

# Provider Manual



## Table of Contents

<b>Section 1   How to Contact Us</b>	<b>4</b>
Key Contact Information	4
<b>Section 2   Our Products</b>	<b>6</b>
Provider Updates	6
Our Plan	6
<b>Section 3   Participant Identification Card</b>	<b>12</b>
Sample ID Card	12
Eligibility Verification	14
<b>Section 4   Prior Authorization And Notification</b>	<b>15</b>
Prior Authorization Process	15
Notification	15
Goldcarding	16
Prior Authorization and Notification Contact Numbers	16
Prior Authorization Form	19
Concurrent Review	20
Disease Management	20
Case Management	20
Discharge Planning	20
Management of Participants With Special Circumstances	20
<b>Section 5   Adverse Determination</b>	<b>21</b>
Contact Information	21
Adverse Determination	21
Notification of Denial of Service	21
Hospitalization (TIC 4201.304 (1))	22
Medical (No Hospitalization) (TIC 4201.304 (2))	22
Post Stabilization (TIC 4201.304 (3))	22
Retrospective Review (TIC 4201.305)	22
Adverse Determinations Appeal	23
Adverse Determinations Expedited Appeal Process	24
Life Threatening Condition Appeal	24
Independent Review Organization (IRO) of Adverse Determination	24
Specialty Review Appeals for Adverse Determinations	24

<b>Section 6   Participant Complaints And Appeals</b>	<b>25</b>
Participant Complaints	25
Participant Appeals Process	25
Right to File a Complaint With Texas Department of Insurance	26
Contact Information	26
<b>Section 7   Claims Processing And Payment</b>	<b>27</b>
Claims Processing	27
Claims Submission	27
Electronic Payment Methods (EFT/ERA)	28
Claims Status Inquiries	28
Overpayments	28
Coordination of Benefits and Subrogation	29
Claim Reconsideration	29
Appeals	29
<b>Section 8   Provider Dispute Resolution</b>	<b>31</b>
Claims Dispute Resolution Process	31
Arbitration	31
Prior Authorization Dispute Process	31
<b>Section 9   Credentialing</b>	<b>32</b>
Introduction	32
Contact Information	32
Non-Discrimination	32
Credentialing Committee	32
Providers	33
Initial Credentialing	34
Credentialing and Re-credentialing Verification	34
Re-credentialing Criteria	35
Re-credentialing Application	35
Delegated Credentialing	36
Appeal of Credentialing or Re-credentialing Determination	36
Provider Performance Monitoring	36
<b>Section 10   Confidentiality</b>	<b>37</b>

## Section 1 | How to Contact Us

### Key Contact Information

<b>Curative Provider Services</b>	<b>Main</b>   855-414-1083
<b>Clinical Care Management</b> Prior Authorization OR Notifications	Curative P. O. Box 1587 Austin, TX 78767  OR <b>Main</b>   855-414-1089 <b>Fax</b>   877-300-3764
<b>Member Services</b>	<b>Main</b>   855-428-7284
<b>Member Eligibility</b>	<a href="http://www.curative.com/eligibility">www.curative.com/eligibility</a>
<b>Electronic Claims Submission</b>	Payer ID: CURTV
<b>Paper Claims Submission Address</b>	Curative P. O. Box 1786 Austin, TX 78767
<b>Claims Reconsideration Electronic</b>	Payer ID: CURTV ( <i>please identify as a resubmission</i> )
<b>Claims Reconsideration Mail Address</b>	Curative P.O. Box 1786 Austin, Texas 78767
<b>Appeals Submission</b>	Curative P.O. Box 1786 Austin, Texas 78767  OR

	<b>Fax</b>   877-734-6537
<b>Claims Management and Medical Management</b>	Curative P.O. Box 1587 Austin, Texas 78767
<b>Claims Customer Service</b>	<b>Main</b>   855-414-1083
<b>Provider Relations</b>	General Information: <a href="mailto:providerrelations@curative.com">providerrelations@curative.com</a>
<b>Credentialing</b>	General Information: <a href="mailto:credentialing@curative.com">credentialing@curative.com</a>
<b>Pharmacy Benefit Manager (PBM)</b>	<b>Main</b>   888-647-8741
<a href="http://www.curative.com/healthplan">www.curative.com/healthplan</a>	

## Section 2 | Our Products

### [Provider Updates](#)

**Curative** may periodically update this Provider Manual. We will provide written notice of material changes to any policy or procedure in this Manual if specified in your Agreement with us. We encourage you to contact your **Curative** Provider Representative for any needed clarification on any information.

### [Our Plan](#)

#### Summary of Benefits

In-Network and Out-of-Network benefits apply to eligible employees and their dependents and services are limited to the allowable amount as determined by Curative. All In-Network providers have agreed to accept the Curative allowable amount. For Out-of-Network providers, any charges over the allowable amount for services are the patient's responsibility and in addition to the deductible and coinsurance.

If you complete your CWC (**Curative** Wellness Checkup) within 120 days of your effective date in the **Curative** Plan, most copays, deductibles and coinsurances will be waived so that your cost for provider services in-network will be \$0. Maximum visits and limitations will continue to apply.

During the first 120 days enrolled in the **Curative** Plan, most of your copays, deductibles and coinsurance will be waived for in-network services.

**Curative** Wellness Checkup (CWC) is an in-person meeting with a **Curative** Clinician for the Clinical Assessment related to your current health status to help you optimize your health care. The Assessment will also include an Evaluation of Preventive recommendations indicated by United States Preventive Services Task Force (USPSTF) and whether your immunizations are up to date.

Coverage	Curative In-Network During the first 120 days of enrollment; In order to qualify thereafter you must complete the CWC within 120 days of enrollment	Curative In-Network Starting on the 121st day after enrollment if the CWC has not been completed	Curative Out-of-Network
Annual Deductible	\$0/ person	\$5,000/person \$10,000/family	\$10,000/person \$20,000/family
Coinsurance Percentage	0%	20% Medical; 25% Pharmacy	50%
Annual Out-of-Pocket Maximum	\$0	\$7,500/person \$15,000/family	\$15,000/person \$30,000/family
Lifetime Maximum Benefit	No Limit	No Limit	\$ 1 Million

Office Services			
Preventative Care	\$0 copay	\$0 copay	\$50 copay
Child Immunizations for children under the age of 6	\$0 copay	\$0 copay	\$0 copay
Office/Virtual Visit - Family Practice Internal Medicine OB/GYN Pediatrics	\$0 copay	\$25 copay after deductible	\$50 copay after deductible
Specialist Office/Virtual Visit	\$0 copay	\$50 copay after deductible	\$100 copay after deductible
Telemedicine - Urgent Care with a 24/7/365 On Demand Doctor Visit	\$0 copay	\$0 copay	No coverage
Urgent Care	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Lab and X-Ray	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Other Tests	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Allergy Testing	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Allergy Serum/Injections (if no office visit billed)	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible

