

A Newsletter for WellFirst Health Providers

# Welcome to



November 2019

## Introducing WellFirst Health™

**What do you get when you combine high-quality care sites, a local network of exceptional providers, and a health plan backed by 35 years of experience? The answer is WellFirst Health.**

Effective January 1, 2020, SSM Health will launch WellFirst Health as the SSM Health Employee Health Plan for our staff and their families in Illinois, Missouri, Oklahoma and Wisconsin.

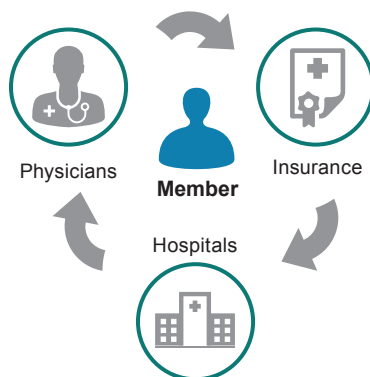
While WellFirst Health is new, SSM Health already owns and operates a health insurance organization in Wisconsin — Dean Health Plan. Dean Health Plan has more than 35 years of experience in the Wisconsin health insurance market and serves more than 400,000 members. WellFirst Health is modeled after Dean Health Plan's successful integrated approach to health care — a coordinated network consisting of medical providers, care sites and health plan to support members and encourage individuals to seek their health care locally.

This newsletter will help you get better acquainted with all that WellFirst Health has to offer. In preparation for delivering exceptional health care services to WellFirst Health members, refer to this newsletter to learn more about what resources are available right now, how to request training, create your own secure Provider Portal account, and what you can expect from WellFirst Health in the future. [+](#)



**WellFirst Health™**

### Coordinated Network



## From the President



**Welcome to WellFirst Health,** SSM Health's new health insurance offering. WellFirst Health's integrated delivery model puts

us all on the same team, letting us work together to improve member health and create a better kind of insurance experience.

Having providers, hospitals and health plan practicing as one makes sense for everybody, especially our patients. With your help, we will deliver exceptional care and drive unnecessary costs out of the health care system.

WellFirst Health will continue what Dean Health Plan started decades ago, as we broaden our patient-focused emphasis to Missouri, Illinois and Oklahoma.

So glad to have you on board!

Sincerely,

David W. Fields  
President, WellFirst Health

# Welcome

WellFirst Health, powered by SSM Health

## Go-Live Checklist

Prepare now to deliver exceptional health care services to WellFirst Health members in 2020!

- ✓ Visit our website at [wellfirstbenefits.com](https://wellfirstbenefits.com)
- ✓ Create your Portal account at [wellfirsthealthbenefits.com/providerportal](https://wellfirsthealthbenefits.com/providerportal)
- ✓ Sign up for the Confirmation Reports Portal (separate from the Provider Portal) to get electronic reports of your accepted and rejected claims. Contact [providerrelations@wellfirstbenefits.com](mailto:providerrelations@wellfirstbenefits.com) to sign up.
- ✓ Attend training. Contact [providerrelations@wellfirstbenefits.com](mailto:providerrelations@wellfirstbenefits.com) to confirm dates or to set up a training for your organization.
- ✓ Verify you are credentialed.  
Not sure? Contact [providerrelations@wellfirstbenefits.com](mailto:providerrelations@wellfirstbenefits.com).



## Quick Access

In addition to the go-live checklist, these resources are available now!

### Customer Care Center

**877-274-4693** for the SSM Health  
Employee Health Plan  
Monday – Thursday 7:30 am to 5 pm  
Friday 8 am to 4:30 pm

### Provider Manual

WellFirst Health SSM Health  
Employee Health Plan ASO Provider Manual  
[wellfirstbenefits.com/providers](https://wellfirstbenefits.com/providers).

### User Guides

WellFirst Health Provider Portal  
Registration User Guide on the Account Login  
page at [wellfirstbenefits.com/Account-Login](https://wellfirstbenefits.com/Account-Login).

