Clover News 💬

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Clover Launches HMO Plans in 2019

Clover is excited to announce that as of January 1, 2019, we are now both a Preferred Provider Organization (PPO) and a Health Maintenance Organization (HMO). Our HMO plans are available in our New Jersey and Texas markets and provide members with additional options for their healthcare coverage.

As part of your contract with Clover, if your practice is located within our HMO geographic area then it is automatically on-boarded into our HMO plan; there are no changes to any payment or administrative terms.

Beginning January 1, 2019, you may see Clover members enrolled in either a PPO or an HMO plan. There is no further administrative action required on your part. Clover HMO plans are considered part of our Health Plan provider contracts with CMS. Therefore, although our HMO plans do not require a referral, if you are referring a member please ensure that member is referred to an in-network provider.

For more information regarding benefits included within the HMO plans please review the related provider benefit grids for the related market via our website at www.cloverhealth.com/en/providers/provider-tools/clover-medical-benefits.

"Together we can improve the lives of our members." 💚

Clover News

Clover Assistant for Primary Care Physicians

The Clover Assistant Program (CA Program) is designed to improve care outcomes and efficiency of care by providing you with real-time access to actionable data on your patients at the point of care. The Clover Assistant Application is built on a proprietary software platform that aggregates and integrates health data across every spectrum of the member's healthcare experience, from lab and utilization management requests to customer experience encounters. This web-based clinical decision support tool, which also analyzes patient behavior and needs, helps drive insights and showcases timely information to help you ensure Clover members get the right care at the right time.

If you are a participating provider, the CA Program compensates you for using the Clover Assistant Application to help support your care delivery and decision-making process for any and all evaluation and management and annual wellness visits. Under the CA Program, you agree to use the Clover Assistant Application as directed by Clover for any and all member visits for healthcare services at the time of the patient encounter. Clover will remit a Clover Assistant Payment within 7 days for use of the Clover Assistant Application during the office visit.

Member expenses are not affected by this Program. Providers interested in learning whether they are eligible for the Clover Assistant Program may contact the Network Engagement Team at clover.network@cloverhealth.com, for additional information or call us at 800-931-8404.

"Clover Assistant is designed to improve care outcomes and efficiency of care ..."

Updating Your Provider Data

Accurate and updated provider data is critical for members to find the right care at the right time. It also ensures claims are processed and paid in a timely manner.

Clover should be notified any time a change occurs related to critical information that affects how a member finds a provider or Clover processes claims.

We process every provider data update within 5 business days of receiving it.

Data updates should be submitted online via the "Update Your Information' link through the Provider Portal Page at www.cloverhealth.com/providers. Through our provider self-service portal, providers can now submit requests to update their data, report

data discrepancies and also add new providers to existing contracts. Clover asks that providers notify Clover of updates including additions, changes, and terminations as they occur.

For large roster updates, providers can simply email current rosters to providers@cloverhealth.com. At a minimum, complete rosters should be provided to Clover on a quarterly basis.

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Quick Reference Guide

Department	Phone	Fax
Provider Services	1-877-853-8019	
Care Management	1-888-995-1689	
Authorization Requests (UM)	1-888-995-1690	1-800-308-1107
Pharmacy (CVS Caremark)	1-855-479-3657	1-855-633-7673
Appeals & Grievances	1-888-995-1692	1-732-412-9706
Member Services	1-888-657-1207	

Pre-Authorization Requirement Update

Effective as of March 15th, 2019 Clover released an enhanced pre-authorization listing which includes additional services that require the provider to obtain pre-authorization. A complete listing of the 'Participating Provider Pre-Authorization List' is available for your reference via the Clover website at cloverhealth.com/providers. The actual document is available for download by clicking on the 'Download Documents and Forms' link under the Provider Resources section.

In addition, our online pre-authorization tool has also been updated to align with the new pre-authorization list. Please continue to use www.cloverhealth.com/providers to verify if an authorization is required, submit new authorization requests and check the status of existing requests.

Clover News

Clover Health Provider Portal

In an ongoing effort to streamline inquiries, provide immediate answers, and assist in managing the day-to-day administrative requests, Clover Health offers a self-service online provider portal. No username or password required!

Visit www.cloverhealth.com/providers. Click on each subcategory to guide you through each portal tool. Some key features include:

Member Eligibility
- Verify member eligibility and benefits

Pre-Authorizations
- Confirm if pre-authorization is required
- Submit a pre-authorization request
- Enter changes to a pre-authorization request
- Check the status of a pre-authorization request

Claim Status
- Obtain the status of a claim by searching by Claim ID or Member ID

Miscellaneous Provider Resources
- Submit updates on your provider data
- Access Clover Health Provider Manual
- Find other in-network Clover providers