



## Experience Health Medicare Advantage<sup>SM</sup> (HMO) 2020 Provider Resource Guide

The purpose of this guide is to share helpful resources needed to address frequently requested information from providers who have contracted with Blue Cross NC to serve Experience Health members.

Page | 1

### **WHO IS EXPERIENCE HEALTH**

Experience Health is a new and innovative health insurance company that is jointly owned by Duke University Health System and Blue Cross NC. This independent, local health plan is in Durham, N.C. and is offering a Medicare Advantage HMO product in 2020 to residents in eight Triangle counties.

### **THE EXPERIENCE HEALTH DIFFERENCE**

Experience Health was designed with the help of local doctors who understand the needs of today's seniors, including the critical foundation of a strong primary care physician (PCP) / patient relationship. The Company was founded on the premise that the health care experience can be improved for patients **and** for providers. Experience Health is committed to working collaboratively with providers as partners; listening to and valuing your perspective as we collectively focus on serving our shared members/patients.

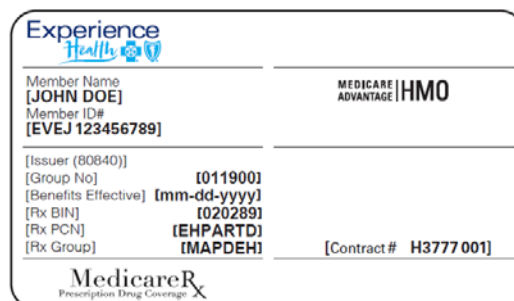
### **HELPFUL INFORMATION FOR EXPERIENCE HEALTH PROVIDERS**

The provider network offered by Experience Health is considered a limited or narrow network that has been established through provider contracts with Blue Cross NC. Many of the processes that providers use today to work with Blue Cross NC will remain the same with Experience Health.

#### **1. Recognizing Experience Health Members**

Experience Health members will reside in the CMS-approved service area counties of Durham, Franklin, Granville, Lee, Orange, Person, Vance, or Wake, North Carolina. The Experience Health Member ID card is attached here for reference:

Experience Health  
Member ID Card  
(front)



Experience Health's



- Contract and Plan Number **H3777-001**
- Alpha Prefix **EVE**
- Plan Name **Experience Health Medicare Advantage (HMO)**
- Plan Type **MA-PD**

**2. Experience Health has been designed to lower barriers to Members receiving care and to provide support they need**

**a. We have built a model that reinforces the importance of the Primary Care Provider relationship with Members and the coordination of care across Providers**

- \$0 copay for Primary Care visits
- Patients are required to choose and use a participating PCP to guide their care
- Patients must get referrals from their PCP before receiving care from other participating providers (exception: emergency, urgent care and behavioral health visits do not require a referral).
- In order to be paid for a referred service, the servicing provider must ensure that a referral from the PCP has been submitted to Experience Health.

**b. We offer a personalized and enhanced Member experience through our “Care Support” Services**

- “Care Support” services are designed to support patients who have chronic, emerging or otherwise complex medical conditions.
- “Care Support” team members consist of nurses, pharmacists, social workers, care coordinators, behavioral health specialists, dietitians, occupational therapists and health educators.
- “Care Support” services **are not** a replacement for the patient/physician relationship. Instead, “Care Support” has been designed to support the PCP and the patient between office visits, always maintaining contact with the PCP to ensure that the care plan and supportive services meet with the PCP’s expectations.
- We encourage you to identify and refer individuals to our “Care Support” team.

**c. We designed a wide range of benefits aimed at member cost predictability, affordability, encouraging necessary care, and much more**

- **Primary Care** - \$0 copay to remove barriers to patients receiving the care they need
- **Formulary** - Experience Health has a six-tier formulary administered by Prime Therapeutics with many \$0 and low-cost options. Tier 1 (Preferred Generic) and Tier 6 (Select Care Drugs) are at a \$0 copay. Tier 2 (Generic) is at a \$5 copay. Tiers



1, 2, and 6 do not apply to the \$150 drug deductible. You can locate the complete formulary at [ExperienceHealthNC.com/helpful-resources/downloads](http://ExperienceHealthNC.com/helpful-resources/downloads)

- **Pharmacy Network** - Experience Health has a defined network of participating pharmacies, which includes CVS, Target (CVS), Publix and many independent pharmacies across the eight-county service area. Patients who currently have prescriptions with non-participating pharmacies will need to transition those prescriptions to a participating pharmacy. You can locate the Experience Health network of pharmacies at [ExperienceHealthNC.com/helpful-resources/downloads](http://ExperienceHealthNC.com/helpful-resources/downloads)
- **Wide Range of Benefits** – You can locate the Experience Health Summary of Benefits at [ExperienceHealthNC.com/helpful-resources/downloads](http://ExperienceHealthNC.com/helpful-resources/downloads)

