

# Medicare Advantage Provider Bulletin



News and Information

Jan. 13, 2025

## 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://medicare.aspirushealthplan.com/providers>. Please review the entire Provider Manual while paying close attention to the updated sections mentioned in the bulleted list.

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 updated chart that briefly describes changes made and links to the updated sections.

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

- **Introduction to Aspirus Health Plan**  
Nondiscrimination Policy updated.
- **Working with Delegated Business Services**  
ExpressPath information updated to OnePA. Delta Dental information replaced with information for new dental delegate, DentaQuest.
- **Provider Responsibilities**  
Several changes have been made to the Provider Responsibilities chapter. Providers should review and be familiar with the content in this chapter.
- **Member Enrollment and Eligibility**  
Change Healthcare information replaced with information for Availity. Member ID Card sample updated.
- **Provider Credentialing**  
Licensed Marriage Family Therapist (LMFT) and Licensed Professional Counselor (LPC) added to list of

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practitioners that require credentialing. Delta Dental information changed to information for DentaQuest.

- **Claims & Payment**

Several changes have been made to the Claims & Payment chapter. Providers should review and be familiar with the content in this chapter.

- **Electronic Data Interchange (EDI)**

Change Healthcare information replaced with information for Availity. Several other changes have been made to the Electronic Data Interchange chapter. Providers should review and be familiar with the content in this chapter.

- **Authorization & Notification Standards**

Timelines for decision and notification for medical authorization requests were updated. Several other changes have been made to the Authorization and Notification Standards chapter. Providers should review and be familiar with the content in this chapter.

- **Medical Necessity Criteria for Services Requiring Authorization**

The list of procedures and services and overview of Medical Necessity for medical and mental health and substance use disorder authorizations was 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.

- **Coverage Policy**

This is a new chapter with an overview of Aspirus Health Plan coverage policies. Providers should review and be familiar with the content in this chapter.

- **Member Appeals & Grievances**

Timeline of filing member appeal and grievance processes updated.

- **Clinical Practice Guidelines**

Several changes have been made to the Clinical Practice Guidelines chapter. Providers should review and be familiar with the content in this chapter.

- **Quality Program**

Medicare Star Rating goal updated.

- **Health Promotion Programs**

Several changes have been made to the Health Promotion Programs chapter. Providers should review and be familiar with the content in his chapter.

- **Mental Health and Substance Use Disorder Services**

Several changes have been made to the Mental Health and Substance Use Disorder Services chapter. Providers should review and be familiar with the content in this chapter.

- **Hospital Services**

Several changes have been made to the Hospital Services chapter. Providers should review and be familiar with the content in this chapter.

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.

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