

# *Deseret Secure*

## **CONTRACT YEAR 2012 MEDICARE ADVANTAGE PRIVATE FEE-FOR-SERVICE PLAN TERMS AND CONDITIONS OF PAYMENT**

### *Table of Contents*

1. Introduction
2. When a provider is deemed to accept Deseret Secure's terms and conditions
3. Provider qualifications and requirements
4. Payment to providers: Plan payment; Member benefits and cost sharing; Balance billing of members; and Hold harmless requirements
5. Filing a claim for payment
6. Maintaining medical records and allowing audits
7. Getting an advance organization determination
8. Provider payment dispute resolution process
9. Member and provider appeals and grievances
10. Providing members with notice of their appeals rights – Requirements for Hospitals, SNFs, CORFs, and HHAs
11. If you need additional information or have questions

## 1. Introduction

Deseret Secure is a Medicare Advantage private fee-for-service (PFFS) plan offered by Deseret Mutual Benefit Administrators. Deseret Secure allows members to use any provider, such as a physician, health professional, hospital, or other Medicare provider in the United States that agrees to treat the member after having the opportunity to review these terms and conditions of payment, as long as the provider is eligible to provide health care services under Medicare Part A and Part B (also known as ‘Original Medicare’) or eligible to be paid by Deseret Secure for benefits that are not covered under Original Medicare.

The law provides that if you have an opportunity to review these terms and conditions of payment and you treat a Deseret Secure member, you will be “deemed” to have a contract with us. Section 2 explains how the deeming process works. The rest of this document contains the contract that the law allows us to deem to hold between you, the provider, and Deseret Secure. Any provider in the United States that meets the deeming criteria in Section 2 becomes deemed to have a contract with Deseret Secure for the services furnished to the member when the deeming conditions are met. **No prior authorization, prior notification, or referral is required as a condition of coverage when medically necessary, plan-covered services are furnished to a member.** However, we strongly encourage members and their providers to contact us when planning (or receiving) certain services like inpatient hospital and skilled nursing facility stays, home health, as well as expensive medical equipment. We have skilled Registered Nurses available to assist members to coordinate their care needs and navigate the system to maximize their benefits. In addition, a member or provider may request an advance organization determination before a service is provided in order to confirm that the service is medically necessary and will be covered by the plan. Section 7 describes how a provider can request an advance organization determination from the plan.

Deseret Secure has signed contracts with some providers. These providers are our network providers.

Deseret Secure has a network of providers for all Medicare Part A and Part B services in the following 4 counties in the State of Utah:

- Davis county
- Salt Lake county
- Utah county
- Washington county

Deseret Secure members can find participating providers on our website at <http://www.dmba.com>.

Our members can still receive services from non-network providers who do not have a signed contract with us, as long as the provider meets the deeming criteria described in Section 2. These deemed contracting providers are subject to all of the terms and conditions of payment described in this document.

The amount of cost sharing a member pays a provider who is not one of our network providers is exactly the same as the cost sharing the member pays a network provider. The cost sharing amount for both network providers and non-network providers can be found in the Deseret Secure Member Evidence of Coverage (EOC). The Evidence of Coverage is available on the Deseret Secure website at <http://www.dmba.com/nsc/handbooks/pdf/desscr.pdf>.

## 2. **When a provider is deemed to accept Deseret Secure's terms and conditions of payment**

A provider is deemed by law to have a contract with Deseret Secure when all of the following three criteria are met:

- 1) The provider is aware, in advance of furnishing health care services, that the patient is a member of Deseret Secure. All of our members receive a member ID card that includes the Deseret Secure logo that clearly identifies them as PFFS members. The provider may validate eligibility by calling our Provider Service Center at 1-877-220-0110. Providers can also access member eligibility information on our website at <http://www.dmba.com/provider/PatientEligibility.aspx>.
- 2) The provider either has a copy of, or has reasonable access to, our terms and conditions of payment (this document). The terms and conditions are available on our website at <http://www.dmba.com/provider/medicare/TermsConditions2012.pdf>. The terms and conditions may also be obtained by calling our Provider Service Line at 1-877-220-0110.
- 3) The provider furnishes covered services to a Deseret Secure member.

