

# Prime Employee Health Plan

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## Tier 2 EPO Plan Providers

Thank you for the exceptional care you provide to our Prime EPO Members



# A Quick Review for Tier 2 Providers

## Overview and Updates

Prime EPO Overview	3
Network Tier and Referrals	5
Performance in Key Areas	11
Authorizations	12
Claims Payment	15
Plan Information and Tools	16
Support and Service	17
Network	20
An Invitation	21



This presentation is available online.  
Visit [www.primehealthcare.com/EHP](http://www.primehealthcare.com/EHP)  
or scan here.



# Prime Delivers Quality

Quality, cost-effective care consistently earns top ratings



Prime Healthcare is proud to be the sole awardee of the

**2021 John M. Eisenberg Award**

**For National Level Innovation in Patient Safety and Quality**



# Prime Provides Strength

## The resources of a major national health system

Acute Care Hospitals	Licensed Beds	Outpatient Locations	Annual Unique Patient Visits	People Employed	Physicians with Staff Privileges
<b>45</b>	<b>8,734</b>	<b>300+</b>	<b>2.6 M</b>	<b>40,000</b>	<b>12,000</b>

Diverse Communities Served  
Urban, Suburban, Rural

**600**

Prime EPO Members  
Across 14 States

**40,000 and growing**



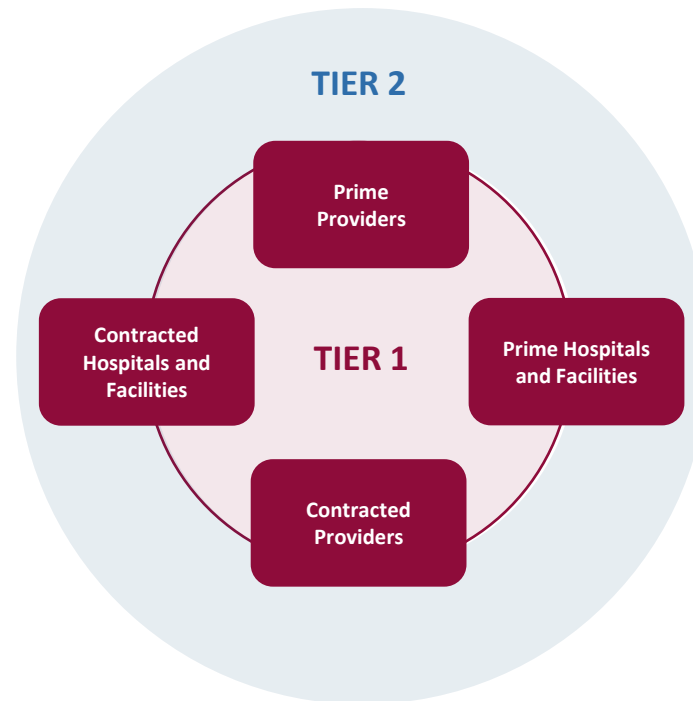
● Prime Healthcare Services, Inc. ● Prime Healthcare Foundation (non-profit)

# EPO Network Tiers

The Prime EPO plan is designed to keep out-of-pocket costs as low as possible.

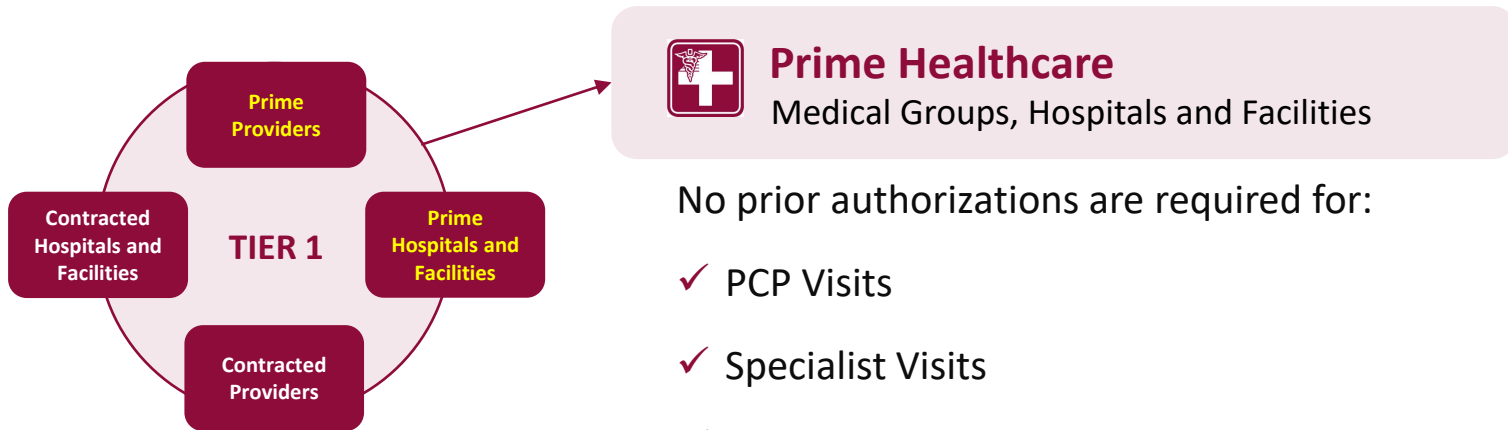
Members are referred within a **Tier 1 Network** composed of Prime Providers, hospitals, and facilities, as well as contracted Providers for most care.

