

ExclusiveChoice QUICK REFERENCE GUIDE

Revised: March 2011

All inpatient admissions, outpatient surgery, and other outpatient services, **must** be rendered at one of these SSM Health Care facilities (unless the services are emergent or not available within SSM):

EXCLUSIVECHOICE PARTICIPATING ST. LOUIS METRO AREA FACILITIES:

SSM Cardinal Glennon Children's Medical Center	SSM St. Joseph Health Center (including SSM St. Joseph Health Center- Wentzville and SSM St. Joseph Medical Park)	SSM Home Care
SSM Cardinal Glennon Pediatric Surgery Center	SSM St. Joseph Endoscopy Center	SSM Hospice
SSM DePaul Health Center	SSM St. Joseph Hospital West	SSM Infusion Services
The Physicians' Surgery Center at DePaul	SSM St. Mary's Health Center, Richmond Heights	Anderson Hospital (ExclusiveChoice members in Illinois can use Anderson for outpatient lab and radiology)
SSM St. Clare Health Center	SSM Rehabilitation Hospital	
SSM St. Claire Surgical Center	SSM Physician Therapy	

TERTIARY FACILITY:

St. Louis University Hospital: With authorization, may be accessed only for tertiary care services not available within the SSM network.

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

CLAIM FILING: Claims must be filed within 180 days of the date of service and in accordance with standard claims submission protocol.

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

<p>Front</p>  <p>Group # SMOE26 Subscriber # SM0099999</p> <p>Member Names JOHN DOE JANE DOE JILL DOE JENNY DOE JIMMY DOE JACK DOE</p> <p>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) 888-2388 or toll free (877) 888-2388.</p>	<p>Back</p> <p>ExclusiveChoice Copays: PCP & WVE \$15 Specialist \$30 Beh Med \$30 PT/ST/OT \$30 ER \$75</p> <p>Hospital Admission Notification: Emergency admissions require plan notification by member or immediate family within 48 hours of 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) 888-2388 or toll free (877) 888-2388 for admission notification or authorization.</p> <p>Behavioral Health Services: To request or arrange treatment, please call Central Intake at (314) 522-8700 or toll free (800) 428-2083.</p> <p>Eligibility: This card is not a guarantee of eligibility please contact FMH to verify benefits.</p> <p>For verification of in-network providers, visit "www.ssmhealth.com/mco" For claim status, visit "www.fmh.com"</p> <p>Benefits, Eligibility & Claim questions: Contact FMH at (903) 290-9055 (913) 387-5952 (fax) Monday - Friday 8 AM - 4:30 PM CDT Website available at www.fmh.com</p> <p>Mail Claims to: FMH Benefit Services P.O. Box 25946 Overland Park, KS 66228</p> <p>Electronic Claims: Envoys / NEIC Payer # 48117</p>
--	---

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 Home Health Care/Infusion Home Medical Equipment Pain Management Sleep Studies Outpatient Dialysis All Transplants ** 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.	Call (314) 989-2355 or 1-877-989-2355*

TELEPHONE: The provider may call SSM Management Services at (314) 989-2355 or out of area 1-877-989-2355 to request authorization.

REMINDERS:

- All out of network services require pre authorization
- 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 pre authorized

Mental Health/Substance Abuse Services:

Requests for authorization must be made by the Member or the referring provider by calling the Behavioral Medicine 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

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. Clare Health Center	(636) 496-2000	SSM St. Mary's Health Center/Richmond Heights	(314) 768-8201
SSM St. Joseph Hospital/ Wentzville	(636) 327-1140	Anderson Hospital (lab only)	(618) 288-5711
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. Mary's Health Center/Richmond Heights (including MRI)	(314) 768-8250
SSM DePaul Health Center Wide MRI (High Field) & PET Scans	(314) 344-6350 (314) 344-7220	Clayton Health Services POB Clayton Health Services – West	(314) 768-8172 (314) 768-8072
SSM St. Joseph Health Center/St. Charles MRI:	(636) 947-5444 (636) 947-5606	SSM St. Joseph Hospital/ Wentzville	(636) 327-1140
SSM St. Clare Health Center (including Open MRI, CT & Ultrasound)	(636) 496-2000	Open MRI- 4293 Veterans Memorial Parkway	(314) 567-1818
SSM St. Joseph Hospital-West/Lake St. Louis (including Open MRI)	(636) 625-5303	Anderson Hospital	(618) 288-5711
SSM St. Joseph Health Center- Radiation Therapy	(636) 442-7300	Imaging Center at Wolf Creek	(618) 277-7912
Open MRI- 450 North New Ballas Road	(314) 567-1818	Imaging Center of Alton	(618) 465-4674
SSM St. Charles Clinic	(636) 669-2226		
SSM St. Joseph Medical Park- Imaging Center	(636) 498-7901		