Provider Portal Applications User Guide —  
Available in the secure Provider Portal  
to registered users.

### Provider Directory

An interactive, up-to-date listing of  
in-network providers and locations  
contracted with WellFirst Health that is easily  
accessible to members and providers at  
[wellfirstbenefits.com/find-a-doctor](https://wellfirstbenefits.com/find-a-doctor).

**Hint:** When you are referring your patients to  
another provider, be sure to review the Provider  
Directory to verify that the provider is part of the  
WellFirst Health network.

### EDI Set-up

Sign up to exchange HIPAA transactions with  
WellFirst Health from [wellfirstbenefits.com/  
Providers/HIPAA-transactions](https://wellfirstbenefits.com/Providers/HIPAA-transactions) by calling  
**800-356-7344 ext. 4320** or emailing  
[edi@wellfirstbenefits.com](mailto:edi@wellfirstbenefits.com). ☎



## Accessible Information

Information and Resources for January 1, 2020.

### Verify Eligibility

- 270/271 Eligibility and Benefit Inquiry and Response Transaction **or**;
- WellFirst Health Provider Portal **or**;
- Call the Customer Care Center at **877-274-4693** for the SSM Health Employee Health Plan

### Submit Authorization Requests

- WellFirst Health Provider Portal **or**;
- Authorization portal partner Navitus' Navi-Gate for medical injectables **or**;
- Authorization portal partner Magellan's RadMD portal for physical and occupational therapy, radiology and musculoskeletal services.

### Submit Claims

- 837 Health Care Claim transactions.
- Online Direct Data Entry Form, a free electronic claims tool. Sign up at **sdata.us**.

- Electronic claims are preferred. Paper claims will be accepted from providers without online access.

#### Send to:

WellFirst Health  
PO Box 56099  
Madison, WI 53705

### Check Claim Status

- 276/277 Health Care Claim Status Request and Response transaction **or**;
- WellFirst Health Provider Portal **or**;
- Call the Customer Care Center at **877-274-4693** for the SSM Health Employee Health Plan

### Submit Claim Appeals

- WellFirst Health Provider Portal **or**;
- Paper Claim Review Request form linked from the Document Library on **wellfirstbenefits.com**. 

## Check if you need authorization before providing services

Know WellFirst Health's authorization requirements to avoid claim denials and payment delays.

### What is an authorization?

A request submitted by an in-network WellFirst Health Primary Care Provider (PCP) or an in-network WellFirst Health Specialty Provider for approval of treatment when a service requires an approved authorization per the medical policy or when the rendering provider is out-of-network. Authorizations are required for all inpatient admissions to a plan facility.\*

### What is prior authorization?

Prior authorization is written approval from WellFirst Health prior to a member receiving services.

### What is concurrent authorization?

Concurrent authorization is required for all urgent/emergent inpatient admissions to a hospital facility. Notification of the admission must be made to WellFirst Health on the next business day following the admission or within the time frame outlined in the provider agreement/contract.


### How do I know if a rendering provider is in-network?

In-network providers are listed in the online WellFirst Health Provider Directory. Any provider not listed is out-of-network. An authorization request from an in-network provider needs to be submitted for approval of an out-of-network rendering provider.