Members are referred to a **Tier 2 Network** composed of contracted only when required.



# Prime Tier 1 Providers

Members are **referred first** to Prime Providers, hospitals, and facilities to deliver the most value to Members.

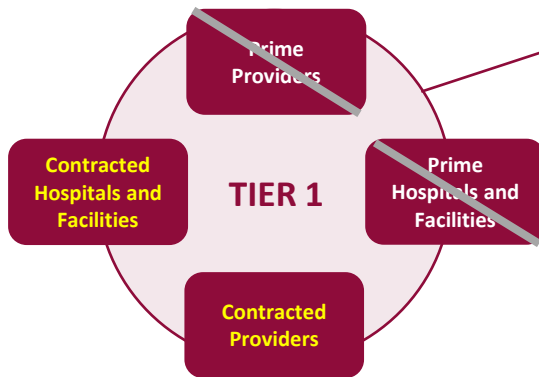


No prior authorizations are required for:

- ✓ PCP Visits
- ✓ Specialist Visits
- ✓ Services performed by any Prime-employed Provider or at any Prime-owned hospital or facility

# Tier 1 Contracted Providers

If services are **not available** through Prime, referrals are made next to EPO-contracted entities.



## EPO Contracted Entities

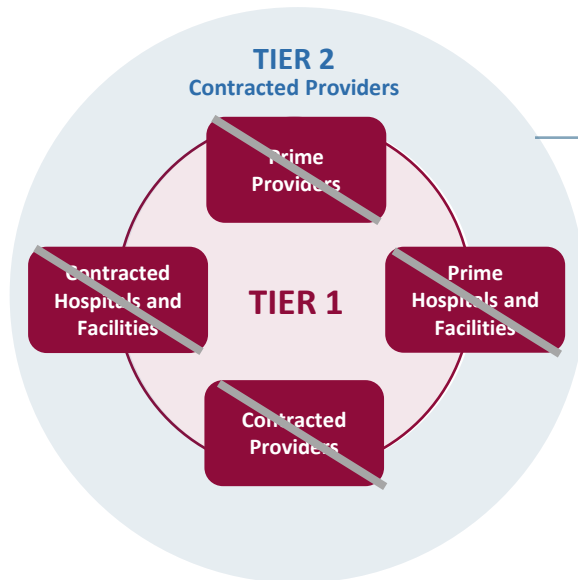
Providers, Medical Groups, Hospitals and Facilities

No prior authorizations are required for:

- ✓ Any PCP or Specialist Visits
  - ✓ Any U.S. Prevention Task Force Screenings
  - ✓ Any of Many Auto-Approved Services
- For the list, visit [www.primehealthcare.com/EHP](http://www.primehealthcare.com/EHP)

# Tier 2 Contracted Providers

If services are **not available** through Tier 1 Providers, referrals are permitted to Tier 2 Providers with prior approval.



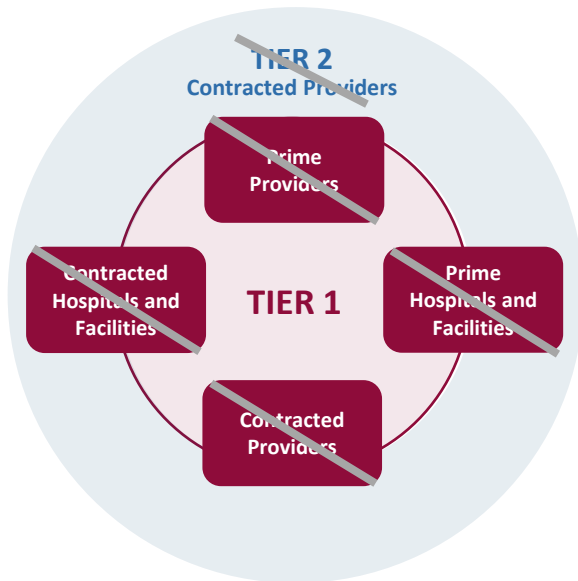
**!** All Tier 2 services require approved Prior Authorization from Prime Utilization Management.