If all of these conditions are met, the provider is deemed to have agreed to Deseret Secure's terms and conditions of payment for that member specific to that visit. For example: If a Deseret Secure member shows you an enrollment card identifying him/her as a member of Deseret Secure and you provide services to that member, you will be considered a deemed provider. Therefore, it is your responsibility to obtain and review the terms and conditions of payment prior to providing services, except in the case of emergency services (see below).

**NOTE:** You, the provider, can decide whether or not to accept Deseret Secure's term and conditions of payment each time you see a Deseret Secure member. A decision to treat one plan member does not obligate you to treat other Deseret Secure members, nor does it obligate you to accept the same member for treatment at a subsequent visit.

**If you DO NOT wish to accept Deseret Secure's terms and conditions of payment, then you should not furnish services to a Deseret Secure member, EXCEPT for emergency services. If you furnish non-emergency services, you will be subject to these terms and conditions whether you wish to agree to them or not.** Providers

furnishing emergency services will be treated as non-contracting providers and paid at the payment amounts they would have received under Original Medicare.

### **3. Provider qualifications and requirements**

In order to be paid by Deseret Secure for services provided to one of our members, you must:

- Have a National Provider Identifier in order to submit electronic transactions to Deseret Secure, in accordance with HIPAA requirements.
- Furnish services to a Deseret Secure member within the scope of your licensure or certification.
- Provide only services that are covered by our plan and that are medically necessary by Medicare definitions.
- Meet applicable Medicare certification requirements (e.g., if you are an institutional provider such as a hospital or skilled nursing facility).
- Not have opted out of participation in the Medicare program under §1802(b) of the Social Security Act, unless providing emergency or urgently needed services.
- Not be on the HHS Office of Inspectors General excluded and sanctioned provider lists.
- Not be a Federal health care provider, such as a Veterans' Administration provider, except when providing emergency care.
- Comply with all applicable Medicare and other applicable Federal health care program laws, regulations, and program instructions, including laws protecting patient privacy rights and HIPAA that apply to covered services furnished to members.
- Agree to cooperate with Deseret Secure to resolve any member grievance involving the provider within the time frame required under Federal law.
- For providers who are hospitals, home health agencies, skilled nursing facilities, or comprehensive outpatient rehabilitation facilities, provide applicable beneficiary appeals notices (See Section 10 for specific requirements).
- Not charge the member in excess of cost sharing under any condition, including in the event of plan bankruptcy.
- Agree not to balance bill members for covered services.

### **4. Payment to providers**

#### **Plan payment**

Deseret Secure reimburses deemed providers at the same amount they would have received under original Medicare, minus any member required cost sharing, for all medically necessary services covered by Medicare. Deseret Secure will pay Physician Quality Reporting Initiative (PQRI) bonus and e-prescribing incentive payment amounts to deemed physicians who would receive them in connection with treating Medicare beneficiaries who are not enrolled in a Medicare Advantage plan.

We will process and pay clean claims within 30 days of receipt. If a clean claim is not paid within the 30-day time frame, then we will pay interest on the claim according to Medicare guidelines. Section 5 has more information on prompt payment rules.

Services covered under Deseret Secure that are not covered under Original Medicare are reimbursed using Deseret Secure’s fee schedule. Please call us at 1-877-220-0110 to receive information on our fee schedule.

Deemed providers furnishing such services must accept the fee schedule amount, minus applicable member cost sharing, as payment in full.

**Member benefits and cost sharing**

Payment of cost sharing amounts is the responsibility of the member. Providers should collect the applicable cost sharing from the member at the time of the service when possible. **You can only collect from the member the appropriate Deseret Secure copayments or coinsurance amounts described in these terms and conditions.** After collecting cost sharing from the member, the provider should bill Deseret Secure for covered services. Section 5 provides instructions on how to submit claims to us. Please note, however, that Deseret Secure may not hold members accountable for any cost-sharing (deductibles, copayments and/or coinsurance) for Medicare-covered preventive services that are subject to zero cost sharing.

