

2021 Announcement Archive

December 27: Transition to Link Provider Portal

To support membership growth, better serve our current members and partners, and fulfill our mission of making a genuine difference in the health and well-being of the people and communities we serve, Hometown Health will be going live with Link on Jan. 1, 2022.

With the implementation, there are a few important things to call out as we transition systems.

First and foremost, we are asking for your assistance to make sure members get the care and customer service they need. Please do not turn patients away. Members may contact you with concerning medical care, labs, imaging or prescription medications. Please take all reasonable steps outlined to assist our members before contacting the Customer Engagement Center.

1. Members are receiving new ID cards with their insurance information. However, members may not receive these cards prior to Jan. 1, 2022.
 1. Please do not send patients away who do not have a card to present. A letter was sent to members containing their new member ID numbers, and please accept this letter as though it is their card. The member ID numbers from last year are not the same as their new Tapestry member ID number.
 2. If a patient presents without their new physical insurance card, coverage information will be available real time in Link to end users. Please see tip sheets on the homepage in Link for additional details.
 3. Members/Patients will be able to find their ID cards starting Jan. 1, 2022 within MyChart if they have an active MyChart account and Hometown Health insurance.
 4. MyChart Push notifications will be sent to patients with Hometown Health insurance outlining how to find their ID card and members info in MyChart.
2. The HealthConnect portal is currently used to obtain prior authorizations. Beginning Jan. 1, 2022, authorizations will be requested via Link. To sign up for Link, please visit hth.dev.healthysusa.org/link.

We greatly appreciate your support as we work through this transition period. If you have any questions, please reach out to Hometown Health Customer Service at 775-982-3232.

Download these tips for your office [here](#).

Register for Our New Provider Portal

Effective January 1, 2022 Hometown Health will be utilizing Link, a new secure web portal that will provide our provider partners access to referrals, claims, and enrollment information. HealthConnect will no longer be available after 12/31/2021.

Link will be our new provider portal for providers and their office staff. Hometown Health contracted providers and their staff will use Link to communicate, review insurance information, track claims, and manage referrals for patients.

Link will be available beginning January 1, 2022. If you don't already have an account with EpicCare Link, Site Administrators can register now to be ready for this exciting transition. Once the site is active on January 1, 2022, Site Administrators will be able to grant access to other employees within their office.

We will be holding training sessions to help you understand and navigate Link easier. To sign up for training or find more information on Link, [please visit our LINK page on our website](#). We look forward to supporting you through this exciting transition.

Effective 1/1/2022 Ambetter will no longer be using the Hometown Health Network.

Currently, Ambetter leases the Ambetter Commercial Exchange network through Hometown Health in Nevada for all counties with the exception of Clark and Nye. Ambetter has made the decision that, effective 1/1/2022, they will contract directly with providers and will no longer be contracted with Hometown Health. If you have any questions, please contact the Provider Relations team at NVSS_ProviderRelations@SilverSummitHealthPlan.com and a representative will outreach to you.

Effective July 1, the Nevada Department of Corrections will be using Hometown Health's Statewide Network.

Medical Claims for health care services provided to inmates of the Nevada Department of Corrections (NDOC) may be submitted in two different ways:

- 1. Inpatient Services** – For inpatient stays in medical facilities that last longer than 24 hours, inmates are eligible for Medicaid. This includes observation care exceeding 48 hours, claims for those stays should be submitted to Medicaid for reimbursement. Claims will be noted by NDOC as “Medicaid Pending”. If Medicaid denies the claim, NDOC will provide an authorization number for services. Send Medicaid denied claims to:

Nevada Department of Corrections
C/O Hometown Health
PO Box 981703
El Paso, TX 79998-1703
EDI Payer ID: 88023
800-336-0123

2. Outpatient Services – For all outpatient services, send claims to:

Nevada Department of Corrections
C/O Hometown Health
PO Box 981703
El Paso, TX 79998-1703
EDI Payer ID: 88023
800-336-0123

All claims sent to Hometown Health for processing must include: inmate name, inmate ID number, date of birth and NDOC authorization number. NDOC authorization numbers may be obtained from NDOC by calling 775-887-3226 or 775-887-3209. Claims denied for no authorization number: providers need to reach out to NDOC Medical Administration at 775-887-3226 or 775-887-3209 to obtain authorization codes.

Wednesday, Jun. 30, 2021: Hometown Health and Carson Tahoe Regional Medical Center, Carson Tahoe Medical Group, and Carson Tahoe Continuing Care Hospital have renewed contracts to continue servicing our members

Over the past few months Hometown Health has been negotiating with Carson Tahoe Hospital and its related entities for a new contract. We are pleased to announce we have successfully negotiated a new contract resulting in Carson Tahoe Regional Medical Center, Carson Tahoe Medical Group, and Carson Tahoe Continuing Care Hospital remaining in-network for Hometown Health.

We are appreciative of the partnership with Carson Tahoe Hospital and its related entities and their collaboration to come to an agreement that enables us to keep health costs affordable for our members and the community.

