient on line 1 that says he's invisible" "Well, tell him I can't see him right now."*
- Doctor's office: All our records are electronic, now just fill out these 12 forms.*
- The doctor told his patient to stop using a Q-tip, but it went in one ear and out the other.*
- Doctor: "Sir, I'm afraid your DNA is backwards." Me: "And?"*
- Why is a doctor always calm? Because it has a lot of patients.*

Please find this important information regarding Ultimate's Acupuncturist and Therapeutic Massage Coverage. Please share with your staff and remember you can access the Online Provider Directory for updates and practitioners at www.chooseultimate.com

Acupuncture

- 6 visits every year with an in-network provider
- \$10 / \$20 **copay depending on plan** (contact Provider Services for more details at 888-657-4171)
- **No authorization required, however referral is required**
- May not be combined with Chiropractic or Alternative Therapies Benefit
- **Not included with the following plans**
 - 013-4 Elite by Ultimate (**Citrus County**)
 - 014-2 Premier Plus by Ultimate (**Citrus County**)

Therapeutic Massage

- Up to 4 sessions furnished by a state licensed massage therapist within our network
- \$10 / \$20 **copay depending on plan** (contact Provider Services for more details at 888-657-4171)
- **No authorization required, however referral is required**
- Massage must be referred by a physician or medical professional as defined by the plan, and be health related
- **Not included with the following plans**
 - 013-4 Elite by Ultimate (**Citrus County**)
 - 014-2 Premier Plus by Ultimate (**Citrus County**)

Citrus	Pasco
Advantage Care by Ultimate (HMO C-SNP) 021	Advantage Care by Ultimate (HMO C-SNP) 019-2
Elite by Ultimate (HMO) 013-4	Elite by Ultimate (HMO) 013-3
Premier Plus by Ultimate (HMO) 014-2	Premier Plus by Ultimate (HMO) 014-1
Hernando	Pinellas
Advantage Care by Ultimate (HMO C-SNP) 019-1	Acclaim by Ultimate (HMO) 011
Premier by Ultimate (HMO) 001	Acclaim Plus by Ultimate (HMO) 012
Premier Plus by Ultimate (HMO) 014-1	
Marion	Sumter
Ascend Plus by Ultimate (HMO) 016	Ascend Plus by Ultimate (HMO) 018

As an attachment to this newsletter please find Freedom and Optimum IngenioRx Information, Ultimate Health Plans Quick Reference Guide January 2020 and Ultimate's Acupuncture and Therapeutic Massage Providers List.