

# CareLink Provider Manual

Continuously improving the health and well-being of our members.



University Health System  
CareLink

Provider Hotline: 358-3719 - [UniversityHealthSystem.com/CareLink](http://UniversityHealthSystem.com/CareLink)

# Table of Contents

<b>1. What is CareLink?</b>	<b>Page</b>
Program Description .....	<b>3</b>
<b>2. Contact Information</b>	
Sites and Addresses .....	<b>3</b>
<b>3. Member Information</b>	
Identifying Members .....	<b>5</b>
Updating the Member’s Status .....	<b>5</b>
Explanation of Benefits .....	<b>6</b>
<b>4. Provider Information</b>	
Provider Compensation .....	<b>6</b>
Utilization Management (UM) .....	<b>6</b>
Precertification/Referral Authorization .....	<b>7</b>
Quality Management Program (QM) .....	<b>7</b>
Network of Providers and Hospital.....	<b>7</b>
Ambulance and Shuttle Services.....	<b>8</b>
<b>5. Pharmacy Services</b>	
General Requirements .....	<b>8</b>
Guidelines for Subsidized Medication Program .....	<b>9</b>
Medication Assistance Program (MAP) .....	<b>9</b>
<b>6. Additional Services</b>	
Laboratory .....	<b>9</b>
Radiology .....	<b>10</b>
Specialty Services.....	<b>10</b>
Referral Process.....	<b>10</b>
Access Plus.....	<b>11</b>
Secure Health Messaging .....	<b>12</b>
<b>7. Appendix A: Additional Services .....</b>	<b>14</b>

# 1. What is CareLink?

## Program Description

CareLink is a financial assistance program for medical services established by University Health System (Health System) and available to Bexar County residents who do not have private or public health insurance. The program is designed to:

- Promote health and wellness
- Serve as the payer of “last resort”
- Maintain a schedule of benefits
- Promote member responsibility
- Manage the delivery of care; and
- Offer a monthly payment plan based on household income \*

\*See Member Information on page 5 for eligibility requirements.

# 2. Contact Information

## Sites and Addresses

### Main Office

Robert B. Green Campus  
Historic Building  
903 W. Martin, **Mail Stop # 29-2**  
San Antonio, Texas 78207

For mailing purposes, please be sure to add **Mail Stop # 29-2** to the address.

- **Administration:** ..... **358-3180**  
F 358-3863

### Member Services hours of operation:

Monday and Wednesday	8 a.m. - 5:30 p.m.
Tuesday and Thursday	8 a.m. - 6:30 p.m.
Friday	9 a.m. - 4 p.m.

Website: [UniversityHealthSystem.com/CareLink](http://UniversityHealthSystem.com/CareLink)

Closed for holidays observed by the Health System.

- **Provider Hotline:** ..... **358-3719**  
F 358-3863

(Please do not give this number out to members)

### Services

- Member eligibility verification
- Verification of the Primary Care Provider (PCP) assignment
- Description of CareLink class status

## Contacting CareLink

- **Provider Relations:** ..... **358-9587**
- Member Services: ..... 358-3350  
F 358-3171
- Resolutions and Complaints: ..... 358-3430
- Claims and Billing: ..... 358-3361  
Claims Supervisor: ..... 358-3376
- Pre-Authorizations Department /Nurses: ..... 358-3224  
F 358-3274
- Pharmacy Programs: ..... 358-9594
- University Hospital: ..... 358-4000
- Ambulance and Shuttle Services: ..... 358-3858
- Dietary Services: ..... 358-7100  
F 358-7102
- Outreach and Education Department: ..... 358-3371  
F 358-3171

## CareLink Member Service Centers

Potential members can apply for the CareLink program at the following locations. They can also contact CareLink via phone (210-358-3350) or email ([Carelink@uhs-sa.com](mailto:Carelink@uhs-sa.com)).

- CareLink North – 126 W. Rector St., Suite 116, 78216
- Robert B. Green Campus – 903 W. Martin St.
- Family Health Center Southeast – 1055 Ada
- Old Hwy 90 Center – 911 Enrique M. Barrera Pkwy.

