

# FAQ



GEORGIA DEPARTMENT  
OF COMMUNITY HEALTH

## State Health Benefit Plan 2015 Bariatric Surgery Pilot Program Frequently Asked Questions (FAQ) October 23, 2014

These FAQ's have been developed to assist State Health Benefit Plan (SHBP) members regarding questions about the Bariatric Surgery Pilot Program as mandated by House Bill 511.

### **Who is eligible to submit a 2015 Bariatric Surgery Pilot SHBP Member application?**

Applicants must be an employee, spouse or dependent, 18 years and older, covered as primary by SHBP for two or more years immediately prior to submission of their application. This pilot program does not apply to members who are in the SHBP Medicare Advantage Plan and is not available for members who have previously had bariatric surgery.

### **Where and when can I get an application?**

Applications will be available beginning October 27<sup>th</sup> on the SHBP website at [www.dch.georgia.gov/shbp](http://www.dch.georgia.gov/shbp). Applications may also be obtained by contacting your medical claims administrator.

### **When can I submit an application?**

Applications may be mailed to the member's medical claims administrator ***beginning and no earlier than January 2, 2015 and postmarked no later than February 2, 2015.*** Applications *postmarked* before January 2, 2015 and *after February 2, 2015* will not be accepted or held.

### **What information must be submitted with an application?**

The application is a one page document that includes a member section (Section A) and a physician section (Section B). ***Both the member and physician must complete and sign their sections.***

### **Can my Primary Care Physician (PCP) complete and sign the physician certification (Section B) even if he or she is not a bariatric surgeon?**

Yes; your PCP or a bariatric surgeon can complete the certification section (Section B) on the application.

### **Are there other requirements that must be completed before the application will be considered complete?**

Yes; as part of the application completion process, you must complete an online 2015 health assessment, available beginning January 2, 2015. Healthways will administer the health assessment referred to as "Well-Being Assessment" for both Blue Cross Blue Shield of Georgia (BCBSGa) and UnitedHealthcare and it will be available at [www.BeWellSHBP.com](http://www.BeWellSHBP.com). Kaiser Permanente (KP) will administer their health assessment referred to as "Total Health Assessment" and it will be available at [www.my.kp.org/shbp](http://www.my.kp.org/shbp). ***Health assessments done prior to January 2, 2015, will not meet the program requirements.***

### **Who reviews my completed application?**

Your medical claims administrator (BCBSGa, UnitedHealthcare, or KP) will review your application to determine if it is complete.

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## **What if my application is incomplete?**

***You must complete all required information in Section A and your physician must complete all required information in Section B for your application to be considered complete. If any of the required information is missing, then your application is determined to be incomplete by your medical claims administrator and you will not be entered into the random drawing selection process.***

## **How many eligible applicants will be selected?**

The Bariatric Surgery Pilot Program, established by House Bill 511, allows a total number of 75 members for the plan year 2015. The approved 75 eligible applicants will be divided among the three SHBP medical claims administrators based on the percentage of January 2015 membership enrolled in each.

## **How will eligible applicants be selected?**

Each eligible applicant will be assigned an application number. Those application numbers will be entered into the random selection process. Each medical claims administrator shall randomly select applicants via a random selection process based on their defined portion of allotted applicants for inclusion in this program on or before March 2, 2015.

## **How will I be notified if I am selected?**

Only the 75 randomly selected eligible applicants will be notified of their inclusion in the Bariatric Surgery Pilot Program via mail by their medical claims administrator after March 2, 2015.

## **If I am not randomly selected and my application was complete and eligible, is it still possible that I could still be selected?**

Yes; if any of the selected member(s) voluntarily choose to opt out or do not otherwise meet clinical criteria, the next randomly selected eligible member on a 2015 wait-list is notified via mail by their medical claims administrator that a slot has become available.

## **If I submit my application on time, will I be guaranteed coverage for the surgery?**

No; submitting the SHBP 2015 Bariatric Surgery Pilot Program Application within the timeframe does not guarantee that you will be one of the 75 pilot participants randomly selected as we anticipate a large number of applications. Moreover, even if you are selected, you must still satisfy all eligibility and prior authorization criteria requirements.

## **If I am selected and approved, when should I schedule the surgery to have coverage?**

Surgery must be **completed** by December 31, 2015 to receive benefit coverage. No exceptions will be made for extending approvals beyond the benefit year ending December 31, 2015.

## **If I am selected and approved, what will the Plan pay? Are there any associated services not covered?**

Claims payment for approved bariatric surgery is subject to member eligibility and benefits on the date of service. Applicable co-payments, deductibles, and/or co-insurance (network and out-of-network) apply to all covered services. Any travel or lodging costs associated with the bariatric surgery, including attempts to qualify, are not covered. Services that are considered investigational or are otherwise excluded are not covered.

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## **If I am selected and I have the surgery performed in 2015, do I have any follow-up requirements?**

Yes; selected members undergo prior authorization and case management by their medical claims administrator before and two years after the surgery.

## **If I am not randomly selected in 2015 and I want to apply again in 2016, do I need to submit another application?**

Yes; you will need to complete a 2016 Bariatric Surgery Pilot Program SHBP Member Application. Applications for the 2016 Bariatric Surgery Pilot Program will be available on the SHBP website during Open Enrollment in October 2015.

## **My bariatric surgeon is not in Georgia. If I am selected and approved, can I schedule the surgery in another State?**

No; this pilot program mandates that surgery must be performed in Georgia.

## **Is there an approved network or facility for the Bariatric Surgery Pilot?**

Yes; you must use your medical claims administrator's Bariatric Centers of Excellence facilities that are hospital-based and located in the state of Georgia.

## **Where can I get additional information on the Bariatric Surgery Pilot?**

Questions may be addressed to and completed 2015 Bariatric Surgery Pilot Program SHBP Member Applications should be sent to the medical claims administrator you elected for 2015 SHBP coverage:

### **Blue Cross and Blue Shield of Georgia**

Attention: SHBP 2015 Bariatric Surgery Pilot Program, Administrator: Kellie Kirven  
6175 Technology Parkway Suite 2000  
Midland, Georgia 31820

Member Services number to contact for verification and questions: 855-641-4862

### **Kaiser Permanente**

Kaiser Foundation Health Plan of Georgia, Inc.  
Attention: SHBP 2015 Bariatric Surgery Pilot Program, Administrator Kameshia Jones  
3495 Piedmont Road, NE  
Building 11, 6<sup>th</sup> floor  
Atlanta, GA 30305-1736

Member Services number to contact for verification and questions: 855-512-5997

### **UnitedHealthcare**

Attention: SHBP 2015 Bariatric Surgery Pilot Program Application  
4170 Ashford Dunwoody Road, Suite 100  
Atlanta, GA 30319

Member Services number to contact for verification and questions: 888-364-6352