

Chapter 5

Commercial
Fully Insured and
Self-Insured/
Administrative
Services Only





Commercial Health Maintenance Organization (HMO) Plans

Commercial health maintenance organization (HMO) plans are fully insured by a Health Insuring Corporation (HIC). Employer groups contract with THP and pay a monthly premium to provide a health insurance benefit plan to eligible employees. THP is responsible for providing the benefit package, administering all aspects of the plan, and assuming the risk of paying for all covered services. These plans require a member to choose a primary care practitioner (PCP), obtain a referral from their chosen PCP and follow all prior authorization guidelines. Members do not have out-of-network benefits unless authorized by the plan.

HMO benefit plans generally have copays for:

- Primary and specialty care practitioner office visits
- Emergency room services
- Urgent care
- Outpatient mental health
- Physical, occupational, and speech therapy
- Durable medical equipment
- Prescription drugs

Members may have a deductible and co-insurance associated with their benefit plan, as well as cost sharing for laboratory and x-rays, not associated with preventive services, depending on the plan.



Commercial Point-of-Service (POS) Plans

Commercial point-of-service (POS) plans are fully insured by a Health Insuring Corporation (HIC). Employer groups, with a minimum size of two (2) employees, contract with THP and pay a monthly premium to provide a health insurance benefit plan to eligible employees.

POS plans are designed to allow members the freedom to choose between having their health care managed or arranged by their PCP as an in-plan option or having their health care arranged as an out-of-plan option. The plan provides the benefit package giving the employer the option to choose from a variety of deductibles and copay plans. These plans require a member to choose a PCP, obtain a referral for specialty practitioner services, and follow precertification guidelines for procedures, diagnostic testing, outpatient surgical procedures, and inpatient admissions.

Members have out-of-plan option benefits and may choose to access services outside THP network at an increase in their out-of-pocket expense for deductibles, copays, and co-insurance amounts.

POS benefit plans generally have copays for:

- Primary and specialty care practitioner office visits
- Emergency room services
- Urgent care
- Outpatient mental health
- Physical, occupational, and speech therapy
- Durable medical equipment
- Biotech drugs

Members are responsible for deductibles and co-insurance amounts associated with their plan benefit.



Commercial Preferred Practitioner Organization (PPO) Plans

Commercial preferred practitioner organization (PPO) plans are fully insured by a Health Insuring Corporation (HIC). Members who are covered under the PPO plan generally are not required to select a PCP or obtain a referral for specialty practitioner services. All prior authorization guidelines apply. By utilizing THP's network, members receive a higher level of benefits. Members who utilize out-of-network practitioners or fail to prior authorize a service will have increased out-of-pocket expenses for deductibles, copays, and co-insurance amounts.

PPO benefit plans generally have copays for:

- Primary and specialty care practitioner office visits
- Emergency room services
- Urgent care
- Outpatient mental health benefits
- Physical, occupational, and speech therapy
- Durable medical equipment
- BioTech drugs

Members are responsible for deductibles and co-insurance amounts associated with their benefit plan.



Sample Commercial Member ID Cards

This card is issued to members enrolled in a Commercial (including Health Maintenance Organization [HMO], Preferred Practitioner Option [PPO] and Point of Service [POS]) plan. This includes WV State employees who are covered by the Public Employees Insurance Agency (PEIA) plan.

Commercial WV Sample ID Card

FRONT

MEMBER

Group #:
JOHN SAMPLE
ID: SMPL0001

COVERED INDIVIDUALS

SMPL0001 01 JOHN SAMPLE
SMPL0001 JANE SAMPLE
SMPL0001 JIMMY SAMPLE

BENEFIT INFORMATION

EFF DATE:
DED: IN
DED: OUT
OOPM: IN
OOPM: OUT

PHARMACY PLAN

RxBIN: 610014
PCN:
Grp:
Issuer: 9151014609 (80840)
Members: 1.800.624.6961, ext 7914 (TTY: 711)
Visit healthplan.org
Pharmacists Only: 1.800.922.1557, 24/7

www.healthplan.org

BACK

CLAIM SUBMISSION

PROVIDERS: Call 1.877.847.7901

Mail Claims To:
The HealthPlan
1110 Main Street
Wheeling, WV 26003 EDI: 95677
Or visit: myplan.healthplan.org

MEMBER SERVICES

Member Services/Emergencies:
1.888.847.7902 (TTY: 711)
Mental Health/Substance Abuse Assistance:
1.877.221.9295
Healthiest You: 1.866.703.1259

Please visit us at healthplan.org.

This card does not guarantee coverage. Visit our website to verify benefits or view claims. Call for notification or pre-authorization.