# Out-of-Network Providers

Out-of-network referrals are permitted with prior approval, only if services are **not available** through **Tier 1 or Tier 2** Providers.



## OUT OF NETWORK

Permitted only when essential, covered medical services are not available in Tier 1 or Tier 2.



All out of network services require approved Prior Authorization from Prime Utilization Management.

# Prime EPO Opportunity

The Tier 1 Network is built to offer the most advantages for Members and Providers.



# Prime EPO Performance

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Impressive performance in five key areas make the Prime EPO a compelling choice.

**Authorization Approval  
Turnaround Time**

**Claim Payment  
Turnaround Time**

**Provider and Member  
Information and Tools**

**Customer  
Support and Service**

**A Strong and Growing  
Network**

# Faster Authorization Turnaround

Fewer required authorizations and fast turnaround time make caring for Members easier.

**60% Instant Approval**  
with the **online PAS tool**

**96 to 98% Approval**  
of **All Authorizations**

**92% Approval**  
within **24 Hours**

**97% Urgent Approval**  
within **6 Hours**



# New Online Prime Authorization System

Our new online tool for referrals and authorization simplifies and speeds approvals.

**New Online Referral  
and Authorization**

**60% Instant Approval**

## **Advantages of the online Prime Authorization System (PAS)**

- **60% Instant Approval**
- Connect directly to the Prime UR team
- Submit additional information at any time
- Print authorizations
- Track the status of requests
- Verify Member eligibility
- Locate Tier 1 Providers and facilities
- Find ICD 10 diagnosis, procedure, CPT/HCPCS

Access and 10-minute training sessions for PAS are available on request.

# Faster Turnaround than Industry Standard

## Prime Healthcare EPO Authorizations

Average Turnaround Time (TAT) January 2021 to February 15, 2022

Routine PA Determination	Volume	Percentage	Avg TAT	Industry Standard
Approved	62,991	94.86%	1.71 days	7 to 10 days
Denied	1,273	1.92%	3.4 days	
Closed*	1,818	2.74%	4.3 days	
Pending Review	322	0.48%	In review	
Urgent PA Determination	Volume	Percentage	Avg TAT	Industry Standard
Approved	4,498	97.7%	6 hours	24 to 72 hours
Denied	34	0.74%	18.5 hours	
Closed*	68	1.48%	17.1 hours	
Pending Review	3	0.07%	In review	
Retro PA Determination	Volume	Percentage	Avg TAT	Industry Standard
Approved	2,528	73.81%	6.41 days	30 days
Denied	599	17.49%	7.9 days	
Closed*	260	7.59%	6.15 days	
Pending Review	38	1.1%	In review	

\* Closed: due to lack of minimum necessary information required to process as a prior authorization request, including but not limited to medical record documentations, despite several attempts to the Provider offices

# Claims Payment

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Prime strives to ensure Providers are paid correctly and as quickly as possible.

## ACCELERATED Claims Payment

- ✓ **85 to 90% Paid** within **30 Days**
- ✓ Accelerated Tier 1 Provider Payment
- ✓ TPA with Oversight

### Accelerated Payment

Claims for Tier 1 Providers are paid twice as fast than for non-contracted providers, from billing to arrival of funds

### TPA with Oversight

Claims are processed by Keenan as the EPO Plan TPA. Prime EHP Claims Department oversees claim payment performance for integrity, accuracy, timeliness, quality, and claim dispute resolution.

# Plan Information and Tools

Providers and Members have information and tools to guide easier, more effective use.

## EASY TO UNDERSTAND Plan Information and Tools

- ✓ Medical Group Training Video Presentation
- ✓ EPO Plan Overview
- ✓ Authorization Quick Reference
- ✓ PAS Training
- ✓ Online Searchable EPO Provider Directory
- ✓ Member Training Video Presentation
- ✓ EHP Website Resources

## Easy Access to Plan Information

A wealth of information for Providers and Members is on the Prime EHP website.

Access it at [www.primehealthcare.com/EHP](http://www.primehealthcare.com/EHP)

Or scan here.





