

Specialty Provider Quick Reference Guide



The Specialty Provider agrees to partner with the Participant's PCP to deliver care. **Some Key roles of the Specialty Provider include:**

- Rendering services requested by the PCP.
- Confirming member eligibility and benefit level prior to rendering services.
- Communicating with the PCP regarding medical findings in writing.
- Providing the PCP with medical findings in writing (e.g., consult reports and other appropriate records) within **five (5) business days**.
- Obtaining authorization if needed before providing services.
- Maintain the confidentiality of medical information.
- Allow PHW direct access (not via vendor) to medical records for the purpose of data collection initiatives, such as HEDIS and other contractual, regulatory, or other programs.
- Conduct affirmative outreach whenever a Participant misses an appointment and to document this in the medical record. An effort will be considered reasonable if it includes three (3) attempts to contact the Participant.
- Identifying Participant needs while scheduling an appointment (e.g., wheelchair and interpretive linguistic needs, non-compliant individuals, or those people with cognitive impairments)



Specialists as PCPs

Participants with disabling conditions or chronic illnesses may request that their PCP be a Specialist. The Specialist serving as a PCP must agree to provide or arrange for all primary care, including routine preventive care, and provide specialty medical services consistent with the participant's disabling condition, chronic illness, or special healthcare needs in accordance with the PCP responsibilities included in the Provider Manual.

Meeting appointment accessibility standards

Are your patients able to obtain services when they are needed?

PHW monitors the availability of our network practitioners. Availability is key to participant care and treatment outcomes. We monitor compliance with these standards annually and use the results of monitoring to ensure adequate appointment availability and reduce the unnecessary use of emergency rooms. PHW follows the accessibility requirements set forth by applicable regulatory and accrediting agencies.

Specialists	Timeframe
Emergency Medical Condition	Immediate upon referral
Urgent Medical Condition	Within twenty-four (24) hours of referral
Routine Care	Within thirty (30) calendar days for all specialty Provider types

Primary Care Provider, Maternity, and Specialist	Office Wait Times
Walk-in	Within two (2) hours or schedule an appointment within the standards of appointment availability
Previously scheduled appointment	Within one (1) hour of appointment
Life-threatening emergency	Immediate

Please review the complete appointment availability standards in the Provider Manual: <https://www.PAHealthWellness.com/Providers/Resources/Forms-Resources.html>

24-Hour Access

PHW Physicians are required to maintain sufficient access to facilities and personnel to provide covered physician services and shall ensure that such services are accessible to Participants as needed 24 hours a day, 365 days a year. A Provider's office phone must be answered during normal business hours. During after-hours, a Provider must have arrangements for one of the following:

- Access to a covering physician
- An answering service
- Triage service
- A voice message that provides a second phone number that is answered
- Any recorded message must be provided in English and Spanish, if the Provider's practice includes a high population of Spanish speaking Participants.

Referrals

Most visits to specialists do not require a prior authorization. While most specialists will require a written referral from the member's PCP, it is not required for the claim to be reimbursed by PHW. Specialists may elect to limit their practice to established patients only upon request to Provider Services.

PHW Providers must verify Participant eligibility before every service is rendered. Use one of the following methods:

- 1** Pennsylvania's **PROMISE™ Eligibility Verification System (EVS)**. (PROMISE™ Internet or by telephone 800-766-5387).
- 2** Log on to our **Secure Provider Web Portal** at www.pahealthwellness.com.
- 3** Call our automated participant eligibility IVR system: 1-844-626-6813.
- 4** Call **PHW Provider Services**: 1-866-626-6813.



Update your Physician's information: PHWProviderData@PAHealthWellness.com
 Reach Provider Relations: PHWProviderRelations@PAHealthWellness.com
 Provider Services/24-7 Nurse Advice Line: 1-844-626-6813 (TTY:711)