

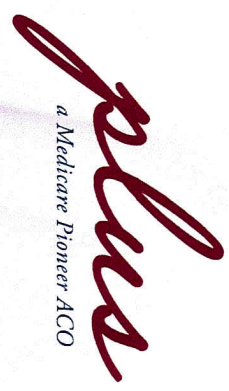


Utilization Management
(Jordan Health Management Group)
Phone Number: 817-817-0702
Fax Number: 817-332-7646

Provider Relations
817-332-8847

Address
Plus
1701 River Run, Suite 801
Fort Worth, TX 76107

Plus Member Services
Local: 817-529-5259
Toll Free: 800-955-7698
TTY: 711



Physician Quick Reference Guide

& FREQUENTLY ASKED QUESTIONS

Welcome to *plus*

A MEDICARE PIONEER ACCOUNTABLE CARE ORGANIZATION (ACO)



PLUS PROGRAM DETAILS

Claims: Claims should be submitted in the same way you have submitted them in the past for traditional Medicare patients.

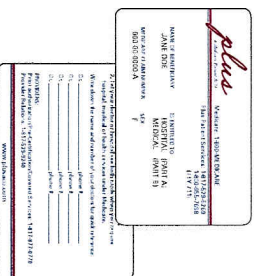
Utilization Management: Submit pre-certifications and referral requests through Gordian Health Management.

Benefits and Verification/ID Card: Plus patients should present a PLUS card at registration in your office (see example card to the right).

Coding: Risk Adjustment Factor coding will continue to be of high importance as it is for your other patients in NTSF programs.

Quality Program: Physicians will be required to participate in a quality program similar to Medicare Stars.

Part D: Currently, PLUS does not have a Part D component. Nothing additional is required at this time.



PLUS AND ACCOUNTABLE CARE ORGANIZATIONS FREQUENTLY ASKED QUESTIONS FOR PHYSICIANS

Opportunities for physicians

- There will be an opportunity for shared savings for both physicians and hospitals in year one and two. In years three, four and five, the program moves to a full risk-based model for cap surplus payments to physicians if savings are achieved.
- Physicians should think of PLUS patients as they do other patients associated with NTSF programs.
- Plus staff help physicians achieve efficiencies as well as coordinating care. Examples include embedding case managers in physician offices, as well as providing coding expertise.

What Plus means to patients

- Plus is designed to help physicians, specialists and hospitals work better together through enhanced coordination and information sharing.
- Plus patients' benefits will not change. They will remain the same as traditional Medicare.
- Plus patients may see any physician who accepts traditional Medicare; however, staying within the NTSF provider network guarantees access to specialists and preferred appointment scheduling.
- Coordinated care will result in fewer repeated medical tests for patients.

What should physicians and office staff do when a patient asks about Plus?

- Confirm that you have heard about PLUS, the Medicare ACO program for North Texans.
- Acknowledge your participation in this program – which is only for traditional Medicare beneficiaries.
- Transfer/ask the patient to contact PLUS patient services at 817-529-5269 for more information and to help answer their questions.

Will Medicare benefits change for Plus patients?

No. Benefits for traditional Medicare patients in the PLUS ACO will not change.

How should physicians submit preauthorizations and referrals?

Please submit both through Gordian Health Management by calling 817-877-0700. More information and electronic submission forms can be found at myntsf.com.

Is Plus a Medicare Advantage HMO or PPO?

No. Plus is an accountable care organization, a new Medicare program for traditional Medicare beneficiaries.

How do physicians submit claims?

Continue to submit claims directly to Medicare as you do for traditional Medicare patients.

How will office staff identify Plus patients?

Refer to the Plus patient list provided by NTSF. Plus patients will be instructed to show their Plus ID card upon registration. Inquiries should be directed to Plus patient services at 817-529-5269.