



# Provider Information

## WHA INFORMATION SOURCES

### WHA Website

The provider side of the WHA website contains copies of WHA policies/procedures, our Clinical Practice Guidelines, Preventive Health Guidelines, the Provider Manual and other information relevant to practitioners. The website can be accessed at [www.westernhealth.com](http://www.westernhealth.com). Click “Provider” on the left navigation bar to access the provider side of the website.

### WHA’s Provider Manual

Your medical group has a copy of WHA’s current Provider Manual and it can also be found on the provider side of the WHA website. The Provider Manual contains information about the operations of the Health Plan, WHA’s policies/procedures and other information you may need to utilize on a daily basis.

### WHA’s Physician Newsletter “The Provider Insider”

The newsletter is distributed quarterly by mail to WHA providers. “The Provider Insider” contains information to assist you in meeting regulatory and accreditation requirements, general articles on current medical practices, and updates from our Pharmacy and Therapeutics committee. Copies of the newsletter are also available on the provider side of the WHA website.

### WHA Member Services Department

If you need additional information or clarification on a subject you can contact WHA’s Member Services Department by calling (916) 563-2250 or (888) 563-2250. They will assist you in obtaining information or direct you to the appropriate party.

## UTILIZATION MANAGEMENT

WHA delegates utilization management and case management functions to their contracted medical groups/IPAs. Excluded from the UM delegation agreements are the management of both member and provider appeals both of which are managed by the Health Plan.

### UM Criteria and UM Decisions

A copy of WHA’s current UM criteria can be obtained from your medical group’s UM Department or WHA’s Medical Management Department by calling (916) 563-3180. The criteria, plan benefits, the individual’s circumstances and the appropriateness of the care or service being requested are taken into consideration when making UM decisions. Denials made by WHA, or its contracted medical groups/IPAs, are never linked to financial incentives or compensation to the person(s) conducting the review so as not to encourage decisions that might result in underutilization. To ensure consistency, review decisions are evaluated annually. If you have questions about the criteria you may e-mail WHA’s Chief Medical Officer at [d.hufford@westernhealth.com](mailto:d.hufford@westernhealth.com).

### UM Physician to Physician Communication

Network medical groups/IPAs, are required to have 24 hr/7day/week access to a physician to address UM decisions. During business hours, Monday thru Friday, 8am-5pm, WHA's physician reviewers are available to discuss denial or appeal decisions with providers. To discuss a decision that was made by WHA, please contact WHA's Chief Medical Officer by calling (916) 563-3180 or (888) 227-5942. After business hours WHA maintains a toll-free number (888-563-2250) and fax and email capability for accepting incoming messages. Follow-up of after-hours contacts will occur the next business day after the message was received. WHA's Member Services Department may also be contacted regarding UM issues by calling (916) 563-2250 or (888) 563-2250.

### Medical Treatment Decisions/Member Participation

Practitioners may freely communicate with their patients about the treatment options available to them, including medication treatment options, regardless of the member's benefit coverage and limitations. Members have the right to participate fully in all decisions around appropriate and medically necessary treatment regardless of cost or benefit coverage limitations. This includes discussion of all risks, benefits, and consequences of treatment or non-treatment, and the opportunity to refuse treatment and express preferences about future treatment decisions.

### Case Management

Both routine and complex case management services are available to WHA members. These functions have been delegated to WHA's contracted medical groups/IPAs. Contact your group's UM staff for information on referring a member into those services.

## **CREDENTIALING/RE-CREDENTIALING**

WHA has also delegated credentialing/recredentialing functions to their contracted medical groups/IPAs.

### Practitioner Rights

WHA does not make credentialing/recredentialing decisions based solely on an applicant's race, ethnic/national identity, gender, age, sexual orientation or the types of procedures (i.e., abortions) or patients (i.e. Medicaid) in which the practitioner specializes. The following rights are afforded to all practitioners undergoing credentialing/recredentialing:

- The right to review information submitted to support your credentialing/recredentialing application.
- The right to correct erroneous information in your credentialing file.
- The right to be informed of the status of your credentialing/recredentialing application at your request.

If you feel that you have been discriminated against during the credentialing/recredentialing process, you may contact WHA's Medical Management Department at (916) 563-3180 or (888) 227-5942. If you want to review your credentialing information, correct erroneous information or check on the status of your credentialing/recredentialing application, please contact your medical group.

### Right to a Fair Hearing

A provider who has received notice of an adverse action against themselves may request a hearing within 30 days receipt of such notice. If you have any questions regarding the credentialing/recredentialing process contact your medical group.

## **MEDICAL RECORD and OFFICE SITE CRITERIA**

WHA has delegated medical record documentation and record-keeping functions to their contracted medical groups/IPAs.

### *Medical Record Standards*

The standards for medical record documentation and medical record-keeping are included in this packet. Passing score for these standards is 90%. Both your medical group/IPA and WHA conduct medical record audits to assess the level of compliance to these standards.

### *Medical Office Site Criteria*

Medical office sites are monitored for physical accessibility, physical appearance and the adequacy of waiting and examining room space by WHA's delegated medical groups at the time of credentialing/recredentialing. If WHA receives  $\geq 3$  member complaints related to any of these areas against a practitioner in a rolling 12 month period, an additional site visit will be conducted and the practitioner may need to complete a corrective action plan.

## **HEALTH PROMOTION and DISEASE MANAGEMENT**

### *Disease Management (DM)*

WHA has diabetes, asthma and cardiovascular disease management programs. Three times per year WHA's "Health Promotion and Disease Management Provider Packet" is mailed to new practitioners. After reviewing the information in the packet you will have a better understanding of how WHA's DM and health promotion programs can assist both you and your patient in managing their chronic conditions.

### *Preventive Health and Clinical Practice Guidelines (PHG and CPG)*

WHA's Preventive Health Guidelines are included in this packet. Copies of the PHGs and CPGs are also posted on WHA's website. Feedback on our guidelines is always welcome and can be directed to our Chief Medical Officer at [d.hufford@westernhealth.com](mailto:d.hufford@westernhealth.com).

### *Wellness & Interactive Health Tools*

If you check the WHA website you will find a link to *Healthyroads*, WHA's health risk assessment tool and the related consumer health tools. This program is open to all WHA members (exceptions are Medicare and UC employees) and we hope you will encourage your patients to take advantage of the tools available to them as they pursue a healthy lifestyle.

## **PHARMACEUTICAL MANAGEMENT PROCEDURES**

WHA's pharmaceutical management procedures can be found on the provider side of the WHA website in the policy/procedure section and in the online Provider Manual. WHA's Preferred Drug List is also on the WHA website. If you have questions about pharmaceutical management procedures you may e-mail WHA's Chief Medical Officer at [d.hufford@westernhealth.com](mailto:d.hufford@westernhealth.com) or contact WHA's Pharmacist at (916) 563-2273.

## **PROVIDER DISPUTE RESOLUTION**

Provider disputes (appeals) are managed by WHA and must be submitted in writing to WHA's Claims Department with the provider's name, identification number and contact information. Information on

WHA's Provider Dispute Resolution process can be found in the policy section on the provider side of the WHA website and in the online Provider Manual.