



Provider Reference Manual CarePlus Medicare



Table of Contents

Authorizing Services	3
Peer to Peer	5
Level Assignments	6
Documentation	7
Reimbursement	8
Claims	9
Patient Responsibility	10
Member Services	11
Continuity of Care	12
Fraud, Waste, and Abuse and Compliance Training	13
Credentialing, Demographic Changes or Provider Terminations	14
Who is my TNFL Provider Representative?	15
Provider Trainings	16

Address:

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(305) 620-5973

Authorizing Services Medicare

Service Exclusions

Tertiary cases, School based Therapy, Hospital based and/or Inpatient Therapy, Home Health, Partial Day Rehabilitation, Spinal Cord Injuries, Non-traditional free-standing rehabilitation Therapy services including but not limited to hippo therapy, art therapy, music therapy, vision therapy, aquatic therapy, ABA and cognitive therapy are not covered by TNFL. Our UM team will assist providers in referring any patients identified as such to the health plan for appropriate authorization and services.

All rendering providers MUST submit the following Three Critical Elements with the authorization request. Providers must submit via the Provider Web Portal at [mytnfl.com/hs1portal](https://www.mytnfl.com/hs1portal). However, fax is available as an emergency back up via TNFL fax at 1-855-410-0121.

1. Prescription or Referral Form (N/A for re-evaluations)
 - Evaluation;
 - New POC/evaluation must be signed by the treating Therapist;
 - Expired POC from the certification period that just ended must be signed by the treating Therapist and referring provider (physician/ARNP/P.A.).
2. POC with diagnosis signed/dated by the referring provider (physician/ARNP/P.A.) and/or Letter of Medical Necessity (LMN)
 - The Plan of Care must include the evaluation and the start and stop dates
 - The Plan of Care must include the Signature of the referring provider (physician/ARNP/P.A.) recorded on or after the recorded date of the treating therapist
 - The therapist that develops the POC must sign and date the document on the date it is completed. The therapist must sign and date the POC prior to the PCP's signature and date. The PCP may sign and date the POC on the same date the therapist signs and dates the POC.
3. Assessment Scores clearly denoted

CRITICALLY IMPORTANT: If any of the above elements are missing, TNFL will not be able to approve

the authorization request. Based on TNFL delegated responsibilities, the case will be referred to the health plan with recommendation for denial.

Failure to provide all required documentation could result in the delay of treatment of your patient. Retrospective requests will not be authorized.

Provider notification of authorization:

- Via the Provider Web Portal at <https://www.mytnfl.com/hs1portal>
- In addition, TNFL will fax the treating provider an authorization indicating the Level and the authorization period.
- Routine requests are completed within 14 days.
- Expedited/Urgent requests are completed within 72 hours.
 - > An expedited/urgent request is only warranted when applying the standard time (14 days) for making a determination could seriously jeopardize the enrollee's health, life, or ability to regain maximum function.
- Authorization requests received without the 4 Critical Elements will be referred to the health plan with recommendation for denial.

Request for an Upgrade of an Existing Authorization:

- TNFL will only issue authorizations for upgrades when a change in diagnosis or a change in test scores is submitted. (In rare clinical circumstances upgrades may be authorized without a change in either diagnosis or test scores.)
- Upgrades will not be authorized retrospectively (after the treatment period).
- The provider must submit the Upgrade request via fax to TNFL at 877-583-6440.

- The Upgrade Request must include the following:
- The completed TNFL Upgrade Request Form
- New POC, signed/dated by the referring provider (physician/ARNP/P.A.), in addition to the original Plan of Care.
- Change in Standardized Test Scores or
- Change in Medical Diagnosis
- Progress notes/daily notes from the last 3 visits
- Documented patient progress in metrics/quantitative data
- List all of the rendered DOS on the Upgrade Request Form

Review Process for an Upgrade Request:

TNFL will submit the Upgrade request to a clinician (a licensed therapist in the same discipline) for review.

- A.** If Approved:
- TNFL will modify the existing authorization to a higher level.
 - The provider will receive the authorization via facsimile with the Certification Number referencing the higher level.
- B.** If Not Approved:
- If medical necessity is not established based on the information received, a peer-to-peer consultation with a clinician is offered to the treating provider.
 - If after the peer-to-peer, a decision cannot be agreed upon, the request for an upgrade will be submitted to the Medical Director for review.

If the Medical Director is in agreement with the clinician, based on TNFL delegated responsibilities, the case will be referred to the health plan with recommendation for denial.