## Behavioral Health

Center for Health Care Services (Priority population):

- 3031 IH 10 West ..... 261-1000
- 806 S. Zarzamora ..... 261-1200
- 1920 Burnet Street ..... 261-1300

CMA Behavioral Health (Non-priority population): See Access Plus process on page 11.

## 3. Member Information

### Identifying Potential CareLink Members

Potential members are eligible if they meet the following requirements:

- Provide proof of Bexar County residency
- Provide proof of income: The total household income does not exceed 100% of the Federal Poverty Guidelines (FPG)
- Provide proof of identification with photo ([see website for list of acceptable documents](#))

Maximum Family Liability is the most that the family will pay during the contract period.

CareLink membership needs to be verified before services are rendered. Each CareLink member is issued a Member ID Card (see a sample on our [website](#)) and instructed to present the card when requesting medical services. The card indicates the following member information:

- Medical Record Number (MRN)
- Member's Information (name, date of birth, and gender)
- Name of Primary Care Provider (PCP)
- Copayment amounts (Pharmacy, Emergency Center, and ExpressMed Clinics)
- Effective and termination dates
- Telephone numbers to contact the Member Services department and NurseLink

At the time of the visit, ask the member to show their Member ID Card and insurance card (in case the member has Medicare). If the member does not have a Member Eligibility Card, their status can be verified through the Health System's IDX Patient Inquiry module.

For those provider offices that do not have access to the IDX System, eligibility can be verified by calling the **Provider Hotline**. This phone line is reserved for providers and their staff. **Please do not give this number out to members.**

If a member has questions about eligibility, benefit coverage or wants to change their PCP, please ask them to call Member Services at 358-3350.

CareLink has a sliding scale based on the member's income and their ability to pay for services. CareLink has four plans based on the FPG:

- Plan A ..... 75% or below
- Plan B..... 76% - 138%
- Plan C ..... 139% - 200%
- MedLink..... for Medicare-eligible members

### Updating the Member's Status

If a member's status or information is inaccurate or outdated, please call the Provider Hotline. The member is required to update any changes to their address, funding, income, phone number, or family size within 30 days.

## Explanation of Benefits

For a complete list of Schedule of Benefits click [here](#).

## 4. Provider Information

### Provider Compensation

Providers will be compensated only for covered services under the Schedule of Benefits. Specialty care requires prior authorization in order to receive compensation (see [Precertification/Referral Authorization process on page 7](#)).

- The provider shall not charge a member any fees or surcharges when providing covered healthcare services. In addition, the provider shall not seek payment from the member in the event CareLink fails to pay the provider for a claim not timely submitted.
- The provider must submit all bills for covered services to CareLink within 90 days. Claims received after that period will be denied and deemed waived by the provider.

Claims are to be submitted in accordance with the most current American Medical Association (AMA) and Centers for Medicare and Medicaid Services (CMS) coding and billing guidelines. CareLink utilizes nationally accepted billing practices and guidelines in adjudicating claims.

(Disclaimer: CareLink will make exceptions per contractual agreement).

Unless the claim is disputed, CareLink shall make payment within 45 business days from the day the clean claim is received.

For any questions about claims or to check status of a claim, call the Claims Supervisor at 358-3376.

### Utilization Management (UM)

The Utilization Management (UM) Program is designed to ensure that utilization issues are identified, documented, reviewed, and the appropriate improvement plans are initiated and evaluated to address utilization problems in a consistent and timely manner.

#### The UM Program strives to:

- Improve allocation of resources to provide quality healthcare in the most cost effective manner
- Determine whether proposed or rendered medical services and/or supplies are medically necessary and appropriate, if the services are of a generally acceptable quality and frequency and/or if the services were provided in the appropriate setting and are covered in the member's benefit plan
- Include, at a minimum, pre-certification/referral authorization, concurrent review, discharge planning, and case management when necessary

CareLink's UM Program oversees the delivery of healthcare services rendered to CareLink members and delegates the daily hospital UM activities to University Health System's Care Coordination Department.

Accessibility to healthcare (appointment availability/waiting times) will conform to National Committee on Quality Assurance (NCQA) standards. CareLink oversees and monitors for compliance of the established standards and delegates the responsibility to the Health System's Access Plus Department.