The following Carson Tahoe Hospital entities will remain in network for Hometown Health and Senior Care Plus members on July, 1 2021:

- Carson Tahoe Regional Medical Center (Carson Tahoe Hospital)

- Carson Tahoe Behavioral Health, Inpatient
- Carson Tahoe Medical Group (Carson Tahoe Health)
 - 1470 Medical Parkway, Suite 256 Carson City, NV 89703
 - 10539 Professional Circle, Suite 200, Reno, NV 89521
- 2874 N. Carson St. Carson City, NV 89706 (Eagle Medical Center)
 - 775 Fleischmann Way, Carson City, NV 89703
 - 1800 N. Minnesota St. Carson City, NV 89703
 - 412 W. John St. Suite B Carson City, NV 89703
 - 901 Medical Center Dr. Dayton, NV 89403
 - 1460 S Curry St. Carson City, NV 89703
- 926 Incline Way, Suite 150, Incline Village, NV 89452
 - 973 Mica Dr. Carson City, NV 89705
- Carson Tahoe Continuing Care Hospital
 - Carson Tahoe Surgery Center
 - Carson Tahoe Pain Institute
- Carson Tahoe Retail Clinics located in Walmart
 - Carson Tahoe Urgent Care Centers

Friday, May 21, 2021: Important Information Related to Contract with Carson Tahoe Regional Medical Center, Carson Tahoe Medical Group and Carson Tahoe Continuing Care Hospital

In recent negotiations, Carson Tahoe Hospital has demanded an 84% percent price hike on inpatient hospital services that will drive up the cost of health care for the members and customers we serve. In addition, Carson Tahoe is asking for 55% percent price hikes on long-term care, and a 20% percent increase on primary and specialty care.

While negotiations continue, the distance between Carson Tahoe Hospital's demand and Hometown Health's offer of continual increases over the next three years appears unsurmountable. **As a result, and in order to help minimize disruption in care, we are providing early notice that all Carson Tahoe Hospital services and facilities will be out of network for Hometown Health and Senior Care Plus members effective July 1, 2021.**

If an agreement is not reached by Wednesday, June 30, 2021, all services for Carson Tahoe Regional Medical Center, Carson Tahoe Medical Group, and Carson Tahoe Continuing Care Hospital will transition to other in-network providers to help minimize disruption in care and to help keep healthcare costs affordable.

Also on that date, any Hometown Health and Senior Care Plus members currently under the care of Carson Tahoe Medical Group providers will be contacted and offered a selection of an in-network provider. We are committed to the health of our community.

While we continue to negotiate in good faith, and hope to come to a mutually beneficial agreement in the next 30 days, our top priority is ensuring members have immediate access to care they need. We will continue to keep you informed as negotiations continue.

[Read the Termination Notification Letter here.](#)

Monday, Apr. 19, 2021: PPO Network Termination for Public Employees' Benefit Program (PEBP)

The Public Employees' Benefits Program's (PEBP's) PPO network contract with SHO and Hometown Health (HTH) will terminate effective June 30, 2021. On July 1, 2021, PEBP will transition to the Aetna Signature Administrators (ASA) network. Claims will continue to be handled through HealthSCOPE Benefits.

To ensure PEBP members are not unexpectedly billed for out-of-network coverage, PEBP is requesting all providers who do not participate in the ASA network to inform their PEBP (HealthSCOPE) patients of this change *prior* to providing any services on or after July 1, 2021.

IMPORTANT: Claims for dates of service prior to July 1, 2021 must be submitted to HealthSCOPE Benefits for processing no later than September 30, 2021.

For questions, contact HealthSCOPE Benefits at 1-888-763-8232.

[View the official termination letter from PEBP and HealthSCOPE.](#)

Wednesday, Mar. 17, 2021: Inpatient Admissions Payments

Please be advised beginning May 1st, 2021 Hometown Health will no longer be responsible for payment of inpatient admissions when timely notification is not received as described in the 2021 Administrative Guidelines. Please review this and other important changes in the updated Administrative Guidelines which are effective May 1st, 2021.

Thursday, Mar. 4, 2021: Open Notes via MyChart

Renown Health will implement Open Notes via MyChart effective Mar. 17 in compliance with the [21st Century Cures Act](#). Please join one of two provider meetings for more information on how this impacts you and your practice:

- Monday, Mar. 8 at 12:15 p.m.: (775) 325-5409, Meeting ID 857 438 520#
- Thursday, Mar. 11 at 5:00 p.m.: (775) 325-5409, Meeting ID 318 892 781#

Please email terri.lightfoot@renown.org for the video link and supporting documents.

Friday, Jan. 8, 2021: Acupuncture for Chronic Low Back Pain

Beginning Jan. 1, 2021 Medicare will cover acupuncture for chronic low back pain under section 1862(a)(1)(A) of the Social Security Act. The benefit information for our Senior Care Plus members is listed in the Evidence of Coverage (EOC) located on the HealthConnect portal. **Acupuncture treatment for chronic low back pain will require prior authorization.** For additional information, please visit the [CMS website](#).

Please be advised, providers may not collect member cost share from members enrolled in the Qualified Medicare Beneficiary Program, a dual eligible program which exempts individuals from out-of-pocket costs.