Requesting a New Authorization After the Authorization Period Has Ended:

If a member requires further therapy after the authorization period has expired, the provider may request another authorization, following the steps below:

- A.** Perform a re-evaluation of the patient to create a new POC with treating Therapist signature.
- New POC/evaluation must be signed by the treating Therapist.
 - Expired POC from the certification period that just ended must be signed by the treating Therapist and referring provider (physician/ARNP/P.A.).
- B.** Request an authorization via the Provider Web Portal

at mytnfl.com/hs1portal/ or via fax to TNFL at 1-855-410-0121.

- C.** Submit the 4 Critical Elements as stated on page 3 including the re-evaluation and the following 5th item
- D.** Documented patient progress in metrics/quantitative data in the form of a progress report, which demonstrates the patient's progress to date. The Report must include comprehensive quantitative data regarding ALL goals targeted for the previous authorization period as established in the POC.

Upon receipt of the information listed above, TNFL will review the submitted documentation. TNFL will issue a new authorization as indicated and a new authorization period begins.

Requesting Authorizations for Multiple Therapy Disciplines:

If a patient requires treatment for more than one type of therapy during the same treatment period, such as both Occupational and Speech Therapy, follow the steps outlined below:

1. Request two separate authorizations via the Provider Web Portal at mytnfl.com/hs1portal/ or via fax to TNFL at 1-855-410-0121.
2. All documentation requirements, including the 4 Critical Elements must be included for each discipline with each request.
3. All requests of this kind, for more than one therapy discipline, will be submitted to Clinicians for the review of medical necessity.

TNFL does not issue a separate episode level for symptoms or conditions associated with the main diagnosis. For example, for a therapy request for Status Post Total Knee Replacement, TNFL assigns a level according to date of surgery. Concurrent requests for pain, including back pain, gait, instability, muscle weakness, etc.; would be considered related to the main diagnosis, and TNFL will not issue a separate level.

Requesting Authorizations for Custom Hand Splints:

All treating providers MUST submit the Patient Splint Form. The form is located on the TNFL website www.mytnfl.com under provider resources. Providers must submit the form via fax to TNFL at 1-855-410-0121. Upon receipt of the authorization request an TNFL clinician will review the request and issue a Level.

Peer to Peer

You may request a Peer to Peer with our reviewing clinician if you do not agree with the level assigned in the authorization. The Peer to Peer must be requested within the same certification period.

Outcomes of Peer to Peer:

- A.** Approved - If after Peer to Peer, clinician agrees with Plan of Care, authorization is provided.
- B.** Provider agrees to withdraw current request and resubmit with documentation to support medical necessity.
- C.** Provider chooses NOT to withdraw the current request.
 - Provider refuses to accept the level issued. Case is referred to the Medical Director. If the Medical Director is in agreement with the clinician, and based on TNFL delegated responsibilities, the case will be referred to the health plan with recommendation for denial.

Level Assignments

Issuance of a Level:

Upon receipt of the authorization request an TNFL clinician will review the request and issue a Level based upon the diagnosis, Standardized Test Scores, MCG and clinical record. The levels are

Level 1 – Evaluation only/within normal limits;

Level 2 – Mild impairment level;

Level 3 – Moderate impairment level;

Level 4 – Severe impairment level;

Level 5 – Profound impairment level;

Tertiary cases, School based Therapy, Hospital based and/or Inpatient Therapy, Home Health, Partial Day Rehabilitation, Spinal Cord Injuries, Non-traditional free-standing rehabilitation Therapy services including but not limited to hippo therapy, art therapy, music therapy, vision therapy, aquatic therapy, ABA and cognitive therapy is covered by the health plan. Our UM team will assist providers in referring any patients identified as such to the health plan for appropriate authorization and services.

Impairment Levels

①

**Evaluation Only
(within normal limits)**

②

Mild

③

Moderate

④

Severe

⑤

Profound

Documentation

Plan of Care Documentation:

TNFL will not accept ranges from providers when indicating the following in the Plan of Care: number of visits, the duration of the visit, or the duration of the treatment.

- Acceptable examples
 - 2 visits per week
 - 30 mins per visit
 - 6 weeks of treatment
- Unacceptable examples
 - 1 – 2 visits per week
 - 30 mins – 60 mins per visit
 - 4 – 6 weeks of treatment

IMPORTANT:

All practitioner's signature must include their NPI, Credentials and date of signature as defined in Chapter 668, Part I, F.S. Please ensure that the referring provider's (physician/ARNP/P.A.) LMN, Prescription or Referral Form includes their NPI, Credentials and date of signature.

Case Scenarios:

When an TNFL clinician identifies a significant deviation in the Plan of Care from the range in number of visits according to the diagnosis, standardized test scores, Milliman Clinical Guidelines and clinical record reviewed, the provider will be contacted.



