



Managed Care Organization

# ExclusiveChoice QUICK REFERENCE GUIDE

Revised: January 1, 2009

All inpatient admissions, outpatient surgery, emergency room services, and other outpatient services except in life/limb-threatening situations or when care is not available within SSM, **must** be rendered at one of these SSM Health Care facilities:

## EXCLUSIVECHOICE PARTICIPATING ST. LOUIS METRO AREA FACILITIES:

SSM Cardinal Glennon Children's Medical Center	SSM St. Joseph Hospital- West (Lake St. Louis)	Surgery Center at St. Joseph Medical Park
SSM DePaul Health Center	SSM St. Joseph Hospital of Kirkwood	Physicians Surgery Center at DePaul
SSM Rehab	SSM Cardinal Glennon Pediatric Surgery Center- South County	Berland Imaging Center
SSM St. Mary's Health Center- St. Louis	SSM Cardinal Glennon Pediatric Surgery Center- Kisker Road	St. Clare Health Center
SSM St. Joseph Health Center, St. Charles	SSM St. Joseph Endoscopy Center	St. Clare Surgery Center
SSM St. Joseph Health Center, Wentzville	St. Joseph Medical Park	SSM Imaging Center

## TERTIARY FACILITY:

**St. Louis University Hospital:** With authorization, may be accessed only for tertiary care services not available within SSMHC-STL.

## ELIGIBILITY, BENEFIT INFORMATION/VERIFICATION AND CLAIMS INQUIRIES:

**FMH Benefit Services, Inc.**  
P.O. BOX 25946  
Overland Park , KS 66225  
TOLL FREE PHONE: 1-800-990-9058  
FAX: (913) 387-5952  
[www.ssmhealth.com/mco](http://www.ssmhealth.com/mco)

**CLAIM FILING:** Claims must be filed within 180 days of the date of service. The following data should be included: Member name, ID number and date of birth; provider name, **NPI number in box 33**, tax ID number; diagnosis/ICD-9 code; referring physician's name; employer name and group number; date of service(s); CPT Code; other insurance if applicable; and gross charges.

*Electronic Claims:* FMH Benefit Service's submitter number 48117.

*Paper Claims:* Paper claims must be sent to the P.O. Box shown above, using CMS-1500 or UB04.

## CO-PAYMENTS:

\$15 for PCP physician office visit

\*\*\* (Family Practice, Internal Medicine, Pediatrics)

\$15 for annual well woman exam

\$30 for specialist office visit (pregnancy: initial visit only)

\$15 for dual providers (PCP/Specialist)

\$30 for outpatient PT, ST and OT visits

\$30 for behavioral medicine OP services/ Limit: 30 visits per calendar year

\$75 for ER visit (waived if admitted for medical necessity)

**ExclusiveChoice**  
Member ID Card

**Front**

**ExclusiveChoice**

Copays: PCP & WWE \$15  
Specialist \$30  
Beh Med \$30  
PT/ST/OT \$30  
ER \$75

**Member Names**

JOHN DOE	JANE DOE	JILL DOE
JENNY DOE	JIMMY DOE	JACK DOE

IMPORTANT: Members are required to use participating physicians, hospitals and ancillary services, except in life threatening emergencies or when care is not available in-network. Plan authorization is required for ANY out-of-network service and ALL inpatient admissions. To request authorization, call (314) 989-2355 or toll free (877) 989-2355

BENEFIT SERVICES, INC.  
A Division of CoreSource, Inc.

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Hospital Admission Notification: Emergency admissions require plan notification by member or immediate family within 48 hours or the first working day after the admission, whichever is later. Non-emergent hospitalization requires prior-authorization. Failure to obtain authorization will result in a reduction of benefits and/or payment. Call (314) 989-2355 or toll free (877) 989-2355 for admission notification or authorization.

Behavioral Health Services: To request or arrange treatment, please call Central Intake at (314) 344-6700 or toll free (800) 426-2083.

Eligibility: This card is not a guarantee of eligibility. Please contact FMH to verify benefits.

For verification of in-network providers, visit "www.ssmhealth.com/mco"  
For claim status, visit "www.f-m-h.com"

Benefits, Eligibility & Claim Questions: Contact FMH at (800) 990-9058 (913) 387-5952 (fax) Monday - Friday 8 AM - 4:30 PM CST Website available at www.f-m-h.com