## National Committee for Quality Assurance (NCQA) Accessibility Standards

### Precertification/Referral Authorization

As mentioned before, CareLink helps to pay for the cost of medical care received within the Health System and its network of providers.

Type of Appointment	Appointment Availability
Emergency Care	Immediate
Urgent Care (PCP or Specialist)	Within 24 hours or less
Routine Care (PCP or Specialist)	Within 14 days or less
First Prenatal Visit	Within 14 days or less
Well Child Care	Within 14 days or less. For newborn, within 5 business days of hospital discharge
Provider Office Waiting Time	No more than 30 minutes from scheduled appointment time
Call Coverage	24 /7 by a physician

Services requiring prior authorization are listed on our [CareLink Provider Information page](#), under **Pre-Authorization Submission**. We also provide the [Pre-Authorization Request Form](#) online.

All requests must be entered either electronically through the "IDX Referral" module or faxed to the Pre-Authorization department.

Please allow 72 hours for a response during the workweek. For more information, feel free to call the CareLink Authorization Nurse at 358-3224.

### Network of Providers and Hospital

For an updated and complete list of providers, please visit our [website](#).

#### CareLink has the following network of providers:

- Behavioral Health Services
- Urgent Care
- Primary Care Physicians
- Specialty Healthcare Services
- Ancillary Services such as Laboratory and Radiology

If the requesting provider needs an urgent specialty consultation, the provider is responsible to call the specialist directly. The requesting provider can call the University Hospital operator to get the specialist on call.

#### University Hospital

(210) 358-4000

4502 Medical Drive  
San Antonio, TX 78229

## Ambulance & Shuttle Services

In the event of an emergency, always dial 911 for emergency medical services (EMS). EMS will assess and transport the member as per their protocols.

CareLink does not cover ambulance services. For non-emergency transfers, the Health System's shuttle services are available to transport our CareLink members between Health System locations.

The dispatch number to call is 358-3858. These services are available from:

- Mondays, Thursdays & Fridays - 8:30 a.m. to 11 p.m.
- Tuesdays & Wednesdays – 8:30 a.m. to 9 p.m.
- Saturdays – 8 a.m. – 8 p.m.

\* Hours are subject to change

## 5. Pharmacy Services

### General Requirements

- The Joint Commission guidelines must be followed when issuing prescriptions to be filled at the Health System's pharmacies. Examples of guidelines include, but are not limited to:
  - Indications must be included on all prescriptions
  - Only one (1) medication may be written per prescription blank
  - Each prescription must include a provider number
- The University Health System formulary and CareLink subsidy status of medications are accessible through the Health System's intranet site or Sunrise Enterprise Gateway. In order to view the formulary information please follow the next steps:
  - Intranet: Click "Clinical Intranet/Pharmacy" (left menu), then "Clinical Pharmacy References", then "Lexi-Comp (UHS Formulary Information)".
  - Sunrise: Click "Tools", then "Pharmacy Intranet Page", then "Clinical Pharmacy References", then "Lexi-Comp (UHS Formulary Information)".
- Restrictions and/or Clinical Pathways/Guidelines adopted by the Health System Pharmacy & Therapeutics (P&T) Committee must be followed for certain drugs to be subsidized (drugs subsidized per criteria). Criteria are listed within the formulary and links to the pathways/guidelines are also provided. "Clinical Pathways/Guidelines" are accessible through the Health System's intranet (left menu, "Clinical Intranet/Pharmacy") or at:  
<http://www.universityhealthsystem.com/clinical-pathways-and-guidelines/>
- Copayments for subsidized drugs are assigned and collected according to the member's status (CareLink Plans A, B, C).
- Over the counter drugs (OTCs) are not subsidized.
- Full payment will be required for non-subsidized formulary drugs.
- Non-formulary drugs will not be carried by the Health System pharmacies. Members will be referred to outside pharmacies or the pharmacist may contact the providers requesting changes on prescriptions for non-formulary, restricted or non-subsidized drugs for which a member cannot pay. Members may also be referred back to their physicians to discuss treatment options when contact cannot be made.
- Formulary exceptions may be requested through a secure Webform at:  
<http://hr.universityhealthsystem.com/secure/formulary-request.shtml>.



