

Provider Manual

Truli for Health Programs,
Member Rights and
Responsibilities, Provider
Rights

Truli for Health



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Welcome to the Truli for Health Provider Manual

Truli for Health Programs, Member Rights and Responsibilities, Provider Rights, etc.

This manual is an important resource designed to help you work with us. We will share information about programs, tools, and resources available to our providers.

If there is any inconsistency between information in this manual and the agreement(s) between you and Truli for Health (your “agreement”), the terms of your agreement(s) shall govern.

Truli for Health Programs

Requesting Treatment at Mayo Clinic

How to Request Treatment at Mayo Clinic

Truli has aligned with Mayo Clinic in Jacksonville, Florida to provide care for rare and complex conditions for our members. Mayo Clinic is a Center of Excellence recognized as one of the nation's top-rated institutions for high-quality patient care. It provides care to patients who have highly complex conditions requiring specialized care that may not be available through their local hospitals and health systems. Before individuals are able to receive care for rare and complex conditions at Mayo Clinic, prior authorization must be requested by the referring physician and approved by Truli.

Authorized services at Mayo Clinic may include, but are not limited to:

- Rare and unique cancers
- Spine evaluations and procedures
- Complex surgeries
- Transplants
- Patient travel and lodging reimbursement

How to Submit a Prior Authorization to Request Treatment at Mayo Clinic

- Prior authorization requests must be submitted through Availity®¹ at Availity®.com. Please refer to the section, "How to submit prior authorization requests" for instructions on how to submit a prior authorization for care through Availity®.
- Truli will notify the requesting provider and Mayo Clinic of the outcome of the requested prior authorization.
- If the prior authorization is approved for travel to Mayo Clinic, all travel and lodging arrangements must be booked by Mayo Clinic for coverage by Truli. A Mayo Clinic travel coordinator will contact the member directly to coordinate travel.

Truli for Me Programs and Features

Chronic condition management

Our wellness and preventive programs help you support our members living with reoccurring or chronic conditions. We have listed the most common of these illnesses below. Under your direction, the program uses a highly effective, personalized care team approach to increase the likelihood that members will follow the treatment plans you recommend. This program helps members engage in healthy behaviors, such as following treatment plans and taking medication properly and consistently, while also closing care gaps.

- COPD/Asthma
- Diabetes
- High cholesterol
- Hypertension
- Congestive Heart Failure (CHF)

¹Availity® LLC is a multi-payer joint venture company. For more information or to register, visit avaiality.com.

Case management helps members navigate the health care system

Truli for Health has case management and complex case management services to help members, families, and caregivers with serious and long-term health problems. By finding problems early, Truli for Health has the opportunity to better help with cost-effective, quality care. The services are voluntary and are offered at no additional cost. If you have any questions about health care services, treatments or need help navigating the health care system, call 800-955-5692 and choose option 2.

Truli for Me Drugs

Truli for Health has lowered the cost share on generic (and some brand name) drugs used to treat COPD/asthma, diabetes, high cholesterol, and hypertension. When you prescribe from the Truli for Me Drug List, our members pay a reduced cost share for the drugs.

[Truli for Me Drug List](#)

Truli for Me Rewards

Your guidance and management of our members is important in helping them stay healthy. We have built the Truli for Me Rewards program to give members the opportunity to earn reward dollars when they meet health success measures. Members can use these dollars to pay for doctor visits, prescription drugs and other health-related services. You can find a list of rewardable activities on the Truli for Me website.

[Truli for Me Rewards link](#)

Questions? We Are Here to Help.

How We Communicate Updates

This guide does not include all applicable provider policies or procedures. We will share vital information and updates about policies and programs we do not include in this guide on our website or in special publications, such as letters, bulletins, or emails. If we change a website's location, a benefit plan name, our branding, or the customer identification card identifier, we will also share that information with you.

Contact Us

You can find a helpful list of current phone numbers, email addresses, operating hours and more at truliforhealth.com/providers and select **Contact**.

Email Network Contract Support:	networkcontracting@guidewell.com
Truli for Health Behavioral Health Network Manager:	networkcontracting@guidewell.com
Call the Provider Contact Center:	833-238-8144
Hours of Operation:	Monday - Thursday, 8 a.m. - 6 p.m. Friday, 9 a.m. - 12 p.m. IVR Self-service Options 24/7/365

Members Have Rights and Responsibilities

Truli for Health is committed to offering quality health care coverage as well as maintaining the dignity of our members. Recognizing that providers are independent contractors and not agents of Truli for Health, we have adopted the member rights and responsibilities below:

Rights

- To be provided information about Truli for Health, our services, coverage, and benefits,
- To be provided information about the contracting practitioners and providers.
- To be provided members' rights and responsibilities.
- To receive medical care and treatment from contracting providers who have met our credentialing standards.
- To expect health care providers who contract with Truli for Health to:
- Discuss appropriate or medically necessary treatment options for your condition, regardless of cost or benefit coverage; and
- Permit you to participate in the major decisions about your health care, consistent with legal, ethical, and relevant patient provider relationship requirements.
- To expect courteous service from Truli for Health and considerate care from contracting providers with respect and concern for your dignity and privacy.
- To voice complaints and/or appeal unfavorable medical or administrative decisions by following the established appeal or grievance procedures found in the Member Handbook or other procedures adopted by Truli for Health for such purposes.
- To inform contracting providers that you refuse treatment, and to expect to have such providers honor your decision if you choose to accept the responsibility and the consequences of such a decision.
- To have access to your records and to have confidentiality of your medical records maintained in accordance with applicable law.
- To call or write to us at any time with helpful comments, questions and observations whether concerning something you like about our plan or something you feel is a problem area. You also may make recommendations regarding our Truli for Health members' rights and responsibilities policies. Members may call the number or write to us at the address on their membership card.

Responsibilities

- To seek all non-emergency care through your assigned primary care physicians or a contracting physician and to cooperate with all persons providing your care and treatment.
- To be respectful of the rights, property, comfort, environment, and privacy of other individuals and not be disruptive.
- To take responsibility for understanding your health problems and participate in developing mutually agreed upon treatment goals, as best as possible, then following the plans and instructions of care that you have agreed upon with your Truli for Health provider.
- Provide accurate and complete information concerning your health problems and medical history and to answer all questions truthfully and completely.
- To be financially responsible for any co-payments and non-covered services, and to provide current information concerning your enrollment status to any Truli for Health -affiliated provider.
- To follow established procedures for filing a grievance concerning medical or administrative decisions that you feel are in error.
- To request records in accordance with Truli for Health rules and procedures and applicable law.
- To follow the Coverage Access Rules established by Truli for Health.

Provider Rights

Providers have the right to:

- Have your patients and other health care workers treat you with dignity and respect.
- Receive correct and complete information and medical histories for member care.
- Expect members to follow your directions, such as taking the right amount of medication at the right times.
- Help members make decisions about their treatment, including the right to recommend new or experimental treatments.