

Oscar Health Florida Provider Manual Supplement

Table of Contents

Introduction	3
Overview	3
Our Service Areas	3
Our Network	3
Our Delegated Vendors	3
Claims and Payment	4
Timely Filing of Claims	4
Requests for Additional Information	4
Timely Processing of Claims	5
Claim Corrections and Late Charges	5
Reimbursement Requirements and Policies	5
Interest Payments	5
Interest on Late Payments	5
Interest on Underpayments	6
Claims Overpayment	6
Utilization Management	6
Authorization Request Requirements	6
Program Staff	6
Delegation and Oversight	7
Grievances and Appeals	7
Grievances	7

This State Specific Supplement is intended to be read alongside the Oscar Health Provider Manual (available at provider.hioscar.com/resources).

Introduction

Overview

Welcome to Oscar. This document is intended to serve as an addendum to the Oscar Health Provider Manual (available at provider.hioscar.com/resources). The following are Florida specific requirements.

Our Service Areas

Oscar's Service Area is comprised of the following counties in Florida: Alachua, Bay, Brevard, Broward, Charlotte, Citrus, Clay, Duval, Escambia, Flagler, Hernando, Hillsborough, Lake, Leon, Manatee, Marion, Martin, Miami-Dade, Okaloosa, Orange, Osceola, Palm Beach, Pasco, Pinellas, Santa Rosa, Sarasota, Seminole, St. Lucie, and Volusia.

Our Network

Our Delegated Vendors

In addition to the national vendors listed in the corresponding section of the Provider Manual, Oscar utilizes the vendors below in Florida:

Service	Partner	Contact Information
Delegated Prior Authorization <i>Please refer to the "Delegation and Oversight" section for Utilization Review service categories delegated to each partner.</i>	eviCore	Utilization Management: For case initiation, please access the Portal (www.eviCore.com) or contact eviCore via phone 1-855-252-1118 Additional resources available at www.evicore.com/healthplan/Oscar
	American Specialty Health (ASH)	Utilization Management: Provider Portal: www.ASHLink.com Fax: 877-248-2746 Mailing Address: American Specialty Health (ASH) P.O. Box 509077, San Diego, CA 92150-9077
Delegated Utilization Management <i>Please refer to the "Delegation and Oversight" section for Utilization Review</i>	ProgenyHealth (Effective 4/1/22)	<i>Effective April 1, 2022:</i> Utilization Management: For Neonatal Intensive Care Unit (NICU) and special care nursery (SCN) admission notifications, please contact

This State Specific Supplement is intended to be read alongside the Oscar Health Provider Manual (available at provider.hioscar.com/resources).

<i>service categories delegated to each partner.</i>		ProgenyHealth directly via secure fax (sFax): 1-888-832-2006 Additional resources available at: www.ProgenyHealth.com
Pediatric Vision	Davis Vision	<u>Claims Submission Address:</u> Vision Care Processing P.O. Box 1525 Latham, NY 12110

Claims and Payment

Timely Filing of Claims

In addition to the timely filing requirements listed in the Oscar Health Provider Manual, providers are expected to adhere to the state-specific deadlines outlined below:

In-Network Providers

In-network providers should refer to their respective contracts for timely filing deadlines when submitting claims. Unless a different timely filing deadline is specified in the contract, the timely filing deadline for an in-network provider to submit claims will be 180 calendar days from the last date of service.

Out-of-Network

Out-of-network providers in Florida shall submit all claims within 180 days from the last date of service, unless the state where such services were provided mandates a different timely filing deadline, which shall control.

Requests for Additional Information

In addition to all guidelines regarding requests for additional information outlined in the Oscar Health Provider Manual, providers are expected to adhere to the state-specific requirements regarding itemized bill content as listed below:

Itemized Bill Content

Unless a different timeline is specified in the contract, providers must submit the requested information to Oscar, along with the associated Explanation of Payment (EOP) and/or a copy of the information request letter, within 35 calendar days of the initial request. All requested documentation must be sent to:

This State Specific Supplement is intended to be read alongside the Oscar Health Provider Manual (available at provider.hioscar.com/resources).

By mail:

Oscar Health, Inc.
PO Box 52146
Phoenix AZ, 85072-2146

By fax:

1-888-977-2062

If the requested documentation received from the provider is insufficient or incomplete, Oscar will send additional requests to the provider detailing why the information submitted is inadequate or what information is still outstanding. All requests (including subsequent requests made per incomplete documentation) must be fulfilled within 35 calendar days from the initial request. Oscar will not be liable for claim payment or interest unless and until the documentation request has been properly satisfied, at which time the applicable timeframe for processing the claim will commence.