Fraud Hotline: 1.877.296.7283

Commercial Ohio Sample ID Card

FRONT

MEMBER

Group #:
JOHN SAMPLE
ID: SMPL0001

COVERED INDIVIDUALS

SMPL0001 01 JOHN SAMPLE
SMPL0001 JANE SAMPLE
SMPL0001 JIMMY SAMPLE

BENEFIT INFORMATION

EFF DATE:
DED: IN
DED: OUT
OOPM: IN
OOPM: OUT

PHARMACY PLAN

RxBIN: 610014
PCN:
Grp: 3602
Issuer: 9151014609 (80840)
Members: 1.800.624.6961, ext 7914 (TTY: 711)
Visit healthplan.org
Pharmacists Only: 1.800.922.1557, 24/7

www.healthplan.org

BACK

CLAIM SUBMISSION

PROVIDERS: Call 1.877.847.7901

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Self-Funded / Administrative Services Only (ASO) Employer Groups

Employers may choose to pay claims as they are incurred, rather than pay a monthly premium for their employees' medical benefits. THP offers administrative services only (ASO) plans to assist these employers with administering their benefit plan. The plan offers them a contracted network of practitioners, utilization management services, medical management, prescription plans, customer service and claims processing. These plans are most often designed by the employer group and administered by THP. ASO plan benefits, copays, deductibles, and ID cards may vary from the standard insured plans offered by THP.

Sample Self-Funded/ASO ID Cards

This card is issued to members who are enrolled in a Self-Funded plan. The employer's name will differ on these cards (as shown on the front of the card).

Note: Services requiring prior authorization may differ by plan. Contact THP to confirm benefits.

Self-Funded/ASO Sample ID Card

FRONT	BACK
 MEMBER Group #: JOHN SAMPLE ID: SMPL0001 EFF: BENEFIT INFORMATION DED: IN DED: OUT OOPM: IN OOPM: OUT COVERED INDIVIDUALS SMPL0001 01 JOHN SAMPLE SMPL0001 JANE SAMPLE SMPL0001 JIMMY SAMPLE GROUP LOGO www.healthplan.org	CLAIM SUBMISSION Providers: 1.888.816.3096 Claims: The Health Plan 1110 Main Street Wheeling, WV 26003 EDI: 95677 Or visit: myplan.healthplan.org MEMBER SERVICES Member Services/Emergencies: 1.888.816.3096 (TTY: 711) Mental Health/Substance Abuse Assistance: 1.877.221.9295 Please visit us at healthplan.org. This card does not guarantee coverage. Visit our website to verify benefits or view claims. Call for notification or pre-authorization. PHARMACY PLAN RxBIN: 610014 RxPCN: RxGRP: Issuer: 9151014609 (80840) Members: 1.800.624.6961, ext 7914 (TTY: 711) Visit healthplan.org Pharmacists Only: 1.800.922.1557, 24/7 Fraud Hotline: 1.877.296.7283

Self-Funded/ASO Reference Based Pricing (RBP) Sample ID Card

FRONT	BACK
MEMBER JOHN SAMPLE ID: SMPL0001 Group #: EFF: DED: IN DED: OUT OOPM: IN OOPM: OUT COVERED INDIVIDUALS SMPL0001 01 JOHN SAMPLE SMPL0001 JANE SAMPLE SMPL0001 JIMMY SAMPLE MEDICAL NETWORK   Practitioner & Ancillary Only Providers are reimbursed pursuant to the terms of the plan document up to the Reasonable/Allowable amount (subject to reference pricing). Only physician and ancillary (applicable) services may be subject to a PHCS network. The plan will only consider an assignment of benefits valid under the condition that the provider accepts the payment requested as compensation in full for the network, supplies and/or treatment rendered, less any required copayations. To locate a PHCS provider: www.multiplan.com/VDHP 1.866.416.6488 PHARMACY PLAN RxBIN: 610014 RxPCN: RxGRP: 3602 Issuer: 9151014609 (80840) EXAMPLE	CLAIMS SUBMISSION Providers: 1.888.816.3096 Claims: The Health Plan 1110 Main Street Wheeling, WV 26003 EDI: 95677 Or visit: myplan.healthplan.org MEMBER SERVICES Member Services: 1.888.816.3096 (TTY: 711) Mental Health/Substance Abuse Assistance: 1.877.221.9295 Please visit us at healthplan.org. This card does not guarantee coverage. Visit our website to verify benefits or view claims. Call for notification or pre-authorization. OTHER INFORMATION Assignment of Benefits (AOB) is a waiver of the Provider's right to balance bill the patient. For non-contracted providers, depositing checks received from the Plan represents accord and satisfaction. Please see the Plan Document or contact The Health Plan at 1.888.816.3096. Fraud Hotline: 1.877.296.7283



Vision Service Benefits

Members enrolled through THP Commercial programs may also have vision benefits. Superior Vision administers vision benefits for Commercial members. Please contact Superior Vision for information on benefits and coverage under these vision plans.