Pharmacy Benefits			
Preferred Drugs - Tier 1* (includes certain Generic, Brand Name, & Specialty drugs)	\$0 copay	\$50 copay after deductible	50% coinsurance after deductible
Non-Preferred Drugs - Tier 2*	\$50 copay	\$100 copay after deductible	50% coinsurance after deductible
Non-Preferred Specialty Drugs - Tier 3	\$250 copay	25% coinsurance after deductible	50% coinsurance after deductible
	*Select Maintenance Drugs (see formulary) - 2-month copay for 90-day supply		

\*A \$25/month cap on cost-sharing obligations applies for insulin included on the Curative Formulary Drug List

Emergency Care (Limited to Services In The United States)			
Ambulance Service (if transported)	\$0 copay	20% coinsurance after deductible	20% coinsurance after deductible
Hospital / Free Standing Emergency Room	\$0 copay	20% coinsurance after deductible	20% coinsurance after deductible
Emergency Room Physicians	\$0 copay	20% coinsurance after deductible	20% coinsurance after deductible

Outpatient Care			
Observation	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Surgery - Facility	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Surgery - Physician	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Lab and X-Ray	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Advanced Imaging Scans	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Other Tests	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Outpatient Procedures in Physician's Office	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible



### Inpatient Care

Hospital - Semi-private Room and Board	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Hospital Inpatient Surgery	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Physician	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible

### Obstetrical Care

Prenatal and Postnatal Care Office Visits	\$0 copay	\$25 copay after deductible (first visit only)	50% coinsurance after deductible
Delivery - Facility/Inpatient Care	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Obstetrical Care and Delivery - Physician	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Newborn Care - covered for first 30 days without enrollment	\$0 copay	20% coinsurance after deductible (covered under mother's deductible first 30 days)	50% coinsurance after deductible

### Therapy

Physical Therapy (max. 35 visits/year/condition)	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Occupational Therapy (max. 35 visits/year/condition)	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Speech and Hearing Therapy	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Applied Behavioral Analysis	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible

### Extended Care

Skilled Nursing Facility (max. 60 days)	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Home Health Care Services (max. 90 visits)	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Hospice Care Services	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible

### Behavioral Health

Mental Illness - Office Visit	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Mental Illness - Outpatient	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Mental Illness - Inpatient	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Substance Use Disorder - Office Visit	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Substance Use Disorder - Outpatient Treatment	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Substance Use Disorder - Inpatient Treatment	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible

## Other Services



Durable Medical Equipment (Prior Authorization required for equipment over \$750)	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Prosthetic Devices	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Hearing Aids (Adult) (\$1,000 annual max. benefit once every 3 years)	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Hearing Aids (through age 18; once every 3 years)	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Bariatric Surgery (limited to one surgery per lifetime and \$40,000 maximum benefit)	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Breastfeeding Support and Services (limited to \$500 benefit and 1 pump per pregnancy)	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible
Wigs (limited to \$200 annual benefit)	\$0 copay	20% coinsurance after deductible	50% coinsurance after deductible

**Section 3 | Participant Identification Card**



**Sample ID Card**

**Fully Insured**

**Baseline Complete** - All new Curative members will receive a Baseline Complete insurance ID card. Effective 1/1/23, the member will have 120 days to complete the Baseline Visit to be eligible for the full benefits of in-network costs including a \$0 deductible and \$0 copays.




		<p><b>24/7/365 Member Concierge</b>                  855-4-CURATIVE(855-428-7284)                  health@curative.com                  Call for any healthcare needs and access to 24/7/365 telemedicine</p>	
<p><b>Cameron Jackson Williamson</b>                  CM001655701                  Effective Date: XX-XX-XXXX</p>		<p><b>For Providers</b>                  EDI Payer ID: CURTV                  Provider Support: 855-414-1083                  Pharmacist Support: 888-647-8741                  Paper claims can be submitted to                  P. O. Box 15594, Austin, TX 78761</p>	
<p><b>Deductible</b>      <b>\$0</b></p>		<p><b>First Health Network</b>  <b>Complementary</b> in Travis and Williamson Counties, TX  <b>First Health Primary</b> - outside of Travis and Williamson Counties, TX                  Provider Assistance:                  1-800-226-5116 www.myfirsthealth.com</p>	
<p><b>Copays:</b></p> <p>Primary            \$0                  Specialist        \$0                  Urgent Care/ER   \$0                  Telemedicine    \$0                  Preferred Rx     \$0                  Non-Preferred Rx \$50 / \$250      TDI</p>	<p>Rx BIN: 610852                  Rx PCN: CHM                  Rx Grp: CURATIVE</p>		
<p>855-4-CURATIVE(855-428-7284)</p>			

**Baseline Incomplete** - Effective 1/1/23, if the Curative member does not complete the Baseline Visit in 120 days from date of enrollment, a Baseline Incomplete insurance ID card will be sent to the member. The member will be responsible for a \$5,000 deductible and respective copay costs.




		<p><b>24/7/365 Member Concierge</b>                  855-4-CURATIVE(855-428-7284)                  health@curative.com                  Call for any healthcare needs and access to 24/7/365 telemedicine</p>	
<p><b>Cameron Jackson Williamson</b>                  CM000843401                  Effective Date: XX-XX-XXXX</p>		<p><b>For Providers</b>                  EDI Payer ID: CURTV                  Provider Support: 855-414-1083                  Pharmacist Support: 888-647-8741                  Paper claims can be submitted to                  P. O. Box 15594, Austin, TX 78761</p>	
<p><b>Deductible</b>      <b>\$5,000</b></p>		<p><b>First Health Network</b>  <b>Complementary</b> in Travis and Williamson Counties, TX  <b>First Health Primary</b> - outside of Travis and Williamson Counties, TX                  Provider Assistance:                  1-800-226-5116 www.myfirsthealth.com</p>	
<p><b>Copays:</b></p> <p>Primary            \$25                  Specialist        \$50                  Urgent Care/ER   20% coinsurance after deductible                  Telemedicine    \$0                  Preferred Rx     \$50 after deductible                  Non-Preferred Rx \$100 / 25% coinsurance after deductible      TDI</p>	<p>Rx BIN: 610852                  Rx PCN: CHM                  Rx Grp: CURATIVE</p>		
<p>855-4-CURATIVE (855-428-7284)</p>			

**Self Insured**

**Baseline Complete** - All new Curative members will receive a Baseline Complete insurance ID card. Effective 1/1/23, the member will have 120 days to complete the Baseline Visit to be eligible for the full benefits of in-network costs including a \$0 deductible and \$0 copays.