## Guidelines for Subsidized Medication Program

CareLink subsidized medications are drugs that are covered by the CareLink program. These medications are derived from the Health System's formulary.

Since some medications are only subsidized by CareLink if certain restrictions/guidelines are met, and some are only available through the Medication Assistance Program (MAP), it is challenging to create a simple, all-inclusive list. Access through Lexi-Comp continues to be the most current formulary resource. An abbreviated list of commonly prescribed, subsidized medications is also available on the CareLink [website](#) for providers and members.

## Medication Assistance Program (MAP)

The MAP is available to assist members in obtaining medications through pharmaceutical manufacturer programs. Most pharmaceutical manufacturers provide medications to members with little or no prescription drug coverage at no charge. Several drugs that are on the Health System's formulary are only made available through the MAPs.

The MAP personnel will prepare all applications and forward to CareLink providers for signatures. The Health System's pharmacies or MAP advocates can help determine if drugs ordered are subsidized, can be temporarily subsidized, or are only available through the MAP program. Members with Medicaid or other prescription coverage are not eligible for the MAP program.

### The MAP advocates can be reached at:

- University Hospital - Pavilion .....358-2899
- University Health System - Robert B. Green Campus ..... 358-9809
- University Family Health Center - Southwest..... 358-5185
- University Family Health Center - Southeast ..... 358-5767
- Texas Diabetes Institute ..... 358-7027

## 6. Additional Services

### Laboratory

Laboratory orders will be requested in Sunrise. If the provider does not have access to Sunrise, the member can be sent to any of the locations found in [Appendix A](#) (CareLink Additional Services table) with the request form.

## Radiology

Radiology orders will be requested in Sunrise. If the provider does not have access to Sunrise, the member can be sent to any of the locations found in Attachment A with the request form.

Please call 358-2725 to schedule radiology appointments. This is an automated telephone system and will give you a menu of options to select from. You can also fax the Radiology Request Form to 358-8464. Services scheduled through the Central Appointment Line:

- MRI
- CAT Scan
- Ultrasound
- Nuclear Medicine
- Fluoroscopy/Radiology
- Special Procedures
- File Room Requests
- Bone Density

Mammography appointments:

Phone: 450-5050

Fax: 450-5629

### **Diagnostic/Screening Mammography services are provided at:**

- Cancer Therapy & Research Center (CTRC)  
7979 Wurzbach Road
- University Health System - Robert B. Green Campus  
903 W. Martin

### **Screening Mammography services are provided at:**

- University Health System - Robert B. Green Campus  
Clinical Pavilion  
903 W. Martin
- Cancer Therapy & Research Center (CTRC)  
7979 Wurzbach Road
- University Hospital (Thursdays only)  
4502 Medical Drive

Visit [HealthyUExpress.com](http://HealthyUExpress.com) to find out about digital mammography that comes to your workplace.

## Specialty Services

The following is the referral/consult request process:

- Consult must be legible
- CareLink utilizes InterQual criteria for approval of referral
- The provider sends the consult to the appropriate specialty clinic with the supporting Interqual documentation. (Please refer to the table below for the appropriate Specialty Clinic's contact information.)
- If the member cannot be accommodated within UT Medicine San Antonio, the referral consult will be sent to a community specialist by the medical director.

- After a referral is generated, a representative from Access Plus faxes the referral authorization to the Community Specialist and sends a copy of the referral authorization with a cover letter to the requesting provider:
  - Access Plus  
Fax: 358-9970  
Phone: 358-3158
- The requesting provider is responsible for contacting the member to inform them of their referral authorization
- The member can call the specialist's office directly to schedule their appointments

Please address the fax to the attention of specialty being requested.

If the requesting provider needs an urgent specialty consultation, the provider has the responsibility to call the specialist directly. The requesting provider can call the University Hospital operator to get the specialist on-call pager number. University Hospital Main Phone Number: 358-4000.

## Secure Health Messaging

Secure Health Messaging is a Web-based electronic messaging system that allows caregivers to securely communicate confidential information. Messages are sent to the recipients by Sunrise login and to their personal email. Outpatient Health System lab results are sent to the ordering physician's Sunrise account.