If a member is a dual-eligible Medicare beneficiary (that is, the member is enrolled in our PFFS plan and a State Medicaid program), then the provider cannot collect any cost sharing for Medicare Part A and Part B services from the member at the time of service when the State is responsible for paying such amounts (nominal copayments authorized under the Medicaid State plan may be collected). Instead, the provider may only accept the MA plan payment (plus any Medicaid copayment amounts) as payment in full or bill the appropriate State source.

For your quick reference, the table below lists some of the important services covered under Deseret Secure and the associated member cost sharing amounts.

Services covered by Deseret Secure	The amount(s) you may charge the plan member
Medicare-covered preventive services, for example: <ul style="list-style-type: none"> <li>• Annual wellness visit</li> </ul>	<ul style="list-style-type: none"> <li>• \$0 copay</li> </ul>

<ul style="list-style-type: none"> <li>• Cardiovascular screening</li> <li>• Diabetes screening</li> <li>• Immunizations</li> <li>• Mammography</li> <li>• Cervical cancer screening</li> <li>• Colon cancer screening</li> <li>• Prostate cancer screening</li> <li>• Smoking cessation</li> </ul>	
Inpatient hospital services	<ul style="list-style-type: none"> <li>• \$550 per admittance</li> </ul>
Skilled nursing facility	<ul style="list-style-type: none"> <li>• \$100 per admission</li> <li>• \$75 per day per admit for days 15-100</li> <li>• \$2500 out-of-pocket max</li> </ul>
Office services (Physician, specialist, & podiatry)	<ul style="list-style-type: none"> <li>• \$10 primary care per visit</li> <li>• \$25 specialist care per visit</li> </ul>
Chiropractic services	<ul style="list-style-type: none"> <li>• \$20 per visit for covered services</li> </ul>
Immunizations	<ul style="list-style-type: none"> <li>• \$0 copayment</li> </ul>
Radiology services <ul style="list-style-type: none"> <li>• X-ray, ultrasound, etc.</li> <li>• CT, MRI, MRA, PET, SPECT</li> </ul>	<ul style="list-style-type: none"> <li>• 15% coinsurance</li> <li>• \$50 per day copayment</li> </ul>
Emergency room visit	<ul style="list-style-type: none"> <li>• \$50</li> <li>• \$0 if admitted</li> </ul>
Urgent care center visits	<ul style="list-style-type: none"> <li>• \$30 per visit</li> </ul>
Home Health care	<ul style="list-style-type: none"> <li>• \$0 per episode of care</li> </ul>
Hospice care	<ul style="list-style-type: none"> <li>• Part A benefit – bill directly to Original Medicare</li> </ul>
Outpatient Facility Surgery	<ul style="list-style-type: none"> <li>• \$100 per surgery</li> </ul>
Ambulance	<ul style="list-style-type: none"> <li>• \$75 per day</li> </ul>

To view a complete list of covered services and member cost sharing amounts under Deseret Secure, go to <http://www.dmba.com/nsc/handbooks/pdf/desscr.pdf>. You may call us at 1-877-220-0110 to obtain more information about covered benefits, plan payment rates, and member cost sharing amounts under Deseret Secure. Be sure to have the member's ID number when you call.

Deseret Secure follows Medicare coverage decisions for Medicare-covered services. Services not covered by Medicare are not covered by Deseret Secure, unless specified by the plan. Information on obtaining an advance coverage determination can be found in Section 7. Deseret Secure does not require members or providers to obtain prior authorization, prior notification, or referrals from the plan as a condition of coverage. There are no prior authorization and prior notification rules for Deseret Secure members. **Note: Medicare supplemental policies, commonly referred to as Medigap plans, cannot cover cost sharing amounts for Medicare Advantage plans, including PFFS plans. All cost sharing is the member's responsibility.**

## **Balance billing of members**

A provider may collect only applicable plan cost sharing amounts from Deseret Secure members and may not otherwise charge or bill members. Balance billing is prohibited by providers who furnish plan-covered services to Deseret Secure members.

Note that Deseret Secure does not permit a provider to balance bill a member who is also enrolled in a state Medicaid program and as a result the beneficiary is held harmless from Medicare cost sharing.