THP offers benefit riders for vision benefits administered through Superior Vision for Commercial members. Practitioners must be participating with Superior Vision before offering covered vision services to members.

Supervisor Vision can be contacted at <https://superiorvision.com/contact/>

Members are entitled to vision benefits only under this separate vision service program.

Members may require ophthalmologic medical services in conjunction with medical condition(s). These medical services must be offered through a THP contracted and credentialed ophthalmologist or optometrist. A referral from the PCP may be required for the member to obtain medical services from an ophthalmologist or optometrist.

Vision Billing

In most situations, a vision screening (CPT 92015 Determination of Refractive State) is considered non-covered under a medical benefit plan but is often covered by a vision benefit plan. When there is the need to provide vision screening as part of a medical exam, the following billing guidelines will assist you in obtaining appropriate reimbursement for the vision screening if there is a benefit available through THP's vision benefit vendors, provided you are a participating practitioner.

The visit should be billed to THP as an 837p (professional) claim with the following codes:

92002, 92004, 92012, or 92014	Eye exam, new or established patient
92015	Determination of refractive state

After THP has made payment for the exam and denied the refraction as non-covered, you can then submit the visit code and the 92015 – Determination of Refractive State – to THP's vision practitioner (if you are a participating practitioner) for payment of the refraction.

Please include THP's payment remittance when submitting to Superior Vision for the remaining portion.

Superior Vision will coordinate benefits with THP and pay only the refraction, which is still due when a benefit is available to cover the refraction. If the member has a vision benefit through a plan that is not associated with THP, you may also submit a claim for the refraction to that plan and they will adjudicate the claim according to their plan guidelines.

- THP encourages its diabetic members to see an in-plan ophthalmologist or optometrist for an annual dilated retinal exam (excludes Self-Funded/ASO participants.) If a 92015-Determination of Refractive State is also completed during the visit, the office copayment is waived.



THP's Members' Rights and Responsibilities Statement

Statement of Members' Rights

- Members have the right to receive information regarding the plan. This includes information such as a summary of the plan's accreditation report and the plan's services, policies, benefits, limitations, practitioners, and practitioners. Members have the right to information on member rights and responsibilities as well as any charges they may be responsible for. Members have the right to obtain evidence of medical credentials of a plan practitioner, (i.e., diplomas and board certifications). If a member needs assistance with any of the above, they may contact THP's Customer Service Department at 1.888.847.7902.
- Members can expect to receive courteous and personal attention and to be treated with dignity. Plan employees, practitioners and their staff will respect members' privacy.
- All information concerning THP member's medical history and enrollment file is confidential. The member has a right to approve or refuse the release of personal information by THP except when the release is required by law. THP assures that all patient information is held in the strictest confidence. All staff must adhere to THP confidentiality policy revised and adopted in November 1993. This statement acknowledges the confidential nature of the review work, includes an agreement to honor that confidentiality, and documents the consequences of failing to do so.
- The member's personal choice of a primary care practitioner (PCP) enables the member to participate in the management of his/her total health care needs, including the right to refuse care from a specific practitioner. Members of THP are encouraged to establish a relationship with their chosen PCP so that they can work together to maintain good health. Members of THP may change practitioners once per calendar month if so desired (depending upon the availability of the chosen practitioner).
- THP members have the right to express their comments, opinions or complaints about THP or the care provided and to file a grievance for an administrative or medical complaint and hearing procedures without reprisal from THP. Members also have the right to have coverage denials reviewed by the appropriate medical professionals consistent with THP review procedures. Both informal and formal steps are available to members to resolve all complaints/grievances.
- THP members may participate in decision-making about their health care when possible and within the plan guidelines. Members have a right to discuss with practitioners, without limitations or restrictions being placed upon the practitioners, appropriate or medically necessary treatment options for their condition(s) regardless of cost or benefit coverage. However, this does not expand coverage by the plan. Members also have the right to formulate advance directives.
- THP members have the right to have a meaningful voice in the organization by expressing their suggestions and comments regarding their health plan coverage, policies, members' rights and responsibilities, and operations. Member's comments and opinions are received by THP through yearly member satisfaction surveys, telephone calls from our members, by email to: information@healthplan.org or through our corporate website, healthplan.org. Member's comments/opinions are also received through various departments at THP.



- Members have the right to full disclosure, from their health care practitioner, of any information relating to their medical condition or treatment plan. Members have the right to examine and offer corrections to their own medical records, in accordance with applicable federal and state laws. The plan will not release personal health information to an employer, or its designee, without a signed plan authorization form by the member. For information on obtaining medical records, contact THP Customer Service Department at 1.888.847.7902.