Mail Claims to: FMH Benefit Services P.O. Box 25946 Overland Park, KS 66225

Electronic Claims: Envoy / NEIC Payer # 48117

## AUTHORIZATIONS:

### SSM MANAGEMENT SERVICES

1015 CORPORATE SQUARE DRIVE, SUITE 150

ST. LOUIS, MO 63132

PHONE: (314) 989-2355 -- OUT-OF-AREA PHONE: (877) 989-2355

FAX: (314) 989-2288 -- OUT-OF-AREA FAX: (877) 989-2288

Hours: 8:30 a.m. To 4:30 p.m. - Monday thru Friday

Service Type**	Authorization Required
Inpatient Admissions Outpatient Surgery Outpatient Rehab PET Scans Dietician Services/ Diabetic Education Home Health Care/Infusion Home Medical Equipment Pain Management Sleep Studies Outpatient Dialysis All Transplants  <b>** There are many other services and suppliers under contract with SSM MCO. Questions pertaining to the authorization for these services and suppliers can be directed to SSM Management Services.</b>	Call (314) 989-2355 or 1-877-989-2355*
Mental Health/Substance Abuse Services	Call (314) 344-6700 or 1-800-426-2083
<ul style="list-style-type: none"><li>• <b>Medical information will be required for the authorization process. Please have patient's chart available.</b></li></ul>	

**TELEPHONE:** The provider may call SSM Management Services at (314) 989-2355 or out-of-area 1-877-989-2355 to request authorization. The caller may choose the option to leave information on confidential voice mail (eliminating hold time) or speak with the authorization coordinator. Calls will be returned within 4 business hours.

## REMINDERS:

- All out of network services require pre authorization
- ExclusiveChoice does not cover routine eye exams, glasses or contacts (this listing is not inclusive of all non-covered services)
- Cosmetic services are not a covered benefit
- Contraceptive Services are not a covered benefit
- All services MUST be performed at an SSM facility unless otherwise prior authorized

## Mental Health/Substance Abuse Services:

Requests for authorization must be made by the Member or the Member's PCP by calling the Behavioral Medicine Campus (BMC) Central Intake at (314) 344-6700 or 1-800-426-2083 in advance of service being rendered.

- St. Vincent at DePaul Health Center
- St. Joseph Health Center
- St. Joseph Health Center- Wentzville
- St. Mary's Health Center

## Disease Management/Matria:

SSM Health Care's ConditionCare Program is available to SSM employees and their family members. It is designed to help individuals take an active role in managing certain health conditions. The program supports patients with CHF, COPD, CAD, diabetes, and cancer. There is no additional cost for participating. The program is confidential and voluntary. Patients can call 1-866-571-0271, Monday through Thursday, 8:00 a.m. to 11:00 p.m.; Friday, 8:00 a.m. to 9:00 p.m.; or Saturday, 9:00 a.m. to 6:00 p.m., Eastern time. Patients may visit [www.matriacares.com/SSMHCCConditionCare.com](http://www.matriacares.com/SSMHCCConditionCare.com) for more information about the program.

## PARTICIPATING LABORATORIES AND CYTOLOGY PROVIDERS:

Lab services may be (1) performed in the physician's office; or (2) sent to an ExclusiveChoice participating lab, as listed below; or (3) billed through the physician office. Payment for drawing fees will be reimbursed.

Facility/Lab	Lab Phone	Facility/Lab	Lab Phone
SSM Cardinal Glennon Children's Medical Center	(314) 577-5626	SSM St. Joseph Hospital West (Lake St. Louis)	(636) 625-5323
SSM DePaul Health Center	(314) 344-6365	SSM St. Charles Clinic	(636) 669-2271
SSM St. Joseph Health Center/St. Charles	(636) 947-5150	SSM St. Joseph Medical Park	(636) 922-7143
SSM St. Joseph Hospital/Kirkwood	(314) 966-1523	SSM St. Mary's Health Center/Richmond Heights	(314) 768-8201
SSM St. Joseph Hospital/ Wentzville	(636) 327-1140	SSM St. Clare Health Center	Telephone number to be announced

**Cytology (PAP Smears)** -Cytology specimens and associated lab work should be sent to Lab Corp (314-434-4193) or Quest Diagnostics (314-567-3905).

**RADIOLOGY SITES:** Radiology services may be performed: (1) at an SSM facility; (2) in the provider's office. Some radiology services require authorization including PET scans and ultrasounds (greater than two per pregnancy).

Facility	Phone		Phone
SSM Cardinal Glennon Children's Medical Center MRI:	(314) 577-5652 (314) 577-5353	SSM St. Charles Clinic	(636) 669-2226
SSM DePaul Health Center Wide MRI (High Field) & PET Scans	(314) 344-6350 (314) 344-7220	SSM St. Joseph Medical Park- Imaging Center	(636) 498-7901
SSM St. Joseph Health Center/St. Charles MRI:	(636) 947-5444 (636) 947-5606	SSM St. Mary's Health Center/Richmond Heights (including MRI)	(314) 768-8250
SSM St. Joseph Hospital/Kirkwood (including MRI, CT & Ultrasound)	(314) 966-1524	Clayton Health Services POB Clayton Health Services – West	(314) 768-8172 (314) 768-8072
SSM St. Joseph Hospital-West/Lake St. Louis (including Open MRI)	(636) 625-5303	SSM St. Joseph Hospital/ Wentzville	(636) 327-1140
SSM St. Joseph Health Center- Radiation Therapy	(636) 442-7300	Open MRI- 4293 Veterans Memorial Parkway	(314) 567-1818
Open MRI- 450 North New Ballas Road	(314) 567-1818	Open MRI of Southern Illinois	(618) 288-4926
SSM Berland Eureka Imaging Center	(636) 938-1656	SSM St. Clare Health Center	Telephone number to be announced
SSM Imaging Center	(314) 821-7227		