Specialty	Phone	Fax	Location
<b>Allergy</b>	358-3158	358-9970	Outsource
<b>Audiology</b>	358-4583	358-2654	University Hospital
<b>Barium Enema</b>	358-2725	358-8160	University Hospital
<b>Cardiology</b>	358-3158	358-9970	Medical Arts and Research Center (MARC)
<b>Dermatology</b>	358-3158	358-9970	Texas Diabetes Institute Medical Arts and Research Center (MARC)
<b>EEG</b>	358-2725	358-8160	University Hospital
<b>Endocrinology</b>	358-7000	358-7515	Texas Diabetes Institute
<b>ENT</b>	358-3158	358-9970	Robert B. Green Campus
<b>FNA</b>	358-1974	358-2379	University Hospital
<b>GI</b>	358-8841	358-0757	University Hospital
<b>GI</b>	358-9887	358-5840	Robert B. Green Campus

Specialty	Phone	Fax	Location
<b>Hematology</b>	358-3887	358-5840	Robert B. Green Campus
<b>Hematology</b>	450-1724	616-5644	Cancer Therapy & Research Center (CTRC)
<b>Infections Disease</b>	358-3710	358-5941	Robert B. Green Campus
<b>Infections Disease</b>	450-9800	450-6073	Medical Arts and Research Center (MARC)
<b>Intervention</b>	358-1974	358-2379	University Hospital
<b>IVP</b>	358-2725	358-8160	University Hospital
<b>MMG</b>	358-2725	358-8160	University Hospital/ Cancer Therapy & Research Center (CTRC)
<b>MRI/CT/Sono</b>	358-2725	358-8160	University Hospital/ Robert B. Green Campus
<b>Neurology</b>	358-3158	358-9970	Robert B. Green Campus
<b>Neurosurgery</b>	358-8555	358-8576	University Hospital
<b>Non-Invasive Cardio</b>	358-2700	358-2802	University Hospital
<b>OB/GYN</b>	358-3582	358-3252	Robert B. Green Campus
<b>OB/GYN</b>	358-5233	358-5238	Southwest Clinic
<b>OB/GYN</b>	358-5740	358-5723	Southeast Clinic
<b>OB/GYN</b>	450-9500	450-6027	Cancer Therapy & Research Center (CTRC)
<b>Oncology, Medical</b>	450-3833	450-1150	Cancer Therapy & Research Center (CTRC)
<b>Oncology, Radiation</b>	450-1016	616-5613	Cancer Therapy & Research Center (CTRC)
<b>Oncology, Surgery</b>	450-5990	616-5644	Cancer Therapy & Research Center (CTRC)
<b>Ophthalmology</b>	358-7600	358-7603	Texas Diabetes Institute
<b>Ophthalmology</b>	450-9400	450-6024	Medical Arts and Research Center (MARC)
<b>Oral Max Surgery</b>	358-3604	358-3450	Downtown Clinic

Specialty	Phone	Fax	Location
<b>Orthopedics</b>	450-9300	450-6022	Medical Arts and Research Center (MARC)
<b>Orthopedics</b>	358-7000	358-7555	Texas Diabetes Institute
<b>Pain Clinic</b>	450-9850	450-6095	5282 Medical Drive, 6th Floor
<b>PFT's</b>	358-1415	358-0668	Robert B. Green Campus
<b>Plastic Surgery</b>	450-9220	450-6052	Medical Arts and Research Center (MARC)
<b>Podiatry</b>	358-7717	358-7707	Texas Diabetes Institute
<b>Podiatry</b>	450-9300	450-6022	Medical Arts and Research Center (MARC)
<b>Psychiatry</b>	358-3158	358-9970	Robert B. Green Campus
<b>Pulmonologist</b>	358-3158	358-9970	Robert B. Green Campus
<b>Renal</b>	358-3158	358-9970	Medical Arts and Research Center (MARC)
<b>Rheumatology</b>	358-3158	358-9970	Robert B. Green Campus
<b>Sleep Study</b>	358-8365	358-8360	University Hospital
<b>Surgery, MARC</b>	450-9200	450-6052	Medical Arts and Research Center (MARC)
<b>Upper GI</b>	358-2725	358-8160	University Hospital
<b>Urology</b>	358-3158	358-9970	Medical Arts and Research Center (MARC)
<b>Vascular Surgery</b>	358-2074	358-4773	Robert B. Green Campus
<b>Vascular Surgery</b>	450-9888	450-6013	Medical Arts and Research Center (MARC)
<b>Wound Care</b>	358-7250	358-7251	Texas Diabetes Institute

