

Swedish Physician Partners

Part of  **NorthShore**

Dear Swedish Physician Partners Provider:

As announced this fall, NorthShore - Edward-Elmhurst Health has formed a new system-wide clinically integrated network (CIN) to align our medical groups, hospitals, and affiliate physician partners under a single network focused on advancing high quality cost-effective care across the communities we serve.

As part of our transition to the new CIN—named NorthShore - Edward Elmhurst Physician Partners—we would like to share some important news related to two of our payor agreements.

Transition of Humana and BCBSIL MA HMO Agreements

Effective January 1, 2024, Swedish Physician Partners (SPP) will no longer be delegated for services with Humana and BCBSIL Medicare Advantage HMOs. These two agreements will be transitioned to non-delegated plans under our new CIN.

To ensure you are prepared for this transition, please note the following:

- All current members in the Humana and BCBSIL Medicare Advantage HMOs will retain their existing primary care physicians. There is nothing you or your patients need to do regarding PCP assignment. The health plans will issue new ID cards to their members with their existing PCPs listed. New health plan members will be able to find physicians via the health plans' provider directories.
- Members in Care Management will be transitioned to Humana and BCBS Care Teams respectively on January 1, 2024.
- SPP will complete runout services for all 2023 Dates of Service. Starting January 1, 2024, Humana and BCBSIL MA HMOs will administer services for their respective plans per the policies and procedures described in their provider manuals; please see below for links to these and other resources from the health plans.

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Quick Reference Resources

Humana	
Provider Manual	docushare-app (humana.com)
EDI Claim Submission (Payer ID)	61101
Care Management Programs	Humana Care Management Phone: 800-662-9508 Complex Case Management (via the Health Service Line) Phone: 800-322-2758
Member/Provider Customer Service (benefits, eligibility, claims status, etc.)	Phone: 800-457-4708
Utilization Management	Availity Portal https://www.availity.com/healthplans Status of Referrals Phone: 800-523-0023 Authorizations and Referrals Information for Healthcare Providers - Humana PowerPoint Presentation (humana.com) *Note: SPP will continue to manage the UM services for all ACUTE/LTACH/IRF still in house on Jan. 1, 2024, through date of discharge.

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BCBSIL MA HMO	
Provider Manual	ma-hmo-nondelegated-manual.pdf (bcbsil.com) *Note: If prompted for password, please type “manual”
EDI Claim Submission (Payer ID)	66006
Care Management Programs	Phone: 855-390-6567
Member/Provider Customer Service (benefits, eligibility, claims status, etc.)	877-774-8592
Utilization Management	Availity Portal https://www.availity.com/healthplans PreAuth & OON Referrals Phone Phone: 877-774-8592 Support Materials (Government Programs) Blue Cross and Blue Shield of Illinois (bcbsil.com) * Note: SPP will continue to manage the UM services for all inpatient cases still in house on Jan. 1, 2024, through date of discharge.

Questions?

For questions about the transition of the Humana and BCBSIL MA HMO Agreements, please contact your Physician Liaison, Cynthia Moctezuma at CMoctezuma@schosp.org or 773-433-3851.