

## **SECTION 1 - INTRODUCTION**

Partnership Health Plan, Inc. (PHP) is a Wisconsin licensed Medicaid HMO and an approved Medicare Advantage-Prescription Drug Plan (MA-PD). PHP offers the plan Community Health Partnership, a Program of Partnership Health Plan, Inc. (Program).

Members enrolled in the Program receive Wisconsin Medicaid and, when applicable, Medicare through PHP. The Wisconsin Medicaid and Medicare programs pay PHP to manage health services for Members who are enrolled in the PHP Program. PHP is *not* a Medicare supplement policy or a Medigap policy.

PHP contracts with Medicare certified and/or Wisconsin Medicaid certified health care providers to provide medical or long-term support services to Members enrolled in its Program. PHP refers to certified Providers as “Plan-Providers”. With the exception for special circumstances, Members enrolled in the Program must use Plan Providers contracted with PHP for the provision of medical or long-term support services. Members must receive authorization prior to receiving non-emergency services from Non-Plan Providers (NPP). Additional information regarding Member utilization of Plan and Non-Plan Providers is contained throughout this manual.

### **Geographic Service Area**

The geographic service area of PHP is subject to change. As of January 1, 2006 the following Wisconsin counties are included in the service area:

- Chippewa
- Dunn
- Eau Claire

### **Purpose of Provider Manual**

The PHP Provider Manual is developed as a tool for Plan Providers to use when they provide care and treatment to PHP Members. It defines policies, procedures and guidelines required by the Centers for Medicare and Medicaid Services (CMS), the State of Wisconsin Department of Health and Family Services (DHFS) and PHP. The manual is divided into sections according to general topics.

### **Updates and Revisions**

The manual will continue to change and evolve as PHP grows and will be updated on an as-needed basis. You will receive periodic updates to keep your manual current.

### **Nondiscrimination Statement for Selection of Plan Providers**

PHP does not discriminate in the selection of Plan Providers in terms of participation, reimbursement or indemnification. PHP does not discriminate against any health care professional or solely on the basis of the license or certification.

### **Recipient of Federal Funds Policy**

Payments to Plan Providers received from PHP for services provided to Members is in whole, or in part, from federal funds. Therefore, Plan Providers and their subcontractors are subject to certain laws that are applicable to individuals and entities receiving federal funds. These laws include, but are not limited to, Title VI of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, the Rehabilitation Act of 1973 and the Americans with Disabilities Act.

### **Lock-in**

PHP benefits are available to Members only if provided by a PHP Plan Provider. If a Member seeks services from a Non-Plan Provider or purchases medical services or supplies from a Non-Plan Provider without prior authorization from PHP, the Member will be responsible for the related expenses.

The only exceptions to the lock-in provision are for out-of area renal dialysis, urgent care health services, emergency care and post-stabilization care.

### **Provider Network**

“Providers” is the general term used for doctors, hospitals, health care professionals and health care facilities that are licensed and/or certified by Medicare and by the state of Wisconsin to deliver or furnish health care services. “Practitioners” refers specifically to individuals practicing a healing art such as physicians, dentists, chiropractors, physical and occupational therapists, and behavioral health specialists.

Throughout this Provider Manual PHP refers to Providers as “Plan Providers” when it has contracted or arranged with them to coordinate or provide covered services or supplies to Members of the Program. PHP refers to providers as “Non-Plan Providers” when they are not contracted or considered part of the PHP network.

PHP establishes contracts with many health care professionals in its service area for the delivery of health services to Members. The network includes clinics, hospitals, skilled nursing facilities, home health, chiropractic and other health professionals. Contracted participating hospitals provide both inpatient and outpatient services.

It's recommended you refer to PHP's website ([www.communityhealthpartnership.com](http://www.communityhealthpartnership.com)) for the most current, electronic document of the Provider Directory and Provider Manual. Hard copies of the PHP Provider Directory and Provider Manual can be obtained by calling the Provider Relations Department at 715-858-7820. PHP cannot guarantee continued affiliation with any provider that is listed in the Directory.

When a Member requires care that a Plan Provider is unable to provide, the Member should be referred to another PHP Plan Provider unless there is no Plan Provider who can furnish the needed services. Provider affiliation with PHP's network must be confirmed prior to assisting Members with coordinated services.

To ensure the integrity of the PHP network, quality initiatives, credentialing, utilization review and ongoing quality programs are practiced.