		<p><b>24/7/365 Member Concierge</b>                  855-4-CURATIVE(855-428-7284)                  health@curative.com                  Call for any healthcare needs and access to 24/7/365 telemedicine</p>	
<p><b>Cameron Jackson Williamson</b>                  CM001655701                  Effective Date: XX-XX-XXXX  </p>		<p><b>For Providers</b>                  EDI Payer ID: CURTV                  Provider Support: 855-414-1083                  Pharmacist Support: 888-647-8741                  Paper claims can be submitted to                  P. O. Box 15594, Austin, TX 78761                  First Health Network Provider Assistance:                  1-800-226-5116                  www.myfirsthealth.com</p>	
<p><b>Deductible</b>      <b>\$0</b></p>			
<p><b>Copays:</b></p>	<p>Rx BIN: 610852                  Rx PCN: CHM                  Rx Grp: CURATIVE</p>		
<p>Primary            \$0                  Specialist        \$0                  Urgent Care/ER   \$0                  Telemedicine     \$0                  Preferred Rx      \$0                  Non-Preferred Rx \$50 / \$250</p>			
<p>855-4-CURATIVE(855-428-7284)</p>			

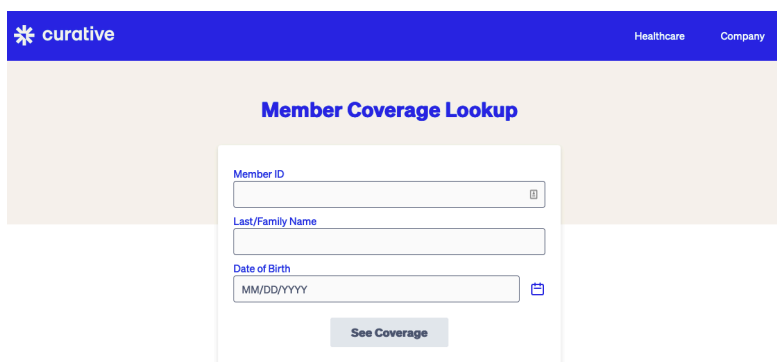
**Baseline Incomplete** - Effective 1/1/23, if the Curative member does not complete the Baseline Visit in 120 days from date of enrollment, a Baseline Incomplete insurance ID card will be sent to the member. The member will be responsible for a \$5,000 deductible and respective copay costs.

		<p><b>24/7/365 Member Concierge</b>                  855-4-CURATIVE(855-428-7284)                  health@curative.com                  Call for any healthcare needs and access to 24/7/365 telemedicine</p>	
<p><b>Cameron Jackson Williamson</b>                  CM000843401                  Effective Date: XX-XX-XXXX  </p>		<p><b>For Providers</b>                  EDI Payer ID: CURTV                  Provider Support: 855-414-1083                  Pharmacist Support: 888-647-8741                  Paper claims can be submitted to                  P. O. Box 15594, Austin, TX 78761                  First Health Network Provider Assistance:                  1-800-226-5116                  www.myfirsthealth.com</p>	
<p><b>Deductible</b>      <b>\$5,000</b></p>			
<p><b>Copays:</b></p>	<p>Rx BIN: 610852                  Rx PCN: CHM                  Rx Grp: CURATIVE</p>		
<p>Primary            \$25                  Specialist        \$50                  Urgent Care/ER   20% coinsurance after deductible                  Telemedicine     \$0                  Preferred Rx      \$50 after deductible                  Non-Preferred Rx \$100 / 25% coinsurance after deductible</p>	<p>TDI</p>		
<p>855-4-CURATIVE (855-428-7284)</p>			

## Eligibility Verification

All participating providers are responsible for verifying a Participant's eligibility at each and every visit. Providers can verify Participant verification through one of two methods:

- Contact Curative Provider Services at 855-414-1083
- Navigate to <https://curative.com/eligibility> (Starting on 9/23 12pm CT)
  - ◆ Enter the Member ID, Last name, DOB
  - ◆ Click 'See Coverage'
  - ◆ You'll see the member's coverage dates, basic copays and deductible information



The screenshot shows the Curative website interface for Member Coverage Lookup. The header is blue with the Curative logo and navigation links for 'Healthcare' and 'Company'. The main content area is light beige and features the title 'Member Coverage Lookup'. Below the title is a white form with three input fields: 'Member ID', 'Last/Family Name', and 'Date of Birth' (with a placeholder 'MM/DD/YYYY'). A 'See Coverage' button is located at the bottom of the form.

## Section 4 | Prior Authorization and Notification

**Curative** Clinical Care Management (CCM) includes the following services:

- Prior Authorization of certain services is required. See list below
- Notification only of certain services is required. See list below.
- Concurrent Review of Participants in hospitals, SNF, and LTAC.

Any time you have Clinical Care Management questions and/or concerns regarding a Curative Participant, we encourage you to call us at 855-414-1089. The Clinical Care Management department maintains a toll-free fax line 24 hours daily. The fax number is 877-942-4448.

### Prior Authorization Process

- **Review Criteria Source:** Prior authorization requests are reviewed utilizing decision guidelines based on reasonable evidence. Curative uses MCG (formerly Milliman Care Guidelines) which is a national approved care guidelines entity to perform prior authorization.
- **Contact Information:** The Clinical Care Coordinators may receive prior authorization requests via telephone, fax, or HIPAA secure encrypted email from the Provider's office. The guidelines are applied and the services are authorized by the Clinical Care Coordinator, or referred to the Medical Director or Physician Reviewer for approval.
- **Physician Review:** The Physician Reviewer reviews all cases where the potential for denial is possible. In any instances where the medical necessity or appropriateness of the requested service is questioned, the Medical Director or Physician Reviewer will make every reasonable effort to contact the requesting Provider in order to afford him/her the opportunity to discuss the plan of treatment and the clinical basis for the decision, prior to a final determination.
- **Adverse Determination:** Any Adverse Determinations will follow established policies prior to final determination and communications of the Adverse Determination to the Participant and Providers.
- **Prior authorization Numbers:** Curative will provide prior authorization numbers that fully comply with the format for federal and state requirements and currently utilizes ANSI ASC X12 837 claim form format.

### Notification

Prior Authorization for medical necessity of services does not guarantee the network level of benefits. Even if approved by Curative, non-network providers paid at the Curative allowable amount may balance bill for charges in excess of this amount. The member is responsible for these charges, which can be significant.

Certain services, such as emergency admissions, maternity admissions, only require notification to **Curative**. See Prior Authorization and Notification Requirements included herein.

### Goldcarding

Curative, in compliance with HB 3459, the Gold Card Act, will provide notice of an initial exemption or denial of an exemption. A physician or provider must submit at least five eligible pre-authorization requests for the same health care service and Curative Health Plan must have approved at least 90% of the physician or provider's submitted eligible pre-authorization requests in order to qualify for an exemption related to the specific health care service. Qualified physicians or providers will be notified of an exemption by January 30<sup>th</sup> of each year. The notice will include a listing of health care services to which the exemption is applied. Curative may not deny or reduce payments for a health care service under the Gold Card exemption.

It is important to note that the exemption applies to the ordering/rendering physician or provider on a professional claim and the referring/rendering provider on an institutional claim which must be indicated on the claim submission. Claim submissions that do not include this information will be identified as not clean claims and will be subject to Curative's prior authorization process. There will be instances when the ordering/rendering or referring/rendering physician/provider will be the same but in order for Curative to comply with this legislation both will be necessary to be included on the claim submission.