## **Hold harmless requirements**

In no event, including, but not limited to, nonpayment by Deseret Secure, insolvency of Deseret Secure, and/or breach of these terms and conditions, shall a deemed provider bill, charge, collect a deposit from, seek compensation, remuneration or reimbursement from, or have any recourse against a member or persons acting on their behalf for plan-covered services provided under these terms and conditions. This provision shall not prohibit the collection of any applicable coinsurance, co-payments, or deductibles billed in accordance with the terms of the member's benefit plan.

If any payment amount is mistakenly or erroneously collected from a member, you must make a refund of that amount to the member.

## **5. Filing a claim for payment**

- You must submit a claim to Deseret Secure for an Original Medicare covered service within the same time frame you would have to submit under Original Medicare, which is within 1 calendar year after the date of service. Failure to be timely with claim submissions may result in non-payment. The rules for submitting timely claims under Original Medicare can be found at <https://www.cms.gov/MLNMArticles/downloads/MM6960.pdf>.
- **Prompt Payment** Deseret Secure will process and pay clean claims within 30 days of receipt. If a clean claim is not paid within the 30-day time frame, Deseret Secure will pay interest on the claim according to Medicare guidelines. A clean claim includes the minimum information necessary to adjudicate a claim, not to exceed the information required by Original Medicare. Deseret Secure will process all non-clean claims and notify providers of the determination within 60 days of receiving such claims.
- Submit claims using the standard CMS-1500, CMS-1450 (UB-04), or the appropriate electronic filing format.
- Use the same coding rules and billing guidelines as Original Medicare, including Medicare CPT codes, HCPCS codes and defined modifiers. Bill diagnosis codes to the highest level of specificity.

- Include the following on your claims:
  - National Provider Identifier.
  - The member's ID number.
  - Date(s) of service.
- For providers that are paid based upon interim rates, include with your claim a copy of your current interim rate letter if the interim rate has changed since your previous claim submission.
- Coordination of Benefits: All Medicare secondary payer rules apply. These rules can be found in the Medicare Secondary Payer Manual located at <http://www.cms.hhs.gov/Manuals/IOM/list.asp>. Providers should identify primary coverage and provide information to Deseret Secure at the time of billing.
- Where to submit a claim:
  - For electronic claim submission, please refer to Deseret Mutual's EDI companion document at <http://www.dmba.com/provider/HipaaEdi.aspx>
  - For paper claim submission, please send to:

**Deseret Mutual  
P.O. Box 45530  
Salt Lake City, UT 84145**

- If you have problems submitting claims to us or have any billing questions, contact our technical billing resource at 1-877-220-0110.

## **6. Maintaining medical records and allowing audits**

Deemed providers shall maintain timely and accurate medical, financial and administrative records related to services they render to Deseret Secure members. Unless a longer time period is required by applicable statutes or regulations, the provider shall maintain such records for at least 10 years from the date of service.

Deemed providers must provide Deseret Secure, the Department of Health and Human Services, the Comptroller General, or their designees access to any books, contracts, medical records, patient care documentation, and other records maintained by the provider pertaining to services rendered to Medicare beneficiaries enrolled in a Medicare Advantage plan, consistent with Federal and state privacy laws. Such records will primarily be used for Centers for Medicare & Medicaid Services (CMS) audits of risk adjustment data upon which CMS capitation payments to Deseret Secure are based. Providers are required to furnish member medical records without charge when the medical records are required for government use.

Deseret Secure may also request records for activities in the following situations: Deseret Secure audits of risk adjustment data, determinations of whether services are covered

under the plan, are reasonable and medically necessary, and whether the plan was billed correctly for the service; to investigate fraud and abuse; and in order to make advance coverage determinations. Deseret Secure will not use these records for any purpose other than the intended use. Providers are required to furnish member medical records without charge when the medical records are required for activities listed above.

Deseret Secure will not use medical record reviews to create artificial barriers that would delay payments to providers. Both mandatory and voluntary provision of medical records must be consistent with HIPAA privacy law requirements.