Statement of Members' Responsibilities

- A member must choose a PCP for each person listed on THP ID card. The member has a responsibility to maintain a relationship with a PCP, as the PCP will act as the coordinator for all their health care needs.
- A member must identify themselves as a member of THP to avoid unnecessary errors; always carry their ID cards; and never permit anyone else to use their ID card.
- A member is asked, through outreach calls to new members (outreach calls are only to Commercial members, not ASO), to read their member handbook and understand the benefits and procedures for receiving health care services. To assure maximum coverage, the member has a responsibility to follow the rules and to contact THP for assistance, if necessary.
- A member is required to notify THP of any changes in the following:
 1. Name, address, telephone number
 2. Number of dependents (marriage, divorce, newborns, etc.)
 3. Loss of an identification card
 4. Selection of a PCP
- Members are asked to be on time for appointments and to call the practitioner's office promptly if an appointment cannot be kept.
- Members must provide necessary information to the practitioners rendering care. Such information is necessary for the proper diagnosis and/or treatment of potential or existing conditions.
- Members must understand your health problems and participate in developing mutually agreed upon treatment goals, to the degree possible, and follow those instructions and guidelines given by the practitioners who deliver health care services.
- If members receive emergency care outside THP's service area, they are required to contact THP as soon as possible within 48 hours.
- Members must contact their PCP, secondary care practitioner, or OB/GYN before seeking any specialty practitioner/service.
- Members must provide THP with all relevant, correct information and pay THP any money owed according to coordination of benefits or subrogation policies.
- Members must make required copayments under the schedule of benefits.
- Members are asked to be courteous and respectful of THP employees and practitioners. The THP member handbook is the primary source of information regarding their benefits.

THP member handbook is available upon request by the member.



Member Copayments, Co-insurance & Deductibles

THP offers benefit plans requiring member responsibility for a portion of the cost of services. Member responsibility may take the form of copays for office visits or other medical services, co-insurance, and deductibles. As groups re-enroll annually, the member copayment may change, depending upon the plan selected by the employer. A practitioner should not collect more than the amount that is the member's responsibility as a copayment, coinsurance and/or deductible.

Copayments

Copays are a fixed amount but may be a percentage of the allowed amount that is associated with a specific service such as an office visit, therapy visit, or diagnostic service. Copays are the member's responsibility and are expected to be paid at the time of service.

It is imperative that practitioner offices ask for the member's ID card at every visit. A sample of THP ID cards are shown on the product matrix located in **Chapter 2 – Product Information**.

Member copayments for practitioner office visits and certain other services can be found on THP's practitioner secure portal at myplan.healthplan.org

Copays may not be waived; this is a practitioner contract violation.

Copays do not apply to hospital inpatient practitioner visits, preventive services, prenatal office visits (after the initial visit), practitioner nursing home visits, or patient home visits when determined to be medically necessary by the plan. Members of specific employer groups may have a copay for specific outpatient procedures.

Collecting copayments when another insurance is primary

If you have questions regarding whether to collect an office copay, please contact THP Coordination of Benefits (COB) Department at 1.800.624.6961, ext. 7903, or refer to the secure practitioner portal's 'Search Patients' tool at myplan.healthplan.org.



Co-insurance

Co-insurance is an amount based upon the member being responsible for a percentage of the allowed amount for a covered service. A practitioner may request co-insurance payment at the time of service; however, the practitioner must determine the member's specific benefit and apply any contract reimbursement terms to determine the amount of the co-insurance.

THP suggests practitioners wait until payment remittance is received where member responsibility is indicated. A copy of the remittance is sent to the member letting them know the amount that is their responsibility.

Deductibles

Deductibles are an annual amount, defined by the member's benefit plan that members must satisfy before the plan pays for any services. A practitioner may expect payment from the member at the time of service if the member has not satisfied their annual deductible. Unless the member knows that they have not met their deductible, it may be difficult to determine how much of the annual deductible has been met at the time of service.

Affordable Care Act and Member Responsibility

The Affordable Care Act (ACA) requires private insurers to cover certain preventive services without any patient cost-sharing. THP products affected by the ACA are commercial, HMO, PPO, POS, and Self-Funded employer groups.

Under the ACA, private health plans must provide coverage for a range of preventive services and may not impose cost sharing such as copayments, deductibles, or co-insurance on members receiving these services. As a reminder, annual well exams and other preventive services may not require a copay or co-insurance from the member.

At no time should a practitioner collect more than the amount that is the member's responsibility as a copayment, coinsurance and/or deductible.