### Prior Authorization and Notification Contact Numbers

→ Clinical Care Management Main	855-414-1089
→ Clinical Care Management Fax	877-942-4448
→ Hospital Admissions	855-414-1089
→ Care Management - Hospital Fax	877-942-4448



**Effective: September 2022**

Service	Prior Authorization or Notification Requirements
Advanced Imaging (CT, MRI/MRA, PET, Nuclear studies)	Requires prior authorization.
All Inpatient Hospital Admissions → Acute Hospital → Acute Rehab Facilities → Hospice → Long Term Acute Care Facility (LTAC) → Skilled Nursing Facility (SNF) → Residential Treatment Center	Requires prior authorizations except as referenced below for Notifications.  Requires Notifications to Curative for Delivery, Mastectomy and Hospice admissions within 48 hours.
All Outpatient Surgical Procedures performed in a hospital or free standing surgery center	Requires prior authorization.
Applied Behavioral Analysis	Requires prior authorization.
Assistant Surgeon	Requires prior authorization.
Biofeedback for Urinary Incontinence (Biofeedback is not covered for other indications)	Requires prior authorization.
Cardiology - All Tests and Procedures	Requires prior authorization, except the following procedures: → EKG including interpretation and leads - CPT codes 93000, 93010 and A4556 → Treadmill Tests - CPT codes 93016 and 93018 → Pacemaker Checks - CPT codes 93288
Cochlear Implant	Requires prior authorization.
Dialysis	Requires prior authorization.
Drugs listed on the Pharmacy Prior Authorization Listing	Requires prior authorization.
Any Durable Medical Equipment (DME)	Requires prior authorization for over \$750 in billed charges.
Gender Affirmation Surgery and Treatment	Requires prior authorization.
Molecular Genetic Lab Testing	Requires prior authorization.
Home Health Care	Requires prior authorization.
Hospice Care	Requires prior authorization.
Hyperbaric Therapy	Requires prior authorization.
Formula /Food Products / Liquid Nutrition	Requires prior authorization.
Joint and Spine Surgery	Requires prior authorization
MOHS Procedures (performed in office or facility)	Requires prior authorization.
Non-Emergency Ambulance	Requires prior authorization.
Obesity Treatment	Requires prior authorization.
Observation	Requires Notification.
Oncology Services → Chemotherapy → Radiation Therapy	Requires prior authorization.
Oral Surgery (performed in office or facility)	Requires prior authorization.
Orthotics and Prosthetics	Requires prior authorization.
Outpatient treatment of behavioral health care, substance use disorder and serious mental illness: → Electroconvulsive therapy → Partial Hospitalization	Requires prior authorization.

→ Intensive outpatient program	
Psychological / Neuropsychological Testing	Requires prior authorization.
Rehabilitative Services → Physical Therapy → Occupational Therapy	Requires prior authorization.
Speech Therapy	Requires prior authorization.
Pain Management	Requires prior authorization.
Palliative Care	Requires prior authorization.
Prescription drugs (see list for drugs that apply for prior authorizations)	For details about pharmacy prior authorization requirements, please contact Curative or PBM at 888-647-8741.
Radiation Therapy / Radiation Oncology	Requires prior authorization.
Reconstructive Surgery & Procedures	Requires prior authorization.
Skilled nursing care in a skilled nursing facility	Requires prior authorization.
Sleep Study	Requires prior authorization.
Transplants	Requires prior authorization.

**Prior Authorization Form: Curative** accepts the Texas Standard Prior Authorization Request Form in lieu of the **Curative** Prior Authorization Form.

The **Curative** Prior Authorization is available to be completed through the online form (CurativeMedicalPriorAuthorizationForm (3).pdf

**Prior Authorization Form**



Please allow **3 business days** after submitting your request to receive a determination for outpatient services and 1 day for ongoing inpatient requests.

**Curative Medical Prior Authorization Form**

PHONE: 855-414-1083

FAX: 877-942-4448

<https://curative.com/priorauth>

All fields are required for processing unless marked as optional. Failure to do so will cause your request to be returned unprocessed.

Today's Date:	Office Contact Name:
Phone:	Fax:

**Member Information**

Name:	Phone:	DOB:	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/> Unknown
Member ID:	Request Type: <input type="checkbox"/> Outpatient <input type="checkbox"/> Inpatient <input type="checkbox"/> Day Surg <input type="checkbox"/> OT/PT/ST <input type="checkbox"/> DME <input type="checkbox"/> Imaging <input type="checkbox"/> Home Health <input type="checkbox"/> SNF <input type="checkbox"/> LTAC <input type="checkbox"/> Infusion <input type="checkbox"/> IOP <input type="checkbox"/> IP Detox <input type="checkbox"/> Office Procedure <input type="checkbox"/> Transplant		

**Requesting Provider**

Name:	Address:		
City:	State:	Zip:	
Phone:	Fax:	Provider NPI#:	Provider Federal Tax ID#:

**Servicing Provider/Facility**

Name of Facility & Address:			Scheduled Service Date:	
City:	State:	Zip:	Provider NPI#:	Provider Federal Tax ID#:
Description of Procedure & CPT or HCPCS(S) Codes:				
Diagnosis / ICD 10 Codes:				
<b>*****All requests must include pertinent clinical/progress notes or provide clinical narrative, including duration of problem, types of treatment, step therapy attempts, pertinent physical findings, pertinent testing results including but not limited to lab, imaging, and/or supporting specialty consultations.</b>				

**Pertinent Medical Records included:**  Yes  No

**Coordination of Benefits (Other Insurance)**

Other Insurance Coverage: <input type="checkbox"/> Yes <input type="checkbox"/> No	MVA Subrogation: <input type="checkbox"/> Yes <input type="checkbox"/> No	Date of Injury (optional):	Workman's Compensation: <input type="checkbox"/> Yes <input type="checkbox"/> No
Name of Insurance (optional):		Subscriber Name & ID# (optional):	

All medical services requested are subject to review, which includes but is not limited to, medical necessity review, determination of eligibility in accordance with the terms of the participant's benefit plan, any deductibles, co-pays, co-insurance percentages, reasonable and customary charges, and policy maximums.

NOTICE OF CONFIDENTIALITY: THE INFORMATION CONTAINED IN THIS FACSIMILE (FAX) IS PRIVILEGED AND CONFIDENTIAL. IT IS INTENDED FOR THE INDIVIDUAL ENTITY INDICATED ON THIS REFERRAL FORM. YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION, COPYING, OR OTHER USE OF THIS INFORMATION BY ANYONE OTHER THAN THE RECIPIENT IS UNAUTHORIZED AND STRICTLY PROHIBITED.  
IF YOU HAVE RECEIVED THIS FAX IN ERROR, PLEASE NOTIFY Curative Medical Management

## Concurrent Review

**Curative** performs concurrent review and discharge planning on inpatient admissions and observations, consistent with health plan benefits. **Curative** will work closely with the attending physician and hospital discharge planners to coordinate the use of home health care and other health care alternatives, which may decrease a hospital's length of stay.

## Disease Management

Disease Management is available for Participants identified with high-risk diseases, such as diabetes, COPD, asthma, coronary artery disease and congestive heart failure and other conditions as identified.

