

Provider News Digest

April 2025

New Online Preauthorization Tool Coming in 2025

Later this year, **CareAffiliate®** will be replaced by a new preauthorization tool that will improve the experience of submitting requests online. This tool will offer providers a variety of new features, including:

- Enhanced workflow automation
- Case management functionality
- Dashboard for easy navigation and tracking
- Ability to attach additional clinical documentation
- Access to decision letters

If you are already a registered CareAffiliate user, you will be able to access the new preauthorization tool using your same username and password.

If you are not currently registered to use CareAffiliate, watch for additional information on how to sign up in the coming months.

Questions? Email web.preauth.support@selecthealth.org.

Change to Member Services Reference Numbers

As of **February 10, 2025**, the Member Services department has begun to transition to a new Customer Relationship Management program. With this transition, you may notice a change to how we assign reference numbers to your calls. Rather than receiving a 12-digit number for each member account entered, caregivers will now be given **a single 8-digit number per interaction**. This number can be used by our team to reference any member discussed during the call.

This change will be implemented in phases, so you may still be given the 12-digit number until **April 17**, when all caregivers are expected to be in the new system. After that date, the 8-digit numbers will be the standard.

Best Practice for Emergency Department (ED) Follow-Up with Out-of-Network Providers

When following up with an out-of-network provider who was on call for an emergency room or inpatient visit, providers should be aware of the following three best practices:

1. Contact Select Health Member Services at **800-538-5038** and ask about the member's network coverage. Be clear that this is an ED or inpatient follow up/referral.
2. Use the following CPT codes set up as in-network regardless of the provider status:
 - **23500-23680** Treatment of Fracture/Dislocation of Clavicle/Shoulder
 - **24500-24685** Treatment of Fracture/Dislocation of Elbow/Upper Arm
 - **25500-25695** Treatment of Fracture/Dislocation of Forearm/Wrist
 - **27197-27269** Treatment of Fracture/Dislocation Hip/Pelvis
 - **27500-27566** Treatment of Fracture/Dislocation of Femur/Knee
 - **27750-27848** Treatment of Fracture/Dislocation Lower Leg/Ankle
 - **28400-28675** Treatment of Fracture/Dislocation of Foot/Toe
3. If the member is not otherwise seen within 14 days, use the CPT codes for interprofessional consultations (**99446-99452**).

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Telehealth Attestation in Provider Directories

Per Centers for Medicare & Medicaid Services (CMS) and the Consolidated Appropriations Act, practitioners are required **quarterly** to attest and update their demographic information.

Select Health provides for these attestations via a quarterly Qualtrics survey sent to your email inbox.

Effective **July 1, 2025**, if a provider offers telehealth services, it will be indicated in the provider directory.

Utah

Register for the NUIC Annual Conference

The **Northern Utah Immunization Coalition (NUIC)** Annual Conference, "Tools for the Changing Vaccine Landscape," will be taking place on **April 24, 2025**, in Ogden, Utah. We encourage primary care providers to learn more and register to attend the conference.

[Register Now](#)

Topics will include:

- Vaccine hesitancy
- Tools to increase vaccination rates
- Utah Statewide Immunization Information System (USIIS) updates
- Impacts of HPV in Utah

Nevada

Enroll with Zelis for Medicare EDI Transactions

Starting on **August 1, 2025**, EDI information for Intermountain Nevada Medicare providers should be sent through Zelis. Enroll now to avoid delays in your payments.

To enroll, call **855-496-1571** to speak with a Zelis representative who will guide you through the

enrollment process, or visit www.zelis.com/provider-solutions/provider-enrollment/ to submit an online request form.

Questions? Contact us at NVproviderrelations@selecthealth.org.

Colorado

Reminders for Colorado Providers

- Remember to send patients to our in-network labs, **Labcorp** or **Carent**. This can help increase patient satisfaction by providing cost savings, easier administration, and improved care quality.
[Find Locations.](#)
- We would like to encourage you to add Select Health to the list of insurances you are contracted with on your website and other patient communications.

Many individuals rely on their insurance provider's network to find healthcare services, and by showcasing your partnership with Select Health, you make it easier for them to choose your practice. This simple update can help increase your patient base and strengthen your reputation as a patient-friendly provider.

Questions? Contact us at COproviderrelations@selecthealth.org.