Documentation Tips

- Pertinent medical history, not just the treatment Diagnosis;
- Prior level of function, if applicable;
- Baseline information that is related to the goals;
- Level of overall impairment and severity of impairment;
- Specific level of skills for areas of concern;
- Short / Long term goals (Measurable and Functional);
- Updated goals as needed to demonstrate progress;
- Specific Frequency and Duration;
- Approved abbreviations;
- Is your document legible?;
- Did you document why there were missed visits or why goals were not achieved?;
- Does the therapist signature include their NPI, Credentials and Date of Signature?

Reimbursement

Case rate payments cover all services provided over a period of time and, therefore, will cover multiple dates of service. However, it is still necessary for a claim to be submitted for each date of service for a patient. Submittal of all claims allows TNFL to meet data reporting responsibilities to the health plan and regulatory entities, enables TNFL to give the Provider accurate reports and profiles and provides TNFL with information we need for internal monitoring and review.

Medicare

Providers are required to submit claim encounters for all services rendered, each and every visit and service are to be reported in the form of a claim to TNFL. This claim encounter ensures that the Plan's members are receiving therapy services as authorized by TNFL per the POC. TNFL uses this claim data, to pay claims to our providers, monitor adherence to the POC, but also to submit as encounters to our health plan partners. Our health plans are required to submit this same encounter data to the CMS program. CMS uses the encounter data to review and ensure that therapy services are delivered to the plan's Medicare members.

Payment of Levels:

Payment of Levels may result in a maximum of one (1) Level payment during the episode of care (60 days).

- After receipt of the first claim encounter after issuance of the level by TNFL the case rate will be paid to the rendering provider.

Payment of Level when Upgrade is approved:

- If TNFL approves an upgrade, the current level assigned will be increased.
- The level increase will be paid after receipt of the next claim encounter within the 60 day treatment period.
- Upgrades may not be applied retrospectively (after the 60 day treatment period has ended).

Reimbursement for Custom Hand Splints:

Reimbursement for Custom Hand Splints will require written authorization from TNFL and will be reimbursed according to Exhibit 1 of your Amendment and Plan Addendum.

Claims

Case rate payments cover all services provided over a period of time and, therefore, will cover multiple dates of service. However, it is still necessary for a claim to be submitted for each date of service for a patient. Submittal of all claims allows TNFL to meet data reporting responsibilities to the health plan and regulatory entities, enables TNFL to give the Provider accurate reports and profiles and provides TNFL with information we need for internal monitoring and review.

Claim Submission:

The preferred method of claims submission is through our Web Portal. Providers may use the HN1/HS1Web Portal (www.healthsystemone.com) to submit claims. The Web Portal provides your office the ability to check status of your submitted claims 24/7 regardless of the method of submission (paper, electronic, Web Portal entry). If you wish to sign up, please visit mytnfl.com/pwp to register for an account.

If your office prefers to submit claims electronically, please be advised that we are now receiving claims through our vendor Emdeon a.k.a Change Healthcare. Our Payer ID is 65062 for professional claims and 12k89 for institutional claims. It will be necessary for a provider to submit their electronic claim encounters to TNFL via this Payer ID. Emdeon will notify the providers if their electronic claims were accepted or if claims were rejected. Providers may contact Emdeon directly for submittal details.

As a Provider if you still prefer to submit via paper, please send CMS 1500 forms or other approved billing forms (i.e. UB-92) to:

Therapy Network of Florida
Claims Processing Center
P.O. Box 350590
Ft. Lauderdale, FL 33335-0590

For status of claims, please call Claims Customer Services at 877-372-1273. Please listen carefully to the voice prompts.

Claims Payment Adjustment:

All Medicare providers of TNFL have 365 days from the date of the EOP/EOB to request an adjustment for a processed claim. However, TNFL reserves the right to consider all requests received after the 365 days has expired. For your convenience you may call a Claims representative at 1-877-372-1273 to inquire about your processed claims and/or to request a claims adjustment.

Do Not Send Any Claims To The Health Plan:

Payments inadvertently made to the Provider's practice by the health plan for members assigned to TNFL are overpayments and have to be returned to them. Services are reimbursed as described in Attachment A and/ or the applicable Health Plan Addendum of your contract. Please note that failure to submit all claims data may also impact a provider's compensation under their TNFL agreement and is grounds for cause termination under the Agreement. To meet timely filing requirements, claims submitted for payment must be received within 3 months of the date of service. The allowable amount will be reduced by 50%, as noted in your contract, for claims received more than 3 months but less than six months from the date of service. Payment for all other claims received beyond 6 months from the date of service shall be deemed waived.

Timing of Claims Payment:

Our Claims Department processes claims as they are received. TNFL strictly adheres to state and federal claims processing guidelines for the Medicare line of business.