## Case Management

Case Management is available for Participants with high-risk issues, non-compliance, or multiple acute disease processes. **Curative's** Case Management utilizes close monitoring, patient / family education to achieve patient acceptance and compliance. Case Management encourages the interventions of other health care providers, social services and other resources as indicated. The Case Manager works closely with the physician and the alternative care providers to assist the patient and family in understanding the care needs and limitations of the patient. If a Provider identifies a Participant that may be a candidate for Case Management services, please notify our Clinical Case Management Department at 855-445-9281.

## Discharge Planning

Discharge Planning is available to provide assistance to any Participant being discharged while assuring quality and continuity of care. **Curative** evaluates and assists in identifying the patient's needs for transition from the acute hospital to home or to the most appropriate setting and is coordinated with the patient and their family, Case Manager, and attending physician working as a team to identify the needs of the Participant.

## Management of Participants With Special Circumstances

Some Participants may require services that fall outside of the ordinary scope of Clinical Care Management or Clinical Case Management. Under these special circumstances, **Curative** may identify the Participant's special circumstances which include, but are not limited to, an individual who has a disability, acute condition, or life-threatening illness and will gather the facts of the case and forward to the Medical Director who will develop a plan of action to assist the Participant with special circumstances.

## Section 5 | Adverse Determination

### [Contact Information](#)

If you have questions and/or require clarification regarding an adverse determination and/or the appeal process, please do not hesitate to contact **Curative's** Clinical Care Management Department at:

#### **Clinical Care Management**

**Phone** | 855-414-1089

**Fax** | 877-942-4448

### [Adverse Determination](#)

An **Adverse Determination** is an instance where **Curative** is questioning the medical necessity or appropriateness or the experimental or investigational nature of health care services.

All **Curative** Prior Authorization requests will be reviewed for medical necessity. Requests for services may be denied for the following reasons:

- Not medically indicated (Adverse Determination).
- Services are considered experimental or investigative (Adverse Determination).
- Services can be safely provided in an alternative setting or level of care (Adverse Determination).
- Services rendered were not determined to meet the definition of emergency care (Adverse Determination).

Adverse Determinations may only be issued by the Medical Director or Physician Reviewer. All requests for services that do not meet the predetermined criteria are forwarded to the Medical Director or Physician Reviewer for consideration. The Medical Director will make every reasonable effort to discuss the case with the requesting physician prior to issuing an Adverse Determination.

Administrative Denials may be issued by the Clinical Care Coordinators which relate to cases, such as an employee is not eligible, or benefits are not a covered service.

### [Notification of Denial of Service](#)

**Provider Notification:** The requesting Provider shall be notified via phone call or electronic transmission. The written notification will be provided no later than the third (3rd) working day (TIC 4201.304) after the date of the phone call or email. If related to acquired brain injury, Provider notification will be via phone call. All other notifications will be in writing. Such communications will include the following:

- A clear and concise statement of the specific medical or contractual reasons for the resolution shall be sent to the requesting Provider and include a request for further information or action.
- The information regarding the appeal process and the right to appeal the decision, including instructions and how to file a complaint to Curative.

**Participant Notification:** Participants will be notified of the denial of services via the United States Postal Service. Notification will include a description of the procedure for filing a complaint and for filing an appeal. It will include a notice to the Participant of the Participant's right to appeal an adverse determination to an IRO and of the procedures to obtain that review, including a copy of the form prescribed by the Texas Department Insurance.

**Curative** will use the following notifications:

#### Hospitalization (TIC 4201.304 (1))

If a patient is hospitalized at the time of the adverse determination, **Curative** will notify the Provider of record:

- Within one (1) working day by phone or electronic transmission,
- Will follow with a letter within three (3) working days to notify the Participant and the provider of record of this determination.
- The letter shall state that benefits will be terminated at a stated date and time after notification.
- The notification letter will also inform you as to the right of appeal and the process to follow.

#### Medical (No Hospitalization) (TIC 4201.304 (2))

If the patient is not hospitalized at the time of the adverse determination, **Curative** will notify the Participant and the Provider of the record within three (3) working days in writing.

#### Post Stabilization (TIC 4201.304 (3))

If the adverse determination is related to denying post stabilization care subsequent to emergency treatment as requested by a treating physician or other health care provider, **Curative** shall provide the notice to the treating physician or other health care provider no later than one (1) hour after the time of the request followed by a letter within three (3) working days to all parties.

#### Retrospective Review (TIC 4201.305)

If an adverse determination is related to a retrospective review, **Curative** will notify the Provider of record and the Participant within a reasonable period, but not later than thirty (30) days after the date on which the claim was received.

## Adverse Determinations Appeal

A Participant, a person acting on behalf of the Participant, or the Participant's Provider may appeal an adverse determination orally or in writing for an adverse determination for a prior authorization, concurrent review, retrospective review, or any appeal of an adverse determination made by **Curative**. All appeals for reconsideration of an adverse determination will be processed within set time frames and must fulfill the requirements as follows:

- All appeals must be submitted to **Curative** orally or in writing.
- The appealing party will be allowed not less than 120 calendar days (or as noted in your contract with **Curative**) after the date of issuance of written notification of an adverse determination to file an appeal.
- In a circumstance involving a Participant's life-threatening condition, the Participant is entitled to an expedited appeal or an immediate appeal to an IRO and is not required to comply with procedures for an internal review by **Curative**.
- **Curative** may not require exhaustion of internal appeals prior to external review if:
  - **Curative** fails to meet its internal appeal process timelines as above, or
  - The claimant with an urgent care situation files an external review before exhausting **Curative's** internal appeal process.
- Within five (5) working days from the receipt of the appeal, **Curative** will send an acknowledgment letter to the patient or a person acting on the patient's behalf and the patient's physician or other health care provider. (TIC 4201.355)
- Appeal decisions will be made by a Physician who has not previously reviewed the case.
- Once a determination of an appeal is made, written notice will be sent to all relevant parties of the determination of the appeal as soon as practicable, but not later than the thirtieth (30<sup>th</sup>) calendar day, after the date **Curative** receives the appeal. (TIC 4201.359)
- If an appeal is denied and, within ten (10) working days from the denial, the Provider sets forth in writing good cause for having a particular type of specialty provider review the case, the denial will be reviewed by a health care provider in the same or similar specialty that typically manages the medical or specialty condition, procedure, or treatment under discussion. The specialty review must be completed within fifteen (15) working days of receipt of the request. (TIC 4201.356)
- After **Curative** has reviewed the appeal of the adverse determination, a letter will be sent to the Participant or an individual acting on behalf of the Participant, and the Provider of record, explaining the resolution of the appeal.

## Adverse Determinations Expedited Appeal Process

**Curative** provides a method for expedited appeals for emergency care denials, care for life-threatening conditions denials, and/or continued stays for hospitalized Participant denials.