# Plan Information and Tools

When you understand requirements, they are easier to follow.

Training information, such as the instructions for reading Authorization Charts shown here, help Providers and Members understand how to use their medical benefits effectively.

## Authorization for Facility Services

More information is expanded and explained to guide you

Facility Services	Prime Owned Hospitals and Facilities			Non-Prime Facilities		
	Physician Order or Prescription	Referral	Authorization	Physician Order or Prescription	Referral	Auth
Imaging (MRI/CT/MRA/PET scan/DEXA)	Yes	No	No	Yes	Yes	1
Hospital Imaging	Yes	No	No	Yes	Yes	1
Inpatient Hospitalization	Yes	No	No	Yes	Yes	1
Outpatient Surgery	Yes	No	No	Yes	Yes	1
Basic Services	Yes	Yes	Yes	Yes	Yes	1
Sleep Studies	Yes	Yes	No	Yes	Yes	2
Emergency Room Services	N/A	No	2	N/A	No	2
Urgent Care	N/A	No	3	N/A	No	3
Lab <sup>4</sup>	Yes	No	No	Yes	Yes	3
Auto-Approved Services <small>Visit <a href="http://www.primehealthcare.com/visit">www.primehealthcare.com/visit</a> for a list of these services.</small>	Yes	No	No	Yes	Yes	

### 1 Lab Work

Members should get lab work at a Prime facility or Prime-contracted LabCorp location whenever possible. If they receive services at a non-Prime facility, Tier 2 rates may apply.

### 5 Physician Order or Prescription

To receive some services under your plan, you need to get an order from your PCP and present it at the facility when you go for care. The order may be on paper or it may be a digital file. Without the order, you may not get the services or they may not be covered under your plan.

### 4 Urgent Care

Members should get urgent care if care at a Prime facility is not contracted urgent care facility. Members receive services at rates that may be significantly greater.

## Authorization for PCP and Specialty Services

The footnotes are expanded and explained to guide you.

### 1 Specialist Office Visit

Initial consults with Tier 3 specialists require a PCP referral, but do not require authorization or Prime UM review. No need to wait for referral or authorization.

### 2 Tier 1 Prior: Authorization Not Required

- Office visits
- Auto-approved services listed at: [www.primehealthcare.com/aut](http://www.primehealthcare.com/aut)
- US Prevention Task Force preventive screening services listed at: [www.uspreventiveservicestaskforce.org/uspstf](http://www.uspreventiveservicestaskforce.org/uspstf)
- Facility-based services provided at a Prime facility

### 3 Tier 2 Authorization

- If authorization to a Tier 2 Provider is approved and 1.5 benefits are applied:
- Three follow-up visits approved within 365 days following the initial approved authorization.
  - A new authorization is required for follow-up visits after 365 days of initial approved authorization.
  - All other services require prior authorization for each follow-up visit.
  - Benefits may vary. Some locations do not need authorization for Tier 2 PCP visits.

### 4 Tier 2 Lab Work

Lab work at LabCorp loc. All other lab.

Service	Tier 1 Prime Employer		
	Referral	Authorization	Referral
Primary Care Office Visit <small>General Practice, Family Practice, OB/GYN, Internal Medicine</small>	N/A	No	N/A
Podiatry Office Visit	N/A	No	N/A
Specialist Office Visit <sup>1</sup> <small>Specialist Consult and Follow-up visits</small>	No	No	Yes
PCP Lab Work	No	No	N/A
PCP Lab Work <small>in Office Preventive, Routine</small>	No	No	N/A
Auto-Approved Services <small>Visit <a href="http://www.primehealthcare.com/aut">www.primehealthcare.com/aut</a> for a list of these services.</small>	No	No	No

## Authorization Charts

Two charts summarize authorization requirements. Here are tips on reading them.

### 1 Review the definitions at the top of the chart so you can discuss them with your patients if needed.

**Referral:** Request by a Provider to refer patients to another Provider. Referrals may be verbal, written, or digital.

**Physician Order/Prescription:** An order a Provider gives patients on paper or as a digital file for them to get a service/medication.

**Authorization:** Approval for services from Prime Utilization Management. Authorization approvals are sent to Providers by fax or online. Patients also receive approvals by mail at their home.

### 2 Check the color codes for the blocks.

- Pink means referral or authorization is NOT REQUIRED.
- Blue means referral or authorization IS REQUIRED.

### 3 Look under the Tier 1 Prime Employed Provider column to learn about required referrals and authorizations.

### 4 Read the footnotes for details.

We review them in the next few slides.