Provider Claim Complaint:

HN1 processes provider complaints concerning claims issues in accordance with s. 641.3155, F.S. HN1 allows providers sixty (60) days from the date of final determination of the primary payer to file a written complaint for claims issues. HN1 resolves all claims complaints within sixty (60) days of receipt and provides written notice of the disposition and the basis of the resolution to the provider within three (3) business days of resolution.

Patient Responsibility

Providers may confirm co-pays, deductible, co-insurance and MOOP details through CarePlus' website at <https://www.careplushealthplans.com/careplus-providers>. For any questions regarding patient responsibilities, please contact CarePlus' Provider Operations Inquiry Line at **1-866-220-5448**.

Member Services

TNFL is not delegated member services. If members have questions or concerns regarding their eligibility, benefits or out of pocket costs, please have them call the Health Plan telephone number located on the back of their Health Plan Member ID card.

Continuity of Care

Medicare

Continuation of Care (COC) period is up to 30 days from the date that the member switched to CarePlus Medicare from another Medicare Advantage plan. The COC period ends when the old auth expires or when the 30 days ends; whichever comes first. You are not required to obtain an authorization from TNFL to continue providing these services during the Continuation of Care Period. If you are NOT a participating provider with HN1/TNFL, please refer the member to their Primary Care Physician or ordering Physician so that they may refer the member to a participating therapist. Members may also contact the health plan to locate a participating therapist. TNFL allows plan members to continue receiving medically necessary services from a not-for-cause terminated provider and processes provider claims for services rendered to such enrollees until the enrollees select another provider, for up to thirty (30) days after the termination of the provider's contract or until the member is able to locate a new provider, whichever comes first. Notwithstanding the provisions in this Section, a terminated provider may refuse to continue to provide care to an enrollee who is abusive or noncompliant.

Fraud, Waste, and Abuse and Compliance Training

This supplemental training is intended to provide you with the methods for reporting Compliance, Ethics, and Fraud Waste and Abuse violations (suspected or confirmed).

To complete the training please visit our website: <https://mytnfl.com/training> and select the TNFL FWA & Compliance training. At the end of the training you will be required to attest that you have completed the training.



To complete the training please visit our website: <https://mytnfl.com/training> and select the TNFL FWA & Compliance training. At the end of the training you will be required to attest that you have completed the training.

You can report these violations to TNFL directly, the Federal Government, or to the affected Health Plan(s). You can also file your report anonymously.

The methods for reporting to TNFL and the affected Health Plan(s) are listed below.



Hotline
(866) 321-5550 (Toll-Free)



E-MAIL your report to:
SIU@healthsystemone.com



MAIL your report to:
Special Investigative Unit
2001 S. Andrews Avenue
Fort Lauderdale, FL
33316



FAX your report to:
Attention:
Special Investigative Unit
(866) 276-3667

Credentialing, Demographic Changes or Provider Termination



Provider and all Therapists

Provider and all therapists employed by and/or associated with provider, including covering therapists, must meet all credentialing and re-credentialing requirements as may be established by TNFL.

Note: Please notify us when you employ new therapists so that they may be credentialed. They may not render services to CarePlus' members until they have been fully credentialed.



Provider Therapist Permanent License

Provider must notify TNFL immediately when provider's provisional license number has been replaced by a permanent license.



Facilities and all Facility Locations

Facilities and all facility locations associated with provider shall meet all credentialing and re-credentialing requirements as may be established by TNFL.

Note: Please notify us prior to opening a new facility or when relocating an existing facility so that TNFL can credential the new location. You may not render services to CarePlus' members until the location has been fully credentialed.



Demographic Changes or Provider Termination Requirements

Participating practices are required to notify TNFL immediately when:

- A Therapist employee has been terminated or is no longer treating patients at a specific location**
- A location is closing or relocating
- Demographic information is changing

**The Provider Service Agreement states, you are required to notify TNFL of any terminations 60 days prior to the termination. Non-Participating providers shall not evaluate, re-evaluate or treat beneficiaries managed by TNFL until they are credentialed by TNFL.

Provider Relations

If you have any questions about this information, changes to your practice, including demographic or provider additions/terminations, please notify your TNFL Provider Relations Representative at: 1.888.550.8800 option 2.

Provider Trainings

All providers with TNFL, are required to complete the Provider Trainings, within thirty days of their contract effective date and annually thereafter. The trainings can be located via the web at:

 mytnfl.com/trainings

You may complete the trainings on any desk top or mobile device for ease of access and completion. Your attestation will confirm that your office has received all mandatory trainings for the year. Should you want a copy of the trainings for your office, they can be downloaded from the attestation page.

NOTE: For providers who function under more than one Tax ID; please be sure to complete an attestation for each Tax ID that is contracted with TNFL.