### Which services require prior authorization?

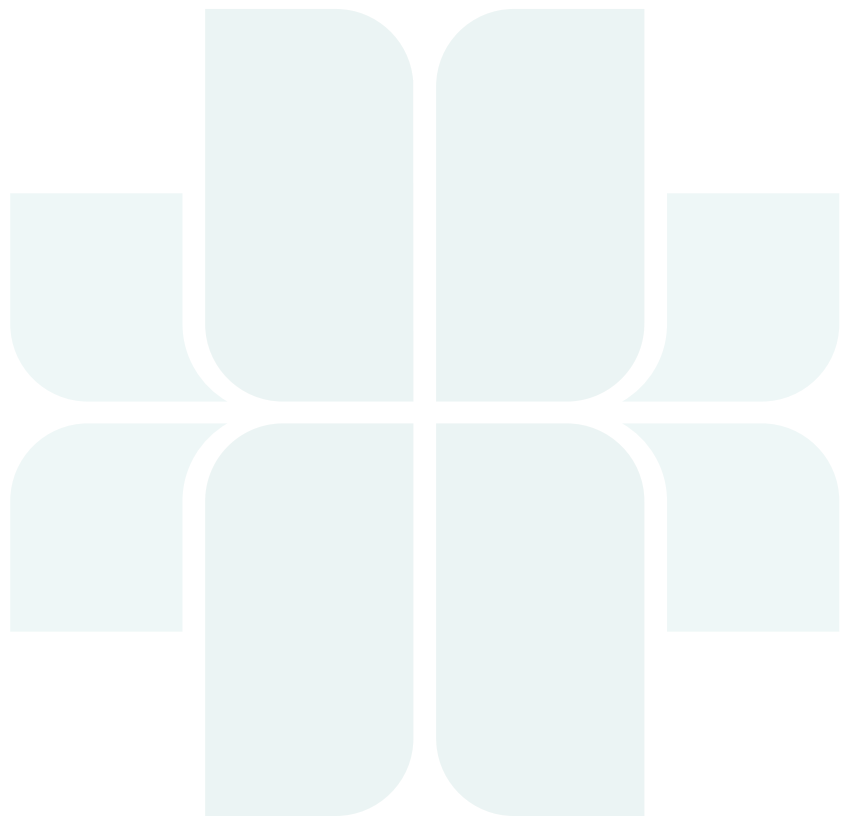
Refer to the WellFirst Health Master Service List (MSL) and the Medical Injectables list for services that require approved authorization.\*

### Where are the medical policies?

WellFirst Health medical policies are published on the WellFirst Health website on the Medical Management page.\* 

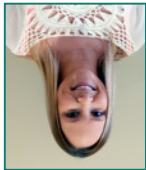
*\*Refer to **wellfirstbenefits.com/Providers/Medical-Management** for specific prior authorization information.*

**Sales Representative 866-514-4194**  
**Employee Health Plan Customer Care Center 877-274-4693**  
Monday–Thursday 7:30 am – 5 pm  
Friday 8 am – 4:30 pm



**Provider Network Consultants Spotlight**

**Tiffany Bezaffi, Sr. Provider Network Consultant**



Tiffany is based in St. Louis and has a decade of health care experience. She's worked in rare disease specialty pharmacies and at a health plan, so she understands how to work with clinicians.

"I love working with providers again," says Bezaffi. "Getting providers up and running is my forte."

Contact Tiffany at **314-994-6262** or email [ProviderRelations@wellfirstbenefits.com](mailto:ProviderRelations@wellfirstbenefits.com).

**Shari Stringer, Sr. Provider Network Consultant**



Shari has spent the past 25 years in health care, serving in billing, appeals and training. She has helped providers with payment, eligibility and contracting issues and she is eager to use her experience to work collaboratively with providers.

"I can relate to them because I've been there," says Stringer. One of her main focus areas has involved establishing credentials for new providers.

Contact Shari at **314-994-6262** or email [ProviderRelations@wellfirstbenefits.com](mailto:ProviderRelations@wellfirstbenefits.com).

**Provider Network Consultants**

**In Your Corner... Provider Network Consultants**

Provider Network Consultants are responsible for provider orientation trainings, education on new policies and procedures, and escalated claim support and appeals. With the introduction of WellFirst Health, your Provider Network Consultant is here to help. If your organization would like training, please contact your Provider Network Consultant today.

**What's Next?**

WellFirst Health *Provider News* will be published quarterly and keeps you current on health plan procedures, benefits, or other areas of interest. Look for the next issue in spring 2020 on the WellFirst Health website. Additionally, WellFirst Health may occasionally send mailings. Be sure to visit [wellfirstbenefits.com/provider](http://wellfirstbenefits.com/provider) regularly for the most up-to-date Provider Manual and policies.

**Visit**  
[wellfirstbenefits.com](http://wellfirstbenefits.com)