

## Provider resources and reminders

### Provider phone line available 8 a.m. to 6 p.m.

If you can't find your answer on the provider portal, Security Health Plan has staff available to take your calls during business hours, 8 a.m. to 6 p.m. Please call our provider assistance line at **1-800-548-1224 (TTY 711)**.

There are times when leaving a voicemail may be necessary. We will return your call within 24 business hours; please allow 24 hours before calling Security Health Plan again. Please avoid making multiple phone calls regarding the same issue. This practice may delay our response time for all.

To help us provide you with efficient service, please provide the following information:

- Your name
- The name of your office or clinic (including location, if more than one exists)
- Reason for your call: member benefits, member eligibility, claim status, etc.
- Member name or ID number, if in regard to benefits or eligibility
- Claim number, if in regard to a claim

### Quality matters to us

Thank you for working with us to keep improving our programs and services for our members, your patients. To find out more about our quality improvement efforts, visit [www.securityhealth.org/quality](http://www.securityhealth.org/quality).

### Applying patient coverage

When you and your patients ask Security Health Plan to cover certain medical services, we go through a rigorous review process to ensure our members' coverage is applied correctly.

Security Health Plan does not reward providers or other individuals for denying coverage. Security Health Plan also does not make decisions regarding hiring, promoting or terminating individuals based upon the likelihood, or perceived likelihood, that the individual will support, or tend to support, the denial of benefits.

Providers are not encouraged to or financially rewarded for making decisions that result in providing members with fewer medical services. If you have questions about our decision-making policies or would like to receive a copy of the criteria used to make coverage decisions, please call Customer Service at **1-800-472-2363 (TTY 711)**.

## Get monthly formulary updates

Security Health Plan updates its interactive formulary to reflect changes prior to the fifth business day of each month. The Security Health Plan website also contains important information regarding covered medications, tier levels, prior authorization, quantity limits, generic substitution and step therapy. Providers are encouraged to review the Security Health Plan website on a regular basis for the most recent updates. To learn more, visit [www.securityhealth.org/prescriptiontools](http://www.securityhealth.org/prescriptiontools).

## Provider credentialing: Your right to review

Any provider has the right to review his or her credentials record in person at the Credentialing Office during normal business hours. The Credentialing Office is located on the main Marshfield Clinic campus near Urgent Care at 1000 North Oak Avenue, Marshfield, WI 54449. Providers must notify the Credentialing Office of their desire to review their materials at least one business day in advance. Providers also have the right to request a copy of the materials regarding the provider contained in our electronic database.

The provider will not be allowed to review any information that is peer-review-protected – including, but not limited to: references, peer review, quality of care reports and National Provider Data Bank (NPDB) results. Although materials may not be removed or altered (except for factual errors and then only by the Credentialing Office), providers may, at their discretion, write statements of correction or clarification that will also be kept in their credentials record.

## Your patients' rights

Patient care involves patient rights and responsibilities. For example, did you know your Security Health Plan patients have the right to *know about all treatment choices that are recommended for their condition(s), including the right to request a second opinion, no matter what they cost or whether they are covered by Security Health Plan?* And the responsibility to *act in a way that supports the care given to other patients and helps the smooth running of their doctor's office, hospitals and other offices?*

You can view a copy of Security Health Plan patients' rights and responsibilities in the online Provider Manual ([www.securityhealth.org/provider-manual](http://www.securityhealth.org/provider-manual)) by product line, under "Member Information," then "Member Rights and Responsibilities."

## Hours of availability

Remember, the hours of availability your practice offers to Medicaid patients must be no less than those offered to commercial patients.