

THIS IS A PROVIDER-SPECIFIC COMMUNICATION

All Provider Delegates in CA with E&I LOB delegation are required to include the below language when processing Emergency Air Ambulance services for Out-of-Network (OON) claims:

- *The Qualifying Payment Amount (QPA) for each billed item or service is listed on your Provider Remittance Advice.*
- *We certify that the QPA applies for purposes of the recognized amount, or in the case of air ambulance services, for calculating the covered person's cost-sharing amount.*
- *Each QPA was determined in compliance with the federal interim final rule methodology.*
- *If you wish to initiate a 30BD Open Negotiation period to determine the amount of total payment, you may contact us to initiate open negotiation, and if still not resolved, you generally may initiate the independent dispute resolution process within 4BD after the end of the Negotiation Period.*
- *You may submit a negotiation request by contacting Optum at **800-956-8000**.*
- *Please Note: Once the Open Negotiation period is exhausted you may have the right to file for Independent Dispute Resolution (IDR) through the CMS portal.*
- *Please fax a copy of the completed Notice of IDR Initiation form that you submitted to the CMS portal to us at **866-929-7165**. Please also use this fax number when populating the CMS IDR form. You can also mail form to: P.O. BOX 6902, Rancho Cucamonga, CA 91729-6902*
- *If you have questions about the above or would like the QPA disclosures specific to this claim, please contact **800-956-8000**.*

HEALTH PLAN DISCLOSURES ON BALANCE BILLING LAW REQUIREMENTS

- Plans must publicly post, provide on any website, and include with any EOP for OON items/services (Air Ambulance only) subject to Surprise Billing provisions.
- Notice must include the following information:
 - Balance Billing prohibitions and requirements under the NSA
 - Any applicable State requirements with respect to Balance Billing
 - Information on contacting applicable State or Federal regulatory agency if the Member believes a provider/facility has violated the balance billing restrictions.
 - The DOL has released a model provider notice.