## 7. Appendix A: Additional Services

LOCATION	Pharmacy	Laboratory	Radiology
<b>University Hospital Outpatient Discharge*</b> 4502 Medical Dr.	Mon - Fri 9 a.m. - 6:30 p.m. Sat 9 a.m. - 4 p.m. Sun 9 a.m. - 2 p.m.  <b>210-358-2903</b>	Mon - Fri 6 a.m. - 5:30 p.m. Sat - Sun 9 a.m. - noon  <b>210-358-8276</b>	Mon - Fri 7 a.m. - 11 p.m.  <b>210-358-2725</b>
<b>Medical Center Pavilion</b> 4647 Medical Dr.	Mon - Fri 8:30 a.m. - 5 p.m.  <b>210-358-8680</b>	Hours TBA  <b>210-358-8145</b>	Service not available at this location. Please visit another site.
<b>Robert B. Green Campus*</b> 903 W. Martin	Mon - Fri 8 a.m. - 8 p.m. Sat 8:30 a.m. - 5 p.m.  <b>210-358-3473</b>	Mon - Fri 8 a.m. - 6 p.m. Sat 8 a.m. - noon  <b>210-358-3636</b>	Mon - Fri 8 a.m. - 6 p.m. Sat 8 a.m. - noon  <b>210-358-2725</b>
<b>Family Health Center - Southwest*</b> 2121 SW 36th St.	Mon 8:30 a.m. - 6 p.m. Tue - Thurs 8:30 a.m. - 5 p.m. Fri 8 a.m. - 4 p.m.  <b>210-358-5140</b>	Mon - Thurs 8 a.m. - 8 p.m. Fri 8 a.m. - 4 p.m.  <b>210-358-5128</b>	Mon - Thurs 8 a.m. - 8 p.m. Fri 8 a.m. - 4 p.m. Sat 8 a.m. - noon  <b>210-358-2725</b>
<b>Family Health Center - Southeast*</b> 1055 Ada St.	Mon 8:30 a.m. - 6 p.m. Tue, Thurs 8:30 a.m. - 5 p.m. Fri 8:30 a.m. - 4 p.m.  <b>210-358-5534</b>	Mon - Thurs 8 a.m. - 8 p.m. Fri 8 a.m. - 4 p.m. Sat 8 a.m. - noon  <b>210-358-5654</b>	Mon - Thurs 8 a.m. - 8 p.m. Fri 8 a.m. - 4 p.m. Sat 8 a.m. - noon  <b>210-358-2725</b>
<b>Texas Diabetes Institute</b> 701 S. Zazamora St.	Mon - Fri 8:30 a.m. - 5 p.m.  <b>210-358-7460</b>	Mon - Fri 8 a.m. - 5 p.m.  <b>210-358-7030</b>	Mon - Fri 8:30 a.m. - 5 p.m.  <b>210-358-2725</b>
<b>Family Health Center - North*</b> 302 W. Rector St.	Service not available at this location. Please visit another site.	Mon - Thurs 8 a.m. - 4:30 p.m. Fri 9 a.m. - 4 p.m.  <b>210-358-0815</b>	Mon - Thurs 8 a.m. - 8 p.m. Fri 9 a.m. - 4 p.m.  <b>210-358-2725</b>
<b>Family Health Center - Northwest*</b> 7726 Louis Pasteur	Service not available at this location. Please visit another site.	Mon - Thurs 8 a.m. - 4:30 p.m. Fri 8 a.m. - 4 p.m.  <b>210-358-8820</b>	Service not available at this location. Please visit another site.

\*ExpressMed/Urgent Care available at these locations.