



GATEWAY Health Plan[®]

Quick Tips

www.gatewayhealthplan.com

Pennsylvania Medicaid

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Provider Services

Call Provider Services at **1-800-392-1145** with questions regarding claims, eligibility or benefits. The Provider Services Department is available Monday through Friday from 8:30 am - 4:30 pm.

Eligibility Verification

Call the DIVA Eligibility/Referral line **1-800-642-3515** before rendering service in order to verify eligibility. DIVA is available 24 hours a day, 7 days a week. In addition to using DIVA to verify eligibility, PCPs can use their Member Lists, which arrive via mail around the first day of each month.

Precertification

It is the ordering provider's responsibility to obtain authorization for services requiring precertification from Gateway's Medical Management Department at **1-800-392-1146**. Call National Imaging Associates at **1-888-879-5922** for authorizations for MRI/MRA, CT, Nuclear Cardiology, Bone Densitometry and PET scans.

Lab Services

All laboratory-testing must be completed at the lab designated by the member's PCP. No referral is required when the member is referred to the designated lab noted on the member's Gateway ID card. Specialists must refer all laboratory testing to the lab designated by the member's primary care physician. If the member's designated lab is unknown the member must be referred back to the member's PCP to order the tests.

Referrals

PCPs must issue a referral (DIVA or paper) for specialist consults and hospital services. OB-GYN providers may refer to participating hospitals but not to other specialists. When a patient is referred outside of the OB/GYN office to another specialist, a referral from the member's PCP is required. Hospitals and specialists must obtain a valid referral prior to rendering services. Verify referrals using our DIVA system at 1-800-642-3515, Option 3. DIVA fax confirmation is available for PCPs, OB/GYNs, Specialists and Facilities. Communicate in writing back to the PCP as to clinical findings and/or treatment plans.

- When referring to a facility and physician, issue the referral to the facility.
- All specialist referrals should be issued using the Gateway Group #.
- All childbirth education classes require a referral to a participating hospital.
- Diagnostic Testing, Fetal Non-stress Tests and Ultrasounds can be performed in the OB/GYN's office or at a hospital without an authorization or a referral.
- Referrals are NOT needed to a participating perinatologist or for lab work when completed at a member's designated lab.

(Please use paper referrals for Milton S. Hershey Medical Center and Geisinger Health System)



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Billing & Timely Filing

All services provided must be submitted following Gateway's timely filing guidelines, regardless of expected payment or coverage.

- **180 days** from the date of service for initial claim submission
- **120 days** from the date of processing the initial claim to submit a provider appeal on any claim
- **60 days** from the date of service to submit EPSDT claims
- **60 days** from the date of the primary EOB to submit claims for coordination of benefits

EDI claims submitted without an NPI will be rejected. Paper claims can be submitted with both the NPI and the individual Gateway Provider ID#. (*Refer to **Billing Quick Tips** for more helpful information!*)

To be paid appropriately, Gateway must have complete, accurate and comprehensive medical claim information regardless of the provider's reimbursement method (i.e. capitated services or claims where Gateway is the secondary payer must be submitted).

Family Planning

Sterilization services require authorization by Adagio by calling **1-800-532-9465** or fax to **412-201-4701**. Obtain signed MA31 forms at least 30 days prior to sterilization procedures. Forms can be obtained from the Office of Population Affairs in English and Spanish by calling **1-866-640-7827** or faxing to **1-866-592-3299**. **The forms are not from ADAGIO.** Fax or mail MA31 forms to ADAGIO of Western PA, 960 Penn Avenue, Suite 600, Pittsburgh, PA 15222.

PLEASE SEND FORMS AROUND 28 WEEKS GESTATION.

Contraceptives

- Providers can obtain Depo-Provera from one of our network specialty pharmacies, such as Medmark (phone **888-347-3416** or fax **877-231-8302**). Depo-Provera will be shipped to your office.
- IUDs or diaphragms can be obtained from pharmaceutical company and bills Gateway.

Miscellaneous Items

GARDASIL

For member under 19, Gardasil must be obtained via Vaccine for Children. For members 19 – 26 it must be obtained via MedMark or Specialized pharmacy.

MEDMARK

Medmark can accept returns within 3 months of when it was shipped to the provider. Contact Medmark (phone **888-347-3416** or fax **877-231-8302**), and ask them to send a "call tag" to return the injectable drug.

NEWBORNS

Newborns of Gateway mothers will be covered by Gateway for services rendered during the neonatal period. All charges for newborns that become enrolled in the Gateway plan, other than the hospital charges covering the confinement for both Mom and Baby, are processed under the newborn name and newborn Gateway ID number.

BREAST PUMPS

Breast pumps are only covered through Edgepark Medical Supplies. Prior authorization is not required from Gateway. Edgepark requires their **FORM V110508** in order to process the request. Contact Edgepark directly at 1-800-321-0591 – Ext. 3368 or Fax this Form to 330-963-6172. Replacement tubing kits are also available using the same form. Hours of operation are: Monday-Friday – 8:30 a.m. – 8:00 p.m. EST.

POST PARTUM HOME VISITS

Post Partum Mom Baby home visits are covered by Gateway. **The first two visits do not need an authorization.** If more than two visits are needed an authorization is needed by calling the **MOM MATTERS[®] PROGRAM AT 1-800-642-3550 Option 2.**

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