## **7. Getting an advance organization determination**

Providers or plan enrollees may obtain a written advance coverage determination (known as an organization determination) from us before a service is furnished to confirm whether the service will be covered by Deseret Secure. To obtain an advance organization determination, call us at 1-877-220-0110 or fill out the form located at <http://www.dmba.com/provider/medicare> and fax it to 801-578-5916 OR Toll Free to 1-800-777-5113. Deseret Secure will make a decision and notify you and the member within 14 days of receiving the request, with a possible (up to) 14-day extension either due to the member's request or Deseret Secure justification that the delay is in the member's best interest. In cases where you believe that waiting for a decision under this time frame could place the member's life, health, or ability to regain maximum function in serious jeopardy, you can request an expedited determination. To obtain an expedited determination, call us at 1-877-220-0110 or fill out the form located at <http://www.dmba.com/provider/medicare> and fax it to 801-578-5116 OR Toll Free to 1-800-777-5113. We will notify you of our decision as expeditiously as the enrollee's health condition requires, but no later than 72 hours after receiving the request, unless we invoke a (up to) 14-day extension either due to the member's request or Deseret Secure justification (for example, the receipt of additional medical evidence may change Deseret Secure's decision to deny) that the delay is in the member's best interest.

In the absence of an advance organization determination, Deseret Secure can retroactively deny payment for a service furnished to a member if we determine that the service was not covered by our plan (e.g., was not medically necessary). However, providers have the right to dispute our decision by submitting a waiver of liability (promising to hold the member harmless regardless of the outcome), and exercising member appeal rights (see the Federal regulations at 42 CFR Part 422, subpart M, or Chapter 13 of the Medicare Managed Care Manual).

## **8. Provider payment dispute resolution process**

If you believe that the payment amount you received for a service is less than the amount indicated in our terms and conditions of payment, you have the right to dispute the payment amount by following our dispute resolution process.

To file a payment dispute with Deseret Secure send a written dispute to:

**Deseret Mutual  
Attn: Appeals  
P.O. Box 45530  
Salt Lake City, UT 84145**

or call us at 1-877-220-0110. A copy of our Provider Payment Dispute Resolution Form is available on our website at <http://www.dmba.com/provider/medicare>. Additionally, please provide appropriate documentation to support your payment dispute (e.g., a remittance advice from a Medicare carrier would be considered such documentation). Claims must be disputed within 120 days from the date payment is initially received by the provider. Note that in cases where we re-adjudicate a claim, for instance, when we discover that we processed it incorrectly the first time, you have an additional 120 days from the date you are notified of the re-adjudication in which to dispute the claim.

We will review your dispute and respond to you within *30 days from the time the provider payment dispute is first received by the plan*. If we agree with the reason for your payment dispute, we will pay you the additional amount you are requesting, including any interest that is due. We will inform you in writing if our decision is unfavorable and no additional amount is owed.

After Deseret Secure's payment dispute resolution process is completed, if you still believe that we have reached an incorrect decision regarding payment on your claim, you may file an additional request for review with an independent review organization contracted by CMS. To file this additional request for review of a payment dispute with the independent review organization, you may contact the Payment Dispute Resolution Contractor (PDRC) directly at:

**C2C Solutions, Inc.  
Payment Dispute Resolution Contractor  
P.O. Box 44017  
Jacksonville, FL 32231-4017**

The PDRC may also be reached by email at [PDRC@C2Cinc.com](mailto:PDRC@C2Cinc.com), by fax at (904) 361-0551, or by phone at (904) 791-6430. You will be required to submit specific information for your request to the PDRC to be considered valid. Note that you must first complete Deseret Secure's payment dispute resolution process before you can request a review by the independent review organization.

## **9. Member and provider appeals and grievances**

Deseret Secure members have the right to file appeals and grievances with Deseret Secure when they have concerns or problems related to coverage or care. Members may appeal a decision made by Deseret Secure to deny coverage or payment for a service or benefit that they believe should be covered or paid for. Members should file a **grievance** for all other types of complaints not related to the provision or payment for health care.

