



Physicians Health Plan

Frequently Asked Questions

Beginning March 1, 2018, Physicians Health Plan (PHP) is implementing initiatives to promote and encourage our adult members, age 18 years or older, in Affordable Care Act (ACA)-compliant plans to receive an annual wellness visit. Initiatives include a Primary Care Provider and Member incentive, as well as the use of an outreach vendor to assist members in selection and appointment scheduling with Primary Care Providers.

Why offer an incentive?

PHP has over 14,000 members enrolled in ACA-compliant plans. Many of these members have never accessed medical care or have no Primary Care Provider (PCP). We are offering an incentive to encourage PCP's to accept these Members as patients and to perform Adult Wellness Visits. We are also offering incentives to the Members so that they will schedule and attend their Adult Wellness Visit.

What is the Provider incentive?

Providers may earn \$100 per Member annually

What is the Member incentive?

Members may earn a \$50 gift card annually

Which Providers are eligible?


Primary Care Providers practicing in Family Medicine, General Practice, Internal Medicine, Pediatrics, and Nurse Practitioners that are designated PCP's.


Which Members are eligible?


ACA Members age 18 years or older

How do I recognize an ACA Member?

The member will have "ACA" written on their PHP Member ID Card, see examples below:

 ACA	
CVS <small>caremark</small> RXBIN 004336 RXGRP RX1190 RXPCN ADV	Plan Type: Silver Exclusive Group Number: L0000308 Subscriber Number: 50000093
Name(s): MEMBER 1, SAMPLE MEMBER 2, SAMPLE MEMBER 3, SAMPLE	00 01 02

 ACA	
CVS <small>caremark</small> RXBIN 004336 RXGRP RX1190 RXPCN ADV	Plan Type: Silver Group Number: L0001700 Subscriber Number: 50000014
Name(s): MEMBER 1, SAMPLE	00

 Marketplace-Exclusive-ACA	
CVS <small>caremark</small> RXBIN 004336 RXGRP RX1190 RXPCN ADV	Plan Type: Bronze HDHP Exclusive Group Number: L0001699 Subscriber Number: 50000007
Name(s): MEMBER 1, SAMPLE	00

Will the Member have a cost share for this appointment?

If the claim is billed with the appropriate ICD 10 and HCPCS code and deemed preventative, the appointment will be covered at 100%.

What if the Member does not have a PCP?

PHP's vendor will assist in finding a participating PCP and, if necessary, conduct a three-way call between themselves, the Member and the Provider to schedule the Wellness Visit.

What if the Member has a PCP, but does not have an appointment scheduled?

PHP will conduct a three-way call between themselves, the Member and the Provider to schedule the Wellness Visit.

Will I get full reimbursement for the services provided?

Physicians and Nurse Practitioners will get their full contracted rate plus the incentive payment for billing codes: G0438 and G0439.

What is the time frame to submit claims that qualify for the incentive?

This program runs from March 1, 2018, until December 31, 2018.

When will I receive my incentive payment?

The incentive payment will be included with the payment for the claims submitted with the Wellness Visit.

How will I know which is my contracted reimbursement and which is the incentive payment?

For easy identification of the bonus payment, explanation code **5H4, "Provider Performance Bonus ACA – Payment Includes Rate and Performance,"** along with CARC code 161 will be included on your Explanation of Payment (EOP) and Electronic Remittance Advice (ERA) as applicable.

What is considered an Adult Wellness Visit?

The services must meet the requirements outlined in PHP's Adult Wellness Visit Program, which follows the guidelines outlined by the Centers for Medicare and Medicaid Services (CMS) Annual Wellness Visit (AWV).

Who should I call with questions?

Please contact the Provider Relations Team at 517.364.8316 or 517.364.8323 or send email inquiries to PHPProviderRelations@phpmm.org.