### 3. Provider Quick Reference

- Checking Eligibility – Visit [Blue e](#) or contact Provider Services at 1-877-397-4584
- Submitting Claims – For fastest claims processing, file electronically through EDI. Paper claims should be mailed to PO Box 17509, Winston-Salem, NC 27116-7509
- Verifying Status of Claims – Visit [Blue e](#) or contact Provider Services at 1-877-397-4584
- Submitting Referrals for Specialist Care – Fax the [Specialist Referral form](#) to 919-765-7508. Specialists Referrals must be submitted by the Member’s PCP, for a participating Specialist in the Experience Health Network. Refer to Chapter 11, section 3.2 in the Experience Health Provider Administrative Manual for more information.
- Prior Authorizations: For Medical prior authorizations, call 1-833-777-7394 (prompt 6 for Part C).
- Pharmacy: Prior Drug exception requests, call 1-833-777-7394 (prompt 5 for Part C).

### 4. Key Resources

Resource	Contact Information
<b>Provider Support</b>	Call: <b>1-877-397-4584 (TTY: 711)</b> ; Available: 8:00 am – 6:00 pm EST, M-F Fax: 1-919-765-3940 Mail: PO Box 17509 Winston Salem, NC 27116 Website: <a href="#">Experience Health Provider Resource Page</a>
<b>Contact Us About:</b> Appeals, Benefits, Claim Payment, Claim Status, Claim Submissions, Explanation of Payment, Formulary, Grievances, Medical Records, Medical Policy, Member Eligibility, Prior Authorizations, Referrals, Technical Support	
<b>Pharmacy Resources</b>	Pharmacy Help Desk: 1-877-277-7893 • BIN: 020289

Resource	Contact Information
	<ul style="list-style-type: none"> <li>• PCN: EHPARTD</li> <li>• Rx Group: MAPDEH</li> </ul> <p>Alliance Rx (mail order) Phone: 1-877-277-5457  Alliance Rx (mail order) Fax: 1-800-332-9581  Customer Service: 1-833-777-7394</p>
<b>Contact Us About:</b> Appeals, Exceptions, Formulary, Medication Therapy Management Program, Participating Pharmacies, Prior Authorizations, Step Therapy	
Resource	Contact Information
<b>Member Customer Service</b>	Call: <b>1-833-777-7394 (TTY: 711)</b> ; Available: 8:00 am – 8:00 pm EST, M-F Mail: PO Box 17509, Winston Salem, NC 27116
<b>Contact Us About:</b> Enrollment Questions, Benefits, Claim Status, Member Eligibility, Multi-language Interpreter Services, Prior Authorizations, Referrals	
Resource	Contact Information
<b>Special Investigations Unit – Fraud, Waste and Abuse</b>	Call: 1-844-397-4584 (24 hours a day, 7 days a week) Website: ExperienceHealthNC.com
<b>Contact Us About:</b> <a href="#">Reporting Suspected or Known Misconduct or Misuse</a>	
Resource	Contact Information
<b>Civil Rights</b>	Call: 1-833-777-7394 (TTY: 711) Fax: 1-919-287-5613 Mail: P.O. Box 52382, Durham, NC 27717 Email: <a href="mailto:civilrightscoordinator@experiencehealthnc.com">civilrightscoordinator@experiencehealthnc.com</a> Website: ExperienceHealthNC.com
<b>Contact Us About:</b> <a href="#">Reporting Civil Rights Concerns</a>	
Resource	Contact Information
<b>Ethics and Compliance Hotline</b>	Call: 1-888-247-4075
<b>Contact Us About:</b> Reporting Suspected or Known Misconduct anonymously, if desired	

**NOTE**



The Experience Health Provider Administrative Manual will be available by January 1, 2020. You can access the manual on the Experience Health Provider Resource Page by clicking “providers” on ExperienceHealthNC.com. The manual will contain detailed information about the above topics and more. In the interim, should you have any questions as your office prepares for Experience Health patients, please call Experience Health’s Provider Support at **1-877-397-4584**.

Page | 5

BLUE CROSS®, BLUE SHIELD®, the Cross and Shield Symbols and service marks are marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans. Experience Health is an independent licensee of the Blue Cross and Blue Shield Association, serving North Carolina.