

Medicare Advantage Provider Bulletin



News and Information

Jan. 5, 2021

Aspirus Health Plan Medicare Advantage Provider Manual Has Been Updated

Aspirus Health Plan's Provider Manual contains critical information that providers need to effectively work with Aspirus Health Plan and our members. It is important that providers reference it regularly for up-to-date content. The Provider Manual has been updated to reflect current business practices.

The Provider Manual can be accessed at <https://www.aspirushealthplan.com/medicare/providers/>. Please review the entire Provider Manual while paying close attention to the updated sections mentioned in the bulleted list.

If you have any questions, contact the Aspirus Health Plan Provider Assistance Center at 715-631-7412 or toll-free at 1-855-931-4851.

Following is a summary of the key updates that were made in the Aspirus Health Plan Provider Manual:

- The resource remains a PDF with a table of contents that links to specific sections. The date the document was last updated is shown on the front cover. As the year progresses, an Appendix will be added that will contain an update chart that briefly describes changes made and links to the updated sections.
- **Provider Assistance Chapter:** A new section about the Aspirus Health Plan Provider Portal has been added.
- **Claims Chapter:** Several changes have been made to the Claims chapter. Providers should review and be familiar with the content in this chapter.
- **Electronic Data Interchange Chapter:** Several changes have been made to the chapter, including new contact information for Change Healthcare.
- **Authorizations Chapter:** The Authorizations and Notifications chapter has been updated to reflect Aspirus Health Plan's current practices. All Aspirus Health Plan providers should review and be familiar with the content in this chapter.

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- **Compliance and Fraud, Waste and Abuse Chapter:** Providers should review and be familiar with the content in the Compliance and Fraud, Waste and Abuse chapter.
- **Health Promotion Programs Chapter:** Details on the various programs were updated, and information was added about a new Fitness Program, One Pass.
- **Mental Health and Substance Use Disorder Services Chapter:** The chapter has been updated to reflect Aspirus Health Plan's current practices. Providers should review and be familiar with this chapter.

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