

SILVERSUMMIT HEALTH PLANS

SilverSummit Healthplan is a managed care organization in Nevada and a subsidiary of Centene Corporation. SilverSummit was established in July 2017 to deliver quality healthcare through local, regional, and community-based resources. SilverSummit Healthplan covers the following products in the state of Nevada:

SilverSummit Healthplan Medicaid

- SilverSummit provides healthcare services to Nevada Medicaid and Nevada Check Up members in Clark and Washoe counties.

Ambetter from SilverSummit Healthplan

- Ambetter is Centene's health insurance Marketplace[®] product. It exists to improve the health of its beneficiaries through focused, compassionate, coordinated care.

Allwell by Wellcare

- Allwell by Wellcare is Centene's Medicare Advantage product in Nevada, offering plans with prescription drug coverage. Wellcare was created to provide affordable and quality Medicare coverage to help members get the care they need.

SILVERSUMMIT RESOURCES

Medicaid Provider Services:

Contact our provider customer service team for any provider inquiries, medical management, and eligibility verifications.

- 1-844-366-2880 (Weekdays 8 a.m.-6 p.m. PT).

We also have a dedicated team of provider relations representatives to assist our contracted providers. To contact your provider relations representative, please reach out to them directly or contact us at: NVSS_ProviderRelations@SilverSummitHealthplan.com.

SilverSummit Healthplan Medicaid Website

Access our website for provider notices and updates, provider manuals, clinical and payment policies, notice of pregnancy forms, PCP change forms, authorization forms, prior authorization verification, preferred drug listing, and more.

- Website:
www.silversummithealthplan.com

SilverSummit Healthplan Medicaid Provider Portal

Update provider information, verify member eligibility and benefit information, check claims status and payment details, submit claims reconsiderations and prior authorizations, refer for case management, and more.

- Website:
www.silversummithealthplan.com/login.html
- Please make sure to select "provider."

Interpreter Access

Dial 1-866-998-0338, enter account number 13982, Enter PIN 2641, enter your agent ID, and say the language you need.

Nonemergency Transportation

To assist members in need of nonemergency transportation, please contact MTM at 1-844-879-7341.

Medicaid Prior Authorizations

Failure to obtain the required approval or pre-certification may result in a denied claim. All services are subject to benefit coverage, limitations, and exclusions as described in applicable plan coverage guidelines.

All out-of-network providers require prior authorization excluding emergency room services and family planning.

- Pre-authorization verification tool:
www.silversummithealthplan.com/providers/preauth-check.html

Authorization requests may be submitted in our secure provider portal or faxed to the information below:

- Medical: 1-844-367-7022
- Behavioral: 1-855-868-4940
- Imaging: Complex imaging such as MRI, PET, and CT scans are verified by NIA.
- Website:
<https://www1.radmd.com/radmd-home.aspx>

Behavioral Health

SilverSummit provides a broad network of behavioral health providers in Washoe and Clark counties. We also partner with Summit Behavioral Health Services to guarantee access to appointments. Please contact Summit Behavioral Health Services at 702-935-8700 for assistance in getting an appointment. You can also call 1-844-366-2880 and select the prompt for Behavioral Health. This line is open 24/7/365.

- Website: <https://sbhslasvegas.com/>

Involve Pharmacy Solutions

- Phone: 1-866-399-0928
- Fax: 1-833-645-2736
- Website:
www.silversummithealthplan.com/providers/pharmacy.html
- Address:
Involve Pharmacy Solutions
5 River Park Place East, Suite 210
Fresno, CA 93720

Referrals

Our Medicaid plan does not require referrals from PCPs or contracted specialists to see a specialty provider. Please refer members to in-network providers.

Claims Submissions

For current claims billing guidelines, please refer to the respective provider billing manual:

- Website:
www.silversummithealthplan.com/providers/resources.html
- Electronic payer ID: 68069

Electronic claims submission is preferred but for all paper claims, reconsiderations, or disputes, please mail to:

- SilverSummit Healthplan
Attn: Claims Department
PO Box 5090
Farmington, MO 63640-5090

Timely Filing Guidelines for In-Network Providers

Please refer to the latest provider billing manuals on our website.

Electronic Funds Transfer (EFT) and Electronic Remittance Advices (ERA)

SilverSummit and PaySpan are in partnership to provide an innovative web-based solution for EFTs and ERAs. Reach PaySpan Health at:

- Phone: 1-877-331-7154
- Website: www.PaySpanHealth.com
- Email: providersupport@payspanhealth.com

EDI Questions

Electronic transactions support for HIPAA transactions is provided for the health plan by Centene. Centene is currently receiving professional, institutional, and encounter transactions electronically as well as generating an electronic remittance advice/explanation of payment (ERA/EOP). To conduct other HIPAA transactions not listed, please contact our EDI department at 1-800-225-2573, ext. 6075525.

If you have questions or need more information on electronic filing, please contact:

- SilverSummit Healthplan
c/o Centene EDI Department
- Phone: 1-800-225-2573, extension 6075525
- Email: EDIBA@centene.com