



## FAQ

### Topics Specific to Our Providers

#### How can I find out specific information regarding Ambetter from Buckeye Health Plan?

1. The public portion of our website located at [Ambetter.BuckeyeHealthPlan.com](http://Ambetter.BuckeyeHealthPlan.com) will contain valuable information regarding Ambetter from Buckeye Health Plan including the Provider Manual, the Billing Manual, Quick Reference Guides, Prior Authorization requirements, etc.
2. The secure web portal will provide the same services you are accustomed to today including, eligibility verification, the ability to submit prior authorizations or check on authorization status, submit claims, check on claim status and many other helpful functions.
3. You will continue to have a dedicated Provider Relations Specialist to educate your office regarding the Ambetter from Buckeye Health Plan product. Your Provider Relations Specialist can be reached at 1-877-687-1189.
4. You may also receive assistance by calling our Provider Services call center at 1-877-687-1189.


#### If I am already registered on Buckeye Health Plan's secure web portal, will I need to re-register to view information about my Ambetter from Buckeye Health Plan members?

If you are currently registered on our secure web portal, you will NOT need to re-register. Your current registration will allow you to access information on your patients who are part of Buckeye Health Plan and Ambetter from Buckeye Health Plan.

#### How can I find out other participating providers in the Ambetter from Buckeye Health Plan network?

The public portion of the website will contain a Find A Provider function. This will allow you to view other participating providers in the Ambetter from Buckeye Health Plan network.

#### The Ambetter Member ID contains the Ambetter logo as well as the Buckeye Health Plan logo. Does this mean they are an Ambetter member or Medicaid member?

		<b>IN NETWORK COVERAGE ONLY</b>	
Subscriber: Jane Doe Member: John Doe ID #: UXXXXXXXXX Plan: Ambetter Balanced Care 1		Rx BIN#: 008019	
Copays PCP: Specialist: ER:		Coinsurance (Med/Rx): Deductible (Med/Rx): Rx (Generic/Brand):	

**Ambetter.BuckeyeHealthPlan.com**

<b>Member/Provider Services:</b> 1-877-687-1189 TDD/TTY: 1-877-941-9236 24/7 Nurse Line: 1-877-687-1189	<b>Medical Claims:</b> Buckeye Health Plan Attn: CLAIMS PO Box 5010 Farmington, MO 63640-5010
<b>Numbers below for providers:</b> Pharmacy Help Desk: 1-855-339-4807 EDI Payor ID: 68069 EDI Help Desk: 1-800-225-2573 ext. 25525	

Additional information can be found in your Evidence of Coverage. If you have an emergency, call 911 or go to the nearest emergency room (ER). Emergency services by a provider not in the plan's network will be covered without prior authorization. For updated coverage information, visit [Ambetter.BuckeyeHealthPlan.com](http://Ambetter.BuckeyeHealthPlan.com).

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The above is an example of what the Member ID may look like.

Member ID cards that contain the Ambetter logo have coverage under an Ambetter from Buckeye Health Plan. These individuals will not be Medicaid recipients.

### **How will I know where to submit my claims?**

The public portion of our website located at [Ambetter.BuckeyeHealthPlan.com](http://Ambetter.BuckeyeHealthPlan.com) will contain the Provider Manual, the Billing Manual and Quick Reference Guides which will provide information regarding the submission of claims for Ambetter members. Additionally, the claim submission information is located on the back of the member identification card.

1. Claims may be submitted via our secure web portal. If you are not already a registered user, please register at [Ambetter.BuckeyeHealthPlan.com](http://Ambetter.BuckeyeHealthPlan.com). If assistance is required, you may contact Provider Services at 1-877-687-1189 or you may contact your dedicated Provider Relations Specialist.
2. EDI claims may be submitted through the same clearinghouse you currently utilize for submission of claims to Buckeye Health Plan.
3. Paper claims may be submitted to the PO Box address listed in the Provider Manual and on our Quick Reference Guide.

### **Do I have to submit my taxonomy code on claims?**

Yes, taxonomy codes must be submitted on claims. This information will be used to calculate appropriate copays. This is especially important for dual-boarded providers who render both PCP and specialty services. Please consult the Provider Manual and Billing Manual for more information.

### **How will I know what services require prior authorization?**

1. Services requiring prior authorization may be found in our Provider Manual and in our Quick Reference Guide located at [Ambetter.BuckeyeHealthPlan.com](http://Ambetter.BuckeyeHealthPlan.com).
2. The public Ambetter website also includes a pre-screen tool. You may enter a CPT code and determine whether the service requires prior authorization.
3. You can also call Provider Services at 1-877-687-1189 to check on services that require prior authorization.

### **The benefit designs for Ambetter from Buckeye Health Plan contain copays, coinsurance and deductibles. How will I know what these amounts are?**

1. The secure web portal will contain benefit information such as the applicable copays, coinsurance and deductible amounts. For deductibles, the secure web portal will show the annual deductible amount, the year to date portion of the deductible that has been met as well as the remaining deductible amount that must be met.
2. You may also contact Provider Services at 1-877-687-1189 to verify the copay, coinsurance and deductible amounts.
3. Cost-sharing information will also be printed on the front of the member's Ambetter ID card.

### **I currently utilize PaySpan to receive Electronic Remittance Advice (ERA) and Electronic Funds Transfer (EFT). Will I continue to utilize PaySpan to receive my payments from Ambetter from Buckeye Health Plan?**

If you are currently receiving ERA and EFT from PaySpan for other Buckeye Health Plan products, you will be automatically enrolled for the Ambetter product. If all of your payments are distributed to one bank account, no action is required!

If you are not registered to receive ERA/EFT and are interested in doing so, you may contact PaySpan at 1-877-331-7154 or [www.payspanhealth.com](http://www.payspanhealth.com).

### **Is there a preferred drug list (PDL) for Ambetter from Buckeye Health Plan members?**

Yes. The preferred drug list can be found on the public portion of our website at [Ambetter.BuckeyeHealthPlan.com](http://Ambetter.BuckeyeHealthPlan.com).

The pharmacy benefit is administered by US Script. Information regarding US Script can be found on our Quick Reference Guide at [Ambetter.BuckeyeHealthPlan.com](http://Ambetter.BuckeyeHealthPlan.com).

**If I am not currently participating in the Ambetter from Buckeye Health Plan network and am interested in doing so, who should I contact?**

You may call the Provider Services call center at 1-877-687-1189 and they can assist you.

**If my patients need more information regarding the Health Insurance Marketplace or Ambetter from Buckeye Health Plan, where can I refer them for more information?**

Your patients may visit [Ambetter.BuckeyeHealthPlan.com](http://Ambetter.BuckeyeHealthPlan.com) or call Ambetter from Buckeye Health Plan at 1-877-687-1189 for more information.

You may also refer your patients to [www.healthcare.gov](http://www.healthcare.gov) for more information about the Affordable Care Act and the Health Insurance Marketplace.