

# 2022 Top Tier Network Quick Reference Guide

Mount Sinai Health System Participating Providers

Mount Sinai Health System Employee Health Benefits Plan administered by UMR, a division of UnitedHealthcare (UHC)



# 202 Quick Reference Guide for Participating Providers in the Top Tier Network

### Member ID Cards for the Mount Sinai Health System Employee Health Benefit Plans Administered by UMR, a division of UnitedHealthcare

When Mount Sinai Health System employees and their family members choose Mount Sinai Health Partners' Top Tier Network providers for their care, they benefit from lower deductibles, coinsurance and copays.

Please see the table below for benefit information by health plan. Please be sure to check your patients' member ID card at every visit to confirm appropriate copay information.

PLAN TIERS	CHOICE PLAN	HDHP PLAN	TRADITIONAL PLAN	
MOUNT SINAI TOP TIER				
Deductible (EE/Fam)	None	\$2,000/\$4,000	None	
PCP/Specialist/Dependent Child copay	None	Deductible	\$30/\$40/\$30	
Urgent care copay	\$75	Deductible	\$75	
Urgent care dependent child copay	\$40	Deductible	\$40	
Hospital copay	\$50	Deductible	\$200	
Emergency copay	\$150	Deductible	\$150	
OOP Limits (EE/Fam)	\$1,000/\$2,000	\$3,000/\$6,000	\$1,500/\$3,000	

#### Note:

- Out-of-pocket limit does not include balance billing amounts or spending for non-essential health benefits. Prescription cost contributions are included in the Out-of-Pocket maximum.
- There are separate copays for dependents.
- To check if a provider or facility is part of the Top Tier Network, please visit
   https://toptier.mountsinai.org/toptier or https://toptier.mountsinai.org/facility



### **Pre-Certification and Emergency Admissions**

Please contact UMR at **866-494-4502**, available from 7 am to 7 pm CST (Monday–Friday), to confirm if prior authorization is required before providing services. Authorization is required within 48 hours of an emergency admission.

When a provider verifies benefits via the provider phone number, the fax back they receive includes services for precertification. This is also available via the provider portal at <a href="https://www.umr.com">https://www.umr.com</a>.

#### Claims Submissions

Providers submit all claims to your local UMR/UHC plan or if Medicare is primary submit Medicare claims to Medicare. Members can submit all claims to:

Claims: EDI #39026 UMR

P.O. Box 30541

Salt Lake City, UT 84130-0541

### **Important Phone Numbers**

Member Services: **877-233-1800**Provider Services: **877-233-1800** 

Pharmacy (Express Scripts): 877-233-1800

### Web Portal for UMR/UHC Providers – Eligibility, Benefits, Claim Status

Your access to UMR/UHC eligibility, benefits and claim status inquiry is available only at UMR.com. It is your online source to access this valuable information. Go to <a href="https://www.umr.com">https://www.umr.com</a> to register!

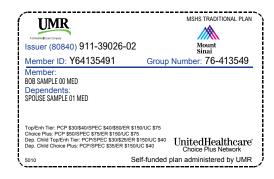
### **Choice Plan Sample ID Card**



### **HDHP Plan Sample ID Card**



### **Traditional Plan Sample ID Card**



## 2022 Quick Reference Guide for Participating Providers in the Top Tier Network

### Process to Enroll or Update Electronic Transactions

Type of Transaction	How to Enroll, Update, Change, or Cancel	For questions, registration, contact the following to resolve issues
Electronic Funds Transfer (EFT) only and Electronic Remittance Advice (ERA)	Use the Optum Insight Website: https://www.optum360.com/ solutions/claims/claims-integrity. html	For EFT and ERA registration questions, please contact the File Customer Service Support line: <b>866-367-9778</b> .

### **Additional contact information:**

To view the MSHS Employee Health Benefit Plan Top Tier provider directory, please visit <a href="https://toptier.mountsinai.org">https://toptier.mountsinai.org</a>.

For questions regarding network submissions, fee schedules, Top Tier participation or providers that are not displaying on UMR/UHC's directory, please contact MSHP via email at **mshp@mountsinai.org** or call us at **877-234-6667**.

