

# Medicare Advantage Provider Newsletter



## Q2 2024 Provider Newsletter

### Reminder: Aspirus Health Plan Medicare Advantage Has Online Resource for Change Healthcare/Optum Outage Updates

Change Healthcare is experiencing a nationwide network interruption related to a cyber security issue that started Feb. 21, 2024. This outage may be impacting the way providers submit claims and receive payments and remittances. Aspirus Health Plan has created a webpage to keep Medicare Advantage providers informed of this evolving situation at <https://medicare.aspirushealthplan.com/providers/change-healthcare-outage>. Providers are encouraged to check the webpage regularly for updates.

For questions not addressed on the webpage, providers may contact the Aspirus Health Plan Medicare Advantage Provider Assistance Center at 715.631.7412 or 1.855.931.4851 toll-free.

Aspirus Health Plan understands the hardship and disruption this creates for our providers. We are prioritizing your concerns and working as quickly as possible to find alternatives and other solutions to assist.

### Aspirus Health Plan Medicare Advantage Provider Manual Updated

Aspirus Health Plan has updated the following chapters of the [Medicare Advantage Provider Manual](#): Working With Delegated Business Services, Claims & Payment, Medical Necessity Criteria for Services Requiring Authorization, Quality Program, Comprehensive Outpatient Rehabilitation Services, Home Care Services, Hospital Services and Skilled Nursing Facility Services. Specific updates are called out in Appendix A.

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**Aspirus Health Plan’s Provider Website**  
<https://medicare.aspirushealthplan.com/providers>

**Aspirus Health Plan’s Provider Assistance Center**  
715.631.7412 or 1.855.931.4851 toll-free

**Contact Provider News**  
providernewsMA@aspirushealthplan.com

*Aspirus Health Plan has partnered with UCare, based out of Minnesota, as the administrator for our Medicare Advantage Plan.*



## Keeping Aspirus Health Plan Members Active

### One Pass

One Pass is a complete fitness solution for body and mind, available at no additional cost for eligible members. One Pass offers:

- Access to more than 23,000 participating fitness locations nationwide.
- More than 30,000 on-demand and live-streaming fitness classes.
- Workout builders to create personalized workouts.
- Home Fitness Kits available to members who are physically unable to visit or who reside at least 15 miles outside a participating fitness location.
- Personalized, online brain training program to help improve memory, attention and focus.
- Over 30,000 social activities, community classes and events available for online or in-person participation.

To learn more or find a participating fitness location, members can visit [medicare.aspirushealthplan.com/ahp\\_onepass](https://medicare.aspirushealthplan.com/ahp_onepass) or call 1.877.504.6830 (TTY 711), 8 am – 9 pm, Monday – Friday.

### COVID-19 Information for Providers

The COVID-19 Public Health Emergency (PHE) ended May 11, 2023. Aspirus Health Plan continues to monitor the situation as needed. On March 13, we updated the [COVID-19 Information for Providers](#) document. Please refer to this document for the most up to date information.

### How to Search Aspirus Health Plan’s Website Libraries

The Aspirus Health Plan website houses multiple content libraries (Provider News, Medical Drug Policies, etc.). When searching for specific content within these libraries, type a keyword in the Search bar in the upper left-hand corner of the library. The library defaults to showing all entries in alphabetical order by the first column. Providers can sort the library by any column, using the up and down arrows to sort in ascending or descending order.

Search

Show 10 entries

Document Name	Date Published	Communication Type
<a href="#">Working with Aspirus Health Plan Medicare Advantage</a>	2021-01-01	Bulletin
<a href="#">Aspirus Health Plan Medicare Advantage Provider Manual Has Been Updated</a>	2021-01-05	Bulletin
<a href="#">Aspirus Health Plan Medicare Advantage Q1 2021</a>	2021-02-11	Newsletter
<a href="#">2021 Code and Editing Updates</a>	2021-02-15	Bulletin

## Providers Asked to Verify That They are Using Correct Payer ID for Medicare Advantage Claims

The Aspirus Health Plan Medicare Advantage Payer ID is 36483 for claims submissions. Providers are responsible for confirming with their clearinghouse that the correct Payer ID is being used to submit Medicare Advantage claims to Aspirus Health Plan. If you have questions about Electronic Data Interchange (EDI) transactions, please email [EDIsupportMA@aspirushealthplan.com](mailto:EDIsupportMA@aspirushealthplan.com).

## Ensuring Accurate Member ID Information

Accurate member information is key to smoother claim submissions. Providers should ask for a current member insurance card each time a member presents for services. This lets you update information in your electronic records system, which can reduce rejected claim submissions or delayed claims processing. The Aspirus Health Plan member ID number should be submitted on the claim exactly as provided. No digits should be added or excluded.

Please note that all Aspirus Health Plan Medicare Advantage members have their own unique member ID numbers (9-digit number beginning with a 4). Maintaining current insurance information for members is imperative to successful and timely claims processing. Wrong member information can cause suspected fraudulent claims investigations and HIPAA violations, so please remember to verify that the information on the claim submission matches the information of the member receiving the service (name, member ID#, birth date, address, etc.).

## Aspirus Health Plan Medicare Advantage Provider Assistance Center Holiday Hours

The Provider Assistance Center (PAC) is open Monday through Friday, 8 am – 5 pm and can be reached at 715.631.7412, or 1.855.931.4851 toll-free.

The Provider Assistance Center is **closed** for the following holidays:

- Monday, May 27, 2024 – Memorial Day
- Wednesday, June 19, 2024 – Juneteenth
- Thursday, July 4, 2024 – Independence Day