- Expedited appeals will be reviewed by a Specialist who has not previously reviewed the case and is of the same or similar specialty, as would manage the Participant condition under review. In addition, the Specialist Reviewer may interview the Participant, an individual acting on behalf of the Participant, or the Provider to make a decision.
- The expedited appeal will be completed based on the immediacy of the condition and not later than one (1) working day for the date all the information necessary to complete the appeal is received and communicated by phone. A letter will always follow up oral notification of the expedited appeal decision within three (3) working days from the date of the decision. (TIC 4201.357 (b))
- All correspondence with the appealing party/parties will be in writing and signed by the Medical Director or designee.
- In any circumstance involving a Participant's life-threatening condition, the Participant is entitled to an immediate appeal to an independent review organization and is not required to comply with procedures for an internal review or expedited appeal.

## Life Threatening Condition Appeal

The Participant, individual acting on behalf of the Participant, or the Participant's Provider may determine the existence of a life-threatening condition and initiate an appeal. Any party who receives an adverse determination involving a life-threatening condition or whose appeal of an adverse determination is denied by **Curative** may seek review of that determination or denial by an IRO assigned by Texas Department of Insurance (TDI). **Curative** must provide the IRO notification to the Provider of record or other health care provider no later than one (1) working day from the date the request is received. (TIC 4201.360)

## Independent Review Organization (IRO) of Adverse Determination

At the time of notification of all adverse determinations, **Curative** will provide to the Participant and related parties, the notice of the IRO process and a copy of the Texas Department of Insurance Request for a Review by an IRO form. **Curative** will fully cooperate and facilitate the IRO review. **Curative** will comply with the IRO's determination with respect to the medical necessity or appropriateness, or the experimental or investigational nature of the health care items and services for a Participant.

## Specialty Review Appeals for Adverse Determinations

A Provider of record may request that a particular type of specialist review an adverse determination by providing a good cause explanation for such request.



## Section 6 | Participant Complaints and Appeals

### Participant Complaints

If you are dissatisfied with any aspect of the operation of **Curative**, including but not limited to dissatisfaction with plan administration, you may either start a complaint or file an appeal. Dissatisfaction or disagreement with an Adverse Determination should be resolved through the Adverse Determination Appeals process in Section 5: Adverse Determinations of this Provider Manual. Complaints should be directed to **Curative** Provider Services at 855-414-1083 or in writing to:

Curative  
ATTN: Complaints and Appeals Department  
P.O. Box 1786  
Austin, Texas 78767

When **Curative** is notified orally or in writing of a complaint, we will, not later than the fifth business day (TIC 4201.355) after the date of the receipt of the complaint, send to the person making the complaint a letter acknowledging the date we received the complaint. If the complaint was received orally, **Curative** will enclose a Complaint Form clearly stating that the Complaint Form must be returned to us for prompt resolution. After receipt of the written Complaint or Complaint Form, we will investigate and send a letter with our resolution within 30 calendar days.

A Complaint concerning ongoing emergencies or denial of continued stay for hospitalization will be resolved in one business day (TIC 4201.304 (1)) of receipt of the Complaint. The investigation and resolution shall be concluded in accordance with the medical immediacy of the case.

If you are not satisfied that your complaint is resolved or if you do not want to file a complaint, a Participant or their Representative or Provider can file an appeal.

### Participant Appeals Process

**Curative** provides an appeal process for a Participant who is not satisfied with the resolution of the complaint. The appeals process allows the Participant (or a person acting on their behalf) to appear before a **Curative** Appeal Panel. Appeals must be made in writing and submitted to the following address:

Curative  
ATTN: Complaints and Appeals Department  
P.O. Box 1786  
Austin, Texas 78767

**Curative** will send an acknowledgment letter to the Participant not later than the 5th business day (TIC 4201.355) after the date the written request for appeal is received and will complete the appeals process not later than the 30th calendar day after the date the written request for appeal is received.

## [Right to File a Complaint With Texas Department of Insurance](#)

**Curative** Participants may also contact the Texas Department of Insurance for more information about their rights or to file a complaint against **Curative**. TDI can be contacted at the following address and telephone numbers:

Texas Department of Insurance  
Complaint Helpline 1-800-252-3439

## [Contact Information](#)

If you have questions and/or require clarification regarding a complaint and/or the appeal process, please do not hesitate to contact **Curative's** Clinical Care Management Department.

### **Clinical Care Management**

**Phone** | 855-414-1089

**Fax** | 877-942-4448

P.O. Box 1786

Austin, TX 78767

## Section 7 | Claims Processing and Payment

### Claims Processing

We work hard to ensure that your claims are processed timely and accurately. To be paid promptly for the services you provide, please follow these procedures:

- Submit claims within 95 days (or as noted in your **Curative** contract) from the date of service/date of discharge unless otherwise indicated in your Agreement. Additional time will be available when **Curative** is the secondary payor for a claim when Coordination of Benefits is applicable.
- To check customer eligibility by phone, call **Curative** Provider Services at 855-414-1083.
- When applicable, obtain prior authorization or notify us for planned procedures and services.
- Prepare a complete and accurate claim form.
- Facilities may submit interim billings for extended services.
- Submission of claims that include drugs must also include the NDC Code, Quantity and Dosage provided.

### Claims Submission

You have the option of submitting claims electronically or by mail. We encourage use of electronic claims submission methods to help you:

- Prepare a complete and accurate claim form.
- Receive explanations of payment and your reimbursements more quickly.
- Save time.

### **Electronic Claims**

Providers choosing electronic submission must use the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") compliant 837 electronic format, or a CMS-1500 and/or UB-04, or their successors. **Curative** utilizes TriZetto as an allowable clearinghouse. Because most clearinghouses can exchange data with one another, providers should work with their existing clearinghouse to establish EDI with Curative. Please contact Provider Relations if assistance is needed.

**Paper Claims**

Paper claims can be submitted to the address on the Participant Identification Card noted below:

Curative  
 P.O. Box 1786  
 Austin, Texas 78767

**Electronic Payment Methods (EFT/ERA)**

**Curative** offers the ability to receive claims payments and remittance advices electronically. Both options offer benefits over paper transactions. The EFT form can be accessed from our Provider Relations Representative.

→ **Electronic Funds Transfer (EFT)**

Electronic Funds Transfer (EFT) is the electronic exchange of claims payments. It is safe, secure and quicker than paper check payments. EFT allows payments to be deposited electronically directly into a bank account once a claims payment is released. There is no need to manually deposit checks.

→ **Electronic Remittance Advice (ERA)**

Electronic Remittance Advice (ERA) enables you to receive claims payment information electronically. ERA files are transmitted in the HIPAA mandated ASC X12 835 5010 A1 format. ERA allows providers to post claims remittances electronically to your billing software vendor or clearinghouse to automate manual processes.

Clearinghouse	Payer ID	Contact Information
TriZetto <a href="http://www.trizettoprovider.com">www.trizettoprovider.com</a>	CURTV (Professional Claims) CURTV (Institutional Claims)	Phone: 1-800-556-2231 Email: <a href="mailto:physiciansupport@cognizant.com">physiciansupport@cognizant.com</a>

**Claims Status Inquiries**

Providers can verify the status of their submitted claim status telephonically by contacting **Curative** Provider Services at 855-414-1083.