## REHABILITATION: PHYSICAL THERAPY (PT), OCCUPATIONAL THERAPY (OT) AND SPEECH THERAPY (ST)

PT, ST and OT therapy authorizations are limited to 12 visits.

Hospital Based Rehab			
		INPATIENT	OUTPATIENT
SSM Cardinal Glennon Children's Medical Center		(314) 577-5620	(314) 577-5669
SSM St. Joseph Health Center - St. Charles		(636) 947-5373	(636) 947-5467
Anderson Hospital (Glennon Care Only)			(618) 288-5711, Ext. 209
Outpatient Physical Therapy Locations - Freestanding			
Arnold	(636) 282-0125	SSMR- Center	(314) 768-5375
Bridgeton	(314) 209-7700	St. Charles - Kisker Rd.	(636) 498-7474
Dardenne Prairie	(636) 561-2060	St. Charles – New Town	(636) 669-2377
Eureka	(636) 938-1616	St. Charles - SJHC POB	(636) 947-5467
Hazelwood	(314) 731-4555	St. Charles – Wall Street	(636) 949-8185
Kirkwood	(314) 984-9220	St. Louis Hills	(314) 781-0011
Lake St. Louis- Harbor Bend	(636) 695-2070	Warrenton	(636) 456-8883
Pacific	(636) 271-2390	Wentzville	(636) 327-1170
Richmond Heights	(314) 768-5375		

## OTHER ANCILLARY SERVICES:

<u>SERVICE</u>	<u>FACILITY</u>	<u>PHONE NUMBER</u>
Home Care	SSM Home Care	(800) 265-0100
Home Medical Equipment	SSM DME	(314) 989-2700
IV/Therapy Supplies	SSM Infusion	(314) 428-0365
Cardiac Monitoring	Raytel Cardiac Services, Inc./ Cardio Care	(800) 367-1095, Ext. 254
Dialysis	DaVita (Call SSM Management Services) Fresenius Dialysis (Call SSM Management Services)	(314) 989-2355
Lithotripsy	Stone Treatment Center; SSM DePaul Health Center Midwest Stone Insititute	(314) 965-1112 (314) 542-0880
Orthotripsy	Call SSM Management Services	(314) 989-2355
Prothetics/Orthotics/DME:	Amanns Orthopedics Ann's Lingerie and Mastectomy Center Bi- State Orthotics & Prosthetics Hanger Orthotics & Prosthetics Medical West Healthcare Ctr. (Breast Prosthesis & Respiratory Services) Orthotic & Prosthetic Lab Prosthetic Design Prosthetic & Orthotic Care Resource Labs & Pedorthics Sole Control Standard Artificial Limb	(314) 567-6649 (314) 878-4144 (314) 843-2664 (314) 989-0345 (314) 725-1888  (314) 968-8555 (314) 535-5359 (618) 212-0006 (314) 991-3891 (314) 822-9494 (314) 231-1156
Bone Growth Products	EBI and Bioelectron, Inc.	(847) 223-1285, Ext. 4298

### SSM FlexCare Information

**SSM FLEXCARE INDEMNITY:** Some employees of SSM Health Care have selected an indemnity program for their health care benefit (high and low option). These employees do not participate in ExclusiveChoice. Claims for SSM FlexCare indemnity programs should be mailed to: FMH Benefit Services, Inc., PO Box 25946, Overland Park, KS 66225-0215. Phone: (800) 990-9058

**PHARMACY:** Employees of SSM Health Care have a FlexCare prescription drug benefit through Express Scripts at (877) 283-3935. Please contact Express Scripts for a formulary listing. Please do not mail medical necessity documentation for prescription drugs to ExclusiveChoice or FMH Benefit Services, Inc.

**VISION:** Employees of SSM Health Care have a FlexCare vision benefit through VSP at (800) 877-7195.

**DENTAL:** Employees of SSM Health Care have a dental benefit. Claims should be mailed to: FMH Benefit Services, Inc., PO Box 25946, Overland Park, KS 66225-0215. Phone: (800) 990-9058

**The ExclusiveChoice Quick Reference Guide is revised and reissued regularly.**

**For questions regarding this document, or for additional copies of ExclusiveChoice materials, please call SSM MCO Physician & Network Relations at (314) 989-2370  
WWW.SSMHEALTH.COM/MCO**