

Preface

This manual provides information and instructions to Health Partners participating providers. Some common features include:

- Table of contents for each Chapter for quick topic reference
- Tables that outline required steps to complete a Health Partners business task
- Sample screen shots, many highlighting key fields or information
- Directional icons for additional information and resources
- Review sections to help you check your understanding of the Chapter content

Manual Contents

Chapter 1: Introduction to Health Partners

This chapter provides an introduction to Health Partners and an overview of the various services available to members and providers.

Chapter 2: Frequently Asked Questions

This chapter provides answers to frequently asked questions concerning member, provider and disease management issues.

Chapter 3: Member Eligibility/Enrollment: Health Partners & KidzPartners

This chapter provides an overview of enrollment and eligibility guidelines used by Health Partners' lines of business.

Chapter 4: Health Partners Benefit Summary

This chapter provides an overview of the benefits available to Health Partners members.

Chapter 5: KidzPartners Benefit Summary

This chapter provides a benefit summary for KidzPartners members.

Chapter 6: Utilization Management

This chapter provides an introduction to Health Partners' Utilization Management team and the guidelines and criteria used by the department to achieve optimal benefit utilization for our members.

Chapter 7: Quality Management

This chapter provides a description of the Quality Management standards used at Health Partners.

Chapter 8: Provider Practice Standards & Guidelines

This chapter provides an overview of the current provider practice standards and guidelines used by Health Partners.

Chapter 9: Provider Billing & Reimbursement

This chapter provides an overview of provider billing requirements and reimbursement considerations.

Chapter 10: Appeals & Grievances

This chapter provides guidelines for understanding the appeal and grievance procedures used at Health Partners.

Chapter 11: Appendix

The appendix provides reference materials and additional information regarding topics discussed in the Provider Manual.

Icons

The following is a list of icons that may be used throughout this manual to highlight various types of information.



Key Points are used throughout the Chapter to highlight critical information.



The Online icon indicates the availability of online resources.



The Review icon appears to highlight previously covered materials.