**Overpayments**

We will inform you in writing of an overpaid claim within 180 days of the date of payment and you will have 45 calendar days (unless otherwise indicated in your Agreement) from receipt of notice to refund the money back to us. If your payment is not received by that time, we may offset the overpayment against future claim payments, or in accordance with the terms of your Agreement. (TIC 1301.132). *For further details, please refer to your **Curative Provider Agreement**.*

All overpayment refunds should be sent to the address below. In the case that you identified an overpayment and are refunding the amount, please provide sufficient documentation (Member ID, Date of Service, Claim Number, Overpayment Amount and Reason for Overpayment, if known) to enable us to research the overpayment.

Curative  
Attn: Refunds  
PO Box 1786  
Austin TX 78767

## Coordination of Benefits and Subrogation

### **Coordination of Benefits**

**Curative** shall coordinate payment with the terms of a Participant's benefit plan and applicable state and federal laws. Providers shall bill primary insurers for items and services they provide to a Participant before they submit claims for the same items or services to **Curative** (when **Curative** is secondary). Any balance due after receipt of payment from the primary payer should be submitted to **Curative**. The claim must include information verifying the payment amount received from the primary. If Medicare is the primary payer, we will use the Medicare Allowed Amount.

### **Subrogation**

In the event if one of our Participants is injured by the act of a third party, **Curative** reserves the right to recover payments for items or services provided to that Participant to the extent permitted by applicable laws. Providers shall cooperate in our effort to recover reimbursement from the responsible third party. Upon receiving payment from the responsible party, the Provider shall refund the amount of payment up to the amount paid by the third party for the items or services involved.

## Claim Reconsideration

### **Claims Reconsideration**

Providers are encouraged to submit a Claim Reconsideration if you feel a claim was not processed correctly. You have up to 90 days from the date of the original Explanation of Benefits (EOB) or Providers Remittance Advice (PRA) to request reconsideration of a claim. A claim reconsideration request is appropriate if you believe **Curative** underpaid you or if you are disputing claims denials for timely filing, missing information or coordination of benefits. A Claim Reconsideration must be resubmitted before a claims appeal can be submitted. If you feel that your claim was denied in error, you may request a reconsideration of your claim verbally by calling 855-414-1083.

*For further details, please refer to your **Curative Provider Agreement**.*

## Appeals

Please provide any supporting documentation with a copy of the EOB or the denial letter to the address below or fax to: 877-734-6537.

Curative  
Attn: Claim Reconsiderations  
PO Box 1786

Austin TX 78767

**Curative** will make every effort to resolve the reconsideration within 45 business days. *For further details, please refer to your **Curative Provider Agreement**.*

If you disagree with either the claim reconsideration determination or payment adjustment, you have 90 days from the date of the original Explanation of Benefits (EOB) or Electronic Remittance Advice (ERA) to file a formal appeal of the decision. Please include a copy of your denial, a detailed explanation for your appeal as well as all supporting documentation. *For further details, please refer to your **Curative Provider Agreement**.* An appeal must be submitted to the address provided below or fax to 877-734-6537.

Curative  
Attn: Provider Appeals  
PO Box 1786  
Austin TX 78767

**Curative** will consider the appeal request and issue a written decision to you within 30 days of receipt of the appeal request. Your appeal will be reviewed by a claims representative not involved with the initial decision.

### **Balance Billing**

Balance Billing is not allowed according to the Texas Department of Insurance regulations for PPO Coverage by a **Curative** Contracted Network Provider.

### **Charging Participants for Non-Covered Services**

When the service the provider is furnishing is not covered by **Curative** and the provider has informed the Participant that the service is non-covered before providing the service, the provider may bill the Participant.

A service may be non-covered for one of three reasons:

1. It is excluded from **Curative** coverage.
2. It would be covered by **Curative**, but it exceeds a benefit limit, such as a limited number of occupational therapy visits.
3. If the services have been deemed to not be medically necessary or experimental, it may be considered a non-covered service. If a provider has documentation that **Curative** has denied a request for prior authorization because the service is not medically necessary or is considered experimental, the provider may bill the Participant if the provider has informed the Participant prior to delivering the service that will not be covered by **Curative** and the patient has agreed to pay.

## Section 8 | Provider Dispute Resolution

### Claims Dispute Resolution Process

If a Claims Reconsideration is not satisfactorily resolved, Providers may file a formal appeal of the decision. **Curative** will consider the appeal request and issue a written decision to you within 45 days of receipt of the complete appeal request. Your appeal will receive an independent review by a **Curative** representative not involved with the initial decision. A detailed explanation of the Claims Dispute Resolution Process can be found in Section 6: Claims Processing and Payment of this Provider Manual. All appeals and resolutions must be submitted and completed within 12 months of the service date.

When **Curative** does not receive all necessary information to make a decision, we shall request in writing within 30 calendar days of receipt of the request the additional information needed. **Curative** shall allow 30 calendar days from the date of the request to receive the requested information. If the provider does not respond within the 30 calendar day timeframe, **Curative** shall close the request without further review. Further consideration of the closed provider dispute resolution request must begin with a new request by the provider.

### Arbitration

If either party remains dissatisfied after following the claims dispute resolution procedures in this section, an arbitration proceeding may be filed unless otherwise stated in your Agreement with **Curative**. In the event that arbitration becomes necessary, such arbitration shall be initiated by making a demand of the other party. The shared fees and costs of arbitration (fee of the independent arbitrator, etc.) will be shared equally between the parties or as indicated in the Agreement. Each party shall be responsible for the payment of that party's specific fees and costs (e.g. the party's own attorney's fees, the fees of the party selected arbitrator, etc.) and any costs associated with conducting the non-binding mediation or arbitration that the party chooses to incur (e.g. expert witness fees, depositions, etc.).

### Prior Authorization Dispute Process

Providers who have a dispute that involves Clinical Care Management's review for denied service prior authorizations can first attempt to resolve the dispute by contacting **Curative** Clinical Care Management. The appropriate individual(s) in **Curative** Clinical Care Management will reconsider concerns and notify you of the outcome. Also or instead, providers may appeal Clinical Care Management decisions in accordance with the appeals process defined in this Provider Manual under Section 5: Adverse Determinations.

## Section 9 | Credentialing

### Introduction

**Curative** requires Providers to be credentialed and recredentialed at periodic intervals. Credentialing and re-credentialing applies to contracted Physicians, institutional providers and other allied health practitioners as defined by Texas state or federal law/regulation.

### Contact Information

If you have questions and/or require clarification regarding credentialing or re-credentialing, please do not hesitate to contact **Curative's** Credentialing Department:

[credentialing@curative.com](mailto:credentialing@curative.com)

Credentialing  
P.O. Box 1786  
Austin, TX 78767

### Non-Discrimination

**Curative** will not discriminate against any applicant for participation in its network on the basis of race, gender, color, creed, religion, national origin, ancestry, sexual orientation, age, veteran, or marital status or any unlawful basis not specifically mentioned herein.