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	
Anderson Hospital			(618) 288-0150
Outpatient Physical Therapy Locations - Freestanding			
Alton	(618) 288-0150	Kirkwood- S> Kirkwood Road	(314) 821-5300
Arnold	(636) 282-0125	Lake St. Louis- Harbor Bend	(636) 695-2070
Ballwin	(636) 256-0300	O'Fallon- 1101 Highway K	(636) 379-6380
Bridgeton- 12266 DePaul Drive, Suite 115	(314) 209-7700	O'Fallon- 2394 Highway K	(636) 978-3711
Bridgeton- 3446 McKelvey Road	(314) 298-0353	Pacific	(636) 271-9995
Columbia, Illinois	(618) 281-6681	Richmond Heights	(314) 768-5375
Creve Couer	(314) 453-9675	Shiloh	(618) 624-7077
Dardenne Prarie	(636) 561-2060	St. Charles- New Town	(636) 669-2377
Des Peres	(314) 822-3205	St. Charles- First Capitol	(636) 947-5467
Eureka	(636) 938-1616	St. Charles- Kisker	(636) 498-7474
Fenton	(636) 343-9555	St. Charles- Wall Street	(636) 669-2345
Florissant	(314) 839-0002		
Glen Carbon	(618) 659-9666	St. Louis City- Lemay Ferry Road	(314) 845-0068
Hazelwood- Workhealth	(314) 731-9675	St. Louis Hills	(314) 781-0011
Hazelwood- Village Square	(314) 731-4555	St. Peters	(636) 928-1036
High Ridge	(636) 677-3100	Warrenton	(636) 456-8883
Kirkwood	(314) 821-6369	Wentzville	(636) 327-1170

OTHER ANCILLARY SERVICES:

<u>SERVICE</u>	<u>FACILITY</u>	<u>PHONE NUMBER</u>
Home Care	SSM Home Care	(800) 265-0100
IV/Therapy Supplies	SSM Infusion	(314) 428-0365
Cardiac Monitoring	BioMedical Systems CardioNet LifeWatch Raytel Cardiac Services, Inc./ Cardio Care	(314) 516-6800 (888) 312-2388 (877) 774-9846 (800) 367-1095, Ext. 254
Dialysis	DaVita (Call SSM Management Services) Fresenius Dialysis (Call SSM Management Services) Renal Advantage, Inc (Call SSM Management Services)	(314) 989-2355
Lithotripsy	Midwest Stone Insititute	(314) 542-0880
Orthotripsy	Call SSM Management Services	(314) 989-2355
Prothetics/Orthotics/DME:	Advanced Durable Medical Inc (CPM Machines Only) Animas (Insulin Pumps) Amanns Orthopedics Ann's Lingerie and Mastectomy Center Apria Edgepark Surgical (Call SSM Management Services) Hanger Orthotics & Prosthetics Medical West Healthcare Medical West Respiratory Ctr. MiniMed Orthotic & Prosthetic Lab, Inc. Praxair Prosthetic & Orthotic Care Resource Labs & Pedorthics Sole Control United Seating and Mobility	(800) 527-2571 (614) 644-8990 (314) 567-6649 (314) 878-4144 (314) 522-2600 (various #'s) (314) 989-2355 (314) 989-0345 (314) 725-1888 (314) 993-8100 (800) MiniMed (314) 968-8555 (314) 656-2050 (314) 535-5359 (618) 212-0006 (314) 822-9494 (314) 447-7514
Bone Growth Products	EBI and Bioelectron, Inc. Gateway Medical (braces and spinal stimulators) Orthofix	(847) 223-1285, Ext. 4298 (636) 536-5337 (800) 266-3349

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**