**Authorization for PCP and Specialty Services**  
Use this chart to determine if a service requires a referral, authorization, or both. For specific details, refer to the definitions at the top of this chart.

Service	Tier 1 Prime Employer		Tier 2 Prime Employer		Tier 3 Prime Employer	
	Referral	Authorization	Referral	Authorization	Referral	Authorization
Primary Care Office Visit	N/A	No	N/A	No	N/A	No
Specialist Office Visit	No	No	Yes	Yes	Yes	Yes
Urgent Care	N/A	No	N/A	No	N/A	No
Emergency Room Services	N/A	No	N/A	No	N/A	No
Lab Work	Yes	Yes	Yes	Yes	Yes	Yes



# Plan Support and Service

Comprehensive customer support and service helps Providers maximize efficiency and avoid issues.

## COMPREHENSIVE Support and Service

- ✓ Three companies surround our Providers and Members with support and service
- ✓ Providers are fully informed about who to call when they need help

 Prime Healthcare  
is the benefits plan

 Keenan  
is the benefits manager

 EXPRESS SCRIPTS®  
is the pharmacy benefits manager

All provide 24/7 assistance  
online or by phone

# Plan Support and Service

When you know who to contact, it's easier to get the help you need.

## PRIME CUSTOMER SERVICE

Confirm or change your PCP, Non-HIPAA related questions	Prime Customer Service	<a href="mailto:EHP@primehealthcare.com">EHP@primehealthcare.com</a>
Referral status, urgent services, eligibility	Prime Customer Service	<a href="mailto:EHP@primehealthcare.com">EHP@primehealthcare.com</a> or 877-234-5227
Benefit-related questions	Benefits	<a href="mailto:EHPbenefits@primehealthcare.com">EHPbenefits@primehealthcare.com</a>
Urgent referral status, discharge planning, and hospital transfers	Utilization Management	<a href="mailto:EHP@primehealthcare.com">EHP@primehealthcare.com</a> or 877-234-5227
Tier 1 Provider contracts and directory	Bhavya Manugunta	<a href="mailto:EHPProvidercontracts@primehealthcare.com">EHPProvidercontracts@primehealthcare.com</a>
Prime Authorization Service (PAS) tool	Bhavya Manugunta	<a href="mailto:EHP@primehealthcare.com">EHP@primehealthcare.com</a>

## KEENAN CUSTOMER SERVICE

Member eligibility, copay, co-insurance, deductible, EOB questions, benefits fax back for Providers	Keenan Customer Service	888-773-7218
Appeals	Keenan Customer Service	Phone: 310-533-5755, Fax: 888-773-7218

## EXPRESS SCRIPTS CUSTOMER SERVICE

Pharmacy benefit questions and appeals	Express Scripts Customer Service	866-718-7955, TDD 800-899-2114 <a href="http://www.express-scripts.com">www.express-scripts.com</a>
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# A Strong and Growing Network of 12,000 EPO Providers

We're expanding our Tier 1 Network to meet the needs of all our Providers and Members.

## **STRONG and GROWING Network**

- ✓ Prime is in 14 states with 12,000 EPO Providers.
- ✓ Added more than 1,790 Providers and five facilities in 2021
- ✓ Prime is actively seeking new Tier 1 Providers
- ✓ Nominate trusted colleagues to join the Prime Tier 1 network

### **Improving Access through Expansion**

We are filling “Provider gaps” by contracting with Providers who can make our network more robust in its services and scope.

### **Creating Value through Less Tier 2 Utilization**

To sustain the best possible care for Members at the least out-of-pocket costs, we help Providers to keep referrals within the Prime Tier 1 Network.

# An Invitation

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If this overview leads you to consider contracting with the Prime Tier 1 EPO Network, please contact us.

We would be delighted to share more information and discuss the possibilities.

Please email us at [EHPProvidercontracts@primehealthcare.com](mailto:EHPProvidercontracts@primehealthcare.com)

**RAPID**  
Authorization Turnaround

**ACCELERATED**  
Claims Payment

**EASY TO UNDERSTAND**  
Plan Information and Tools

**COMPREHENSIVE**  
Support and Service

Grow your practice as you care for our Members



**CONSIDER EXPANDING YOUR ROLE**  
in a Strong and Growing Network

# With Gratitude

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Thank you for how well you care for our EHP Members.



Please visit [www.primehealthcare.com/EHP](http://www.primehealthcare.com/EHP) for downloadable EPO resources, including this presentation and various guides.