

NH HEALTHY FAMILIES OUT-OF-NETWORK GUIDELINES

PURPOSE:

To ensure that providers understand the guidelines for out-of-network providers, specifically Boston Children's Hospital.

GUIDELINES:

All requests for out-of-network services, procedures, and care provided to NH Healthy Families members must receive pre-approval or prior authorization unless deemed exempt due to the following rules. This includes out-of-network services at Boston Children's Hospital.

Exemptions rules include:

- Out-of-network services will only be allowed based on NH Healthy Families' evaluation if there is not an in-network alternative or for a brief period during transition from one health plan to another as required by the State.
- Out-of-network services will be allowed in the case of an emergency, urgent care, or for family planning services. Approval from NH Healthy Families will not be necessary.

In the case a member receives a referral to or seeks out-of-network care, NH Healthy Families will:

- Actively redirect patient care to an in-network physician with a comparable specialty. This will occur at the time of the prior authorization or upon denial of the out-of-network-request.
- Automatically refer the patient to an appropriate in-network facility.

A Clinical Nurse Liaison is available as a resource for NH Healthy Families providers during business hours, Monday through Friday 8 AM to 5 PM. The Clinical Nurse Liaison will:

- Serve as a liaison to providers, hospitals health plan and members to help identify in plan options for specialty services.
- Establish partnerships with key plan providers who will be accepting out of network transfers.
- Work collaboratively with new plan providers to identify points of contact for future referrals.
- Facilitate timely redirection of stabilized members to Plan facilities and after care providers.
- Interact with a wide range of Plan, Hospital, and Provider staff members as well and Members and families.



- Perform onsite telephonic review and discharge planning for hospital(s) within jurisdiction.

The Clinical Nurse Liaison, Jennifer Looney, can be reached directly during business hours by:

- Phone: 1-603-263-7224; or
- Email: jelooney@centene.com.

The 24/7 Nurse Advice Hotline is available after business hours to assist providers with identifying network providers for specialists and referrals.

If the Clinical Nurse Liaison is not available, Provider Services is available to help address your issue. Additionally, the Integrated Care Management team is also able to assist with identifying in-network resources or redirection to an in-network provider. Requests for care management assistance for a member can be submitted to Provider Services at 1-866-769-3085.