Timely Processing of Claims

Oscar and its delegated provider organizations and hospitals are required to meet the claims timeliness standards established by state law. Oscar will abide by Florida state law, which stipulates that all undisputed claims requiring no additional information must be processed and paid or denied within 20 calendar days if submitted electronically and 40 calendar days if submitted by paper, unless otherwise set forth by the provider contract.

Claim Corrections and Late Charges

Providers who believe they have submitted an incorrect or incomplete claim may submit an updated claim within 180 calendar days of the last date of service (the same timely filing limit established in the “Timely Filing of Claims” section above). Providers must submit a corrected claim when previously submitted claim information has changed (e.g. procedure codes, diagnosis codes, dates of service, etc.).

Reimbursement Requirements and Policies

Interest Payments

Interest on Late Payments

Oscar and its delegated provider organizations will pay interest at a rate of twelve percent (12%) per annum, unless otherwise specified in the provider contract, of the payment issued to the provider (excluding copayments, coinsurance amounts, and deductibles) on claims for which the original payment is not mailed before Oscar’s state-mandated timely payment deadline. Please see the “Timely Processing of Claims” section for the applicable deadlines.

If a claim is pended with a request for additional information, the timely payment deadline will be calculated from the date when all requested additional information is received.

This State Specific Supplement is intended to be read alongside the Oscar Health Provider Manual (available at provider.hioscar.com/resources).

Interest on Underpayments

If Oscar processes a clean claim incorrectly and adjusts the claim, interest on the adjusted payment amount (excluding copayments, coinsurance amounts, and deductibles) is due from the original date the clean claim payment was due.

Claims Overpayment

Should Oscar determine that it has overpaid a claim, Oscar will submit a written refund request to the provider. For overpayments made to hospitals, refund requests will be made within 30 months of the date of payments of the affected claims in cases that are not related to retro-terminations. Oscar will make refund requests for hospital overpayments related to retro-terminations and all physician overpayments within 12 months of the date of payment of the affected claim. However, there is no time limit for overpayment recovery requests related to claims from providers convicted of fraud pursuant to Fla. Stat. Ann. Section 817.234.

Utilization Management

Authorization Request Requirements

In addition to requesting authorizations via the methods listed in the Oscar Health Provider Manual, in Florida, providers can also submit authorizations via Cohere. Cohere is an electronic prior authorization platform that Oscar is partnering with in Florida to streamline the authorization submission process. Visit the Cohere website for more information at www.coherehealth.com.

To register for an account, please visit <https://coherehealth.com/oscar-registration/>. To submit an authorization request, access the Cohere portal at: <https://login.coherehealth.com>. If customer support services are needed, please contact Cohere's support team at (844) 400-6178.

Program Staff

Please consult the Oscar Health Provider Manual for additional details regarding Oscar's Utilization Management (UM) program staff authority. Listed below are state-specific staff authority guidelines:

	Participation in UM program	Authority to issue Adverse Determination?
Licensed Pharmacists	<ul style="list-style-type: none">Review and approve UM pharmaceutical requests based on Oscar documents, policies, procedures, and established Clinical Criteria	Initials - Yes Appeals - No

This State Specific Supplement is intended to be read alongside the Oscar Health Provider Manual (available at provider.hioscar.com/resources).

	<ul style="list-style-type: none"> • Deny initial requests and escalate non-approval appeals for physician review • Communicate with providers 	
--	--	--

Delegation and Oversight

Please consult the Oscar Health Provider Manual for additional details regarding Oscar's national vendors delegated for Utilization Review (UR). Listed below are state-specific vendors delegated for UR:

Delegate	Service Categories Delegated for UR
eviCore	Medical: specialty outpatient services <ul style="list-style-type: none"> • Cardiac imaging • Genetic testing • Medical and radiation oncology • Musculoskeletal management (including chiropractic treatment and injections for pain management) • Radiology • Sleep therapy and diagnostics • Joint and spine surgery
American Specialty Health (ASH)	Outpatient physical and occupational therapy
ProgenyHealth <i>(Effective 4/1/22)</i>	UM and Case Management (CM) services from date of NICU and SCN admissions through discharge, continuing through the first year of life (365 days after birth) <ul style="list-style-type: none"> • NICU and SCN admissions after birth • All readmissions – elective and emergent – for the first year of life (365 days after birth) for all members previously managed by ProgenyHealth
Davis Vision	Pediatric vision

Grievances and Appeals

Grievances

In addition to the Grievance and Appeals processes listed in the Oscar Health Provider Manual, please note the state-specific time frames outlined below:

This State Specific Supplement is intended to be read alongside the Oscar Health Provider Manual (available at provider.hioscar.com/resources).

Members may submit grievances via mail, fax, or email for up to 365 calendar days following any incident or action that is the subject of the member's dissatisfaction using Oscar's Grievance Form, which can be found at www.hioscar.com/forms.

Oscar will respond to grievances within thirty (30) calendar days of receipt.