

## PROVIDER NOTIFICATION

### IMPORTANT INFORMATION REGARDING AMBETTER VALUE REFERRAL REQUIREMENTS AND CLAIMS PAYMENT



**JANUARY 28, 2022**

On January 1, 2022, we launched our newest Ambetter product: the Ambetter Value. This plan features a primary care provider (PCP)-centric approach to care delivery. PCPs coordinate our members' medical care, as appropriate, either by providing treatment or by issuing referrals to other in-network providers.

A claims review shows that you have claims denying for no referral (EXKC – No referral on file that matches services billed).

We want to make sure your claims pay and adjudicate timely. Please reach out to us at [nvss\\_providerrelations@silversummithealthplan.com](mailto:nvss_providerrelations@silversummithealthplan.com) as soon as possible so we can provide education on the referrals piece to avoid these denials moving forward. We have been conducting Information Sessions about Ambetter Value and we invite you to these upcoming February sessions:

Thursday 02/03 - [https://centene.zoom.us/webinar/register/WN\\_NPRCwJPVRyOOjk3x2wTCnA](https://centene.zoom.us/webinar/register/WN_NPRCwJPVRyOOjk3x2wTCnA)

Friday 02/04 - [https://centene.zoom.us/webinar/register/WN\\_Os6vImMMTf2Nio3q7ZBdGA](https://centene.zoom.us/webinar/register/WN_Os6vImMMTf2Nio3q7ZBdGA)

Thursday 02/10 - [https://centene.zoom.us/webinar/register/WN\\_s3ffKdGRTv-2L\\_KfEWU1Cg](https://centene.zoom.us/webinar/register/WN_s3ffKdGRTv-2L_KfEWU1Cg)

Friday 02/11 - [https://centene.zoom.us/webinar/register/WN\\_fRB31\\_1PQVmdnqnfQp5CYQ](https://centene.zoom.us/webinar/register/WN_fRB31_1PQVmdnqnfQp5CYQ)

Please remember that providers seeing members enrolled in Ambetter Value will need to ensure PCP referrals are created prior to providing care. Providers who are outside of the members' Primary Provider Group will require a referral for services to be covered. Claims starting with dates of service 2/1/22 will deny if no referral has been generated by the PCP.