A physician who is providing treatment may, upon notifying the member, appeal pre-service organization determinations to the plan on behalf of the member. The physician may also appeal a post-service organization determination as a representative, or sign a waiver of liability (promising to hold the member harmless regardless of the outcome) and appeal using the member appeal process. There must be potential member liability (e.g., an actual claim for services already rendered and denied in whole, as opposed to an advance organization determination or a partially paid claim), in order for a provider to appeal a post-service organization determination utilizing the member appeal process.

A non-physician provider may appeal an organization determination on behalf of the member as a representative, or sign a waiver of liability (promising to hold the member harmless regardless of the outcome) and appeal a post-service organization determination (e.g., claims using the member appeal process). As noted above, there must be potential member liability in order for a provider to appeal a post-service organization determination utilizing the member appeal process.

If a provider appeals using the member appeal process, the provider agrees to abide by the statutes, regulations, standards, and guidelines applicable to the Medicare PFFS Member appeals and grievance processes.

The Deseret Secure member Evidence of Coverage (EOC) provides more detailed information about the member appeal and grievance processes. The member EOC is posted under the Resources link on the Provider Services “Options” section of our website located at <http://www.dmba.com/nsc/handbooks/pdf/desscr.pdf>. You can call our Member Services Department at 1-800-777-3622 for more information on our member appeals and grievance policies and procedures.

## **10. Providing members with notice of their appeals rights – Requirements for Hospitals, SNFs, CORFs, and HHAs**

Hospitals must notify Medicare beneficiaries, including Medicare Advantage beneficiaries enrolled in PFFS plans, who are hospital inpatients about their discharge appeal rights by complying with the requirements for providing *An Important Message from Medicare About Your Rights* (IM), including complying with the time frames for delivery. For copies of the notice and additional information regarding IM notice and delivery requirements, go to:  
[http://www.cms.gov/BNI/12\\_HospitalDischargeAppealNotices.asp](http://www.cms.gov/BNI/12_HospitalDischargeAppealNotices.asp).

Skilled nursing facilities, home health agencies, and comprehensive outpatient rehabilitation facilities must notify Medicare beneficiaries, including Medicare Advantage beneficiaries enrolled in PFFS plans, about their right to appeal a termination of services decision by complying with the requirements for providing the *Notice of Medicare Non-Coverage* (NOMNC), including complying with the time frames for delivery. For copies of the notice and the notice instructions, go to:  
[http://www.cms.gov/BNI/09\\_MAEDNotices.asp](http://www.cms.gov/BNI/09_MAEDNotices.asp).

As directed in the instructions, the NOMNC should contain Deseret Secure's contact information somewhere on the form (such as in the *additional information* section on page 2 of the NOMNC).

Hospitals, home health agencies, comprehensive outpatient rehabilitation facilities, or skilled nursing facilities must provide members with a detailed explanation on behalf of the plan if a member notifies the Quality Improvement Organization (QIO) that the member wishes to appeal a decision regarding a hospital discharge (Detailed Notice of Discharge) or termination of home health agency, comprehensive outpatient rehabilitation facility or skilled nursing facility services (Detailed Explanation of Non-coverage) within the time frames specified by law. For copies of the notices and the notice instructions, go to: [http://www.cms.gov/BNI/12\\_HospitalDischargeAppealNotices.asp](http://www.cms.gov/BNI/12_HospitalDischargeAppealNotices.asp) and [http://www.cms.gov/BNI/09\\_MAEDNotices.asp](http://www.cms.gov/BNI/09_MAEDNotices.asp).

## 11. If you need additional information or have questions

If you have general questions about Deseret Secure's terms and conditions of payment, contact us at:

**Deseret Mutual  
ATTN: Deseret Secure  
P.O. Box 45530  
Salt Lake City, UT 84145  
1-800-777-3622**

### Hours of Operation

8:00 AM – 5:00 PM (Mountain Time) Monday, Tuesday, Thursday and Friday  
9:00 AM – 5:00 PM Wednesday

OR

For additional information, you can visit our website at <http://www.dmba.com>  
Fax: 1-800-777-5113; Attn: Deseret Secure

- If you have questions about submitting claims, call us at 1-877-220-0110.
- If you have questions about plan payments, call us at 1-877-220-0110.