### Credentialing Committee

**Curative's** Credentialing Committee is a standing committee and is responsible for administering the Credentialing Plan on behalf of Curative.

**Curative's** Credentialing Committee is a peer review body and makes decisions to accept, retain, deny or terminate a network contracted Provider. The number of voting members present constitutes a quorum.

**Curative's** Medical Director, or a designee, will chair the Credentialing Committee. All members of the committee are in network, credentialed **Curative** Providers. The Chair may appoint additional Providers, as deemed necessary to form broad based knowledge for peer review. In addition, other Provider specialists may be consulted as needed to complete a Provider's credential and/or recredential review.



## Providers

**Curative** credentialing and re-credentialing includes, but not limited to the following Providers:

- Medical Doctors (MD)
- Doctors of Osteopathic Medicine (DO),
- Doctors of Podiatry (DPM),
- Psychiatrists and other physicians
- Doctoral or master's-level psychologists who are state certified or licensed
- Master's-level clinical social workers who are state certified or licensed
- Oral Surgeons (OMS),
- Speech Therapists (ST), Occupational Therapists (OT) and Physical Therapists (PT),
- Independently contracted Pathologists and Radiologists,
- Independently contracted Telemedicine practitioners, and
- Institutional Providers listed in the organization's network directories including Hospitals, Skilled Nursing Facilities, Rehabilitation Facilities, Free Standing Surgery, Behavioral Health Facilities, Laboratories and Radiology facilities.

**Curative** practitioners have the right to review information submitted to support their credentialing application, attestation and Curriculum Vitae (CV). This could include information obtained from any outside source with the exception of references, recommendations of other peer-review protected information. They also have the right to correct erroneous information from another source by submitting a request in writing (including email) within sixty (60) calendar days to the **Curative** credentialing representative.

This written request is added to the credentialing file and verified by credentialing personnel with date and signature. With direction from the Medical Director and within ten (10) calendar days the practitioner will be notified of receipt of the correction request along with the accepted correction.

**Curative** practitioners are also notified of their rights to receive the status of their credentialing or re-credentialing application upon request in writing (including email).

## Initial Credentialing

Each applicant must complete the Texas Standardized Credentialing Application in CAQH and provide their up-to-date CAQH number. CAQH attestation must not be older than 30 days. Institutional Providers must complete the **Curative** Institutional Provider Application.

The completed form must include a certificate of insurance or the declaration page of the applicant's current professional liability insurance policy and the applicant's professional liability claims history.

In addition, **Curative** credentialing staff will also ask the applicant to provide the following documents:

- A copy of the applicant's current professional license(s).
- A copy of the applicant's current Drug Enforcement Agency ("DEA") or Controlled Dangerous Substance ("CDS") Certificate, if applicable.
- Copy of board certification (if applicable).

## Credentialing and Re-credentialing Verification

Primary Source: Provider credentialing information is verified by either primary source or other designated method. Verification from the primary source is obtained for a current state license to practice, education or training, board certification, NPI number and hospital privileges. Verification from other sources includes DEA or DPS, work history and professional liability coverage.

**Curative** will verify elements related to an applicants' legal authority to practice, relevant training, experience and competency from the primary source, where applicable, during the credentialing process.

National Practitioner Data Bank: The history of professional liability claims that resulted in paid judgments by or on behalf of a Provider is obtained from the National Practitioner Data Bank.

All verifications must be current and verified within one hundred eighty (180) calendar day period prior to the Credentialing Committee making its credentialing decision.

## Re-credentialing Criteria

Credentialed Providers are required to go through the re-credentialing process every three (3) years. Providers are notified prior to the re-credentialing date that continuation of participation is dependent upon successful completion of the re-credentialing process within 36 months of the previous credentialing decision.

Six (6) months prior to the re-credentialing date, a request for an updated credentialing application is sent by email to the Provider. The re-credentialing date is defined by the date the provider was previously credentialed plus 36 months. Five (5) months prior to the re-credentialing date, a second request is sent to the Provider. If the requested information is not received within ten (10) working days, **Curative's** provider relations will contact the Provider's office to request the re-credentialing packet.

If **Curative** does not receive the re-credentialing information, a third request letter is sent, return receipt requested, notifying the provider will be terminated. Providers terminated for failure to return re-credentialing documents may re-apply, but the provider is treated as a new applicant for credentialing.

## Re-credentialing Application

All individual practitioners applying for re-credentialing must complete the Texas Standardized Credentialing Application (TSCA) or provide their up to date CAQH number. The TSCA includes a current, signed attestation by the applicant. By signing the attestation, the applicant acknowledges that omissions or nondisclosure of information may result in denial or termination. Presentation to the credentialing committee includes information regarding substantial omissions of information regarding areas including:

- Work history covering at least five (5) years.
- Limitations in ability to perform the essential functions of the position.
- History of loss of license and felony convictions.
- History of loss or limitation of privileges, sanctions, or other disciplinary activity.
- Current professional liability insurance coverage.
- Lack of present illegal drug use.
- Signed attestation confirming correctness and completeness of the application.

The attestation date on the credentialing application is within 180 calendar days prior to the date the credentialing committee makes an eligibility decision. Institutional Providers will also be recredentialed every three years.

### Delegated Credentialing

**Curative** may delegate authority to perform the function of provider and institutional credentialing and re-credentialing to contracted groups. Even when credentialing and re-credentialing is delegated, **Curative** retains the responsibility of credentialing and re-credentialing contracted providers. **Curative** reserves the right to decline or terminate providers credentialed or recredentialed by delegates.

### Appeal of Credentialing or Re-credentialing Determination

If the Credentialing Committee recommends acceptance with restrictions or the denial of an initial or re-credentialing application, the Provider shall be entitled to appeal the recommendation. An appeal will be heard by the Appeals Committee. If the applicant chooses to appeal, the applicant must request a hearing in writing and the request must be received by Curative within thirty (30) days of the date **Curative** gave notice of its decision to the applicant.

### Provider Performance Monitoring

**Curative** monitors network providers to encourage the provision of safe, quality care to **Curative** Participants between providers credentialing cycles. **Curative** has an on-going monitoring process to determine Providers' performance between periods of credentialing and re-credentialing.

## Section 10 | Confidentiality

**Curative** Confidentiality / HIPAA Policy is based on the premise that adherence to the highest standards of ethical conduct is consistent with the goals and objectives of the organization. Consistent with this premise is the critical importance of maintaining confidentiality of the activities of the organization.

Information related to individual medical records of patients, provider credentialing / re-credentialing files, contract terms / rate arrangements and other sensitive issues are managed with the utmost respect for the confidential nature by all board, committee members and staff and in full compliance with Health Information Portability and Accountability Act (HIPAA) and other privacy regulations.

All Provider information obtained and/or documentation created during the credentialing and re-credentialing process is treated in a confidential manner. **Curative** complies with HIPAA guidelines regarding the release of credentials information to third parties. **Curative** employees and committee members attending credentialing committees sign confidentiality agreements and are responsible to maintain confidentiality of credentialing and re-credentialing activities.