

HPSM Provider Notice Important Notification

Date: December 29, 2011

To: Hospital Providers

Subject: MCE Emergency Room Services Reimbursement

Effective July 1, 2011 Health Plan of San Mateo (HPSM) became the third party administrator for San Mateo County's Medicaid Coverage Expansion (MCE) program. This notification serves to inform you on how to obtain reimbursement for Emergency Room services and post-stabilization of care for MCE participants.

HPSM will pay for medically necessary emergency services provided in the United States, District of Columbia, Puerto Rico, the Virgin Islands, Guam, the Northern Mariana Islands, and American Samoa that would be covered under Medicaid/Medi-Cal plans that are furnished by out-of-network providers to MCE enrollees, if they are provided in a hospital emergency room for an emergency medical condition.

"Emergency services" are covered inpatient and outpatient services that are furnished by a provider that is qualified to furnish these services under the Medicaid/Medi-Cal program and are needed to evaluate or stabilize an emergency medical condition. HPSM will pay for both the institutional and professional components of the services. Providers who are not qualified to participate in Medicaid/Medi-Cal are not eligible for reimbursement for services provided to MCE participants.

- Emergency outpatient services must be provided in a state-licensed, hospital-based emergency room.
- Payment will extend to emergency services rendered in the inpatient hospital setting, if the encounter originated in the emergency room and inpatient services are necessary to stabilize the patient.
- Prescription drugs and pharmaceutical services provided by out-of network pharmacies will be covered for a three (3) day supply if the drugs are prescribed in a hospital emergency room for an emergency medical condition.

Process

Payment to providers is contingent upon notification to HPSM within 24 hours of the emergency department service or emergency department admission:

- Hospital representatives calling about an emergency room service or a post-stabilization of care admission for a MCE participant must fax notification to HPSM's Health Services department at 650-829-2021 within 24 hours of the service.

- To receive reimbursement for an emergency room service, please fax the emergency room registration sheet that includes the MCE participant's name, ID number, date of birth, time of emergency room service and name of your hospital, telephone number and your NPI (if available).
- If you are admitting the MCE participant for post-stabilization of care, you must fax the admitting face sheet to 650-829-2021 within 24 hours of admission to receive reimbursement for after-hours care. HPSM will require an authorization extension and continue stay review on the first business day immediately following the admission. Hospital representatives may call HPSM Health Services at 650-616-2070 during regular business hours to establish continued authorization.
- If the MCE participant is stable for transfer, please send HPSM notification via fax to 650-829-2021 AND call the San Mateo Medical Center Admission's department at (650) 573-2657 for transfer. Hospital representatives should also note on their notification to HPSM, the date and time San Mateo Medical Center was contacted to initiate a hospital to hospital transfer.

If you have any questions about this notification or for more information on the San Mateo County MCE Program, please contact HPSM's Provider Services Department at 650-616-2106.