

# FAQ



GEORGIA DEPARTMENT  
OF COMMUNITY HEALTH

## State Health Benefit Plan 2016 Bariatric Surgery Pilot Program Frequently Asked Questions (FAQ) October 19, 2015

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 SHBP 2016 Bariatric Surgery Pilot Program member application?**

Applicants must be a member, 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 enrolled in one of the SHBP Medicare Advantage Plan options and is not available for members who have previously had bariatric surgery. If you submitted a Bariatric Surgery Pilot Program application for the 2015 Plan Year and you were not selected, you must submit a new application by the 2016 deadline.

### **Where and when can I get a SHBP 2016 Bariatric Surgery Pilot Program member application?**

Applications will be available beginning October 19, 2015 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 a SHBP 2016 Bariatric Surgery Pilot Program application?**

Applications must be mailed to the member's 2016 medical claims administrator ***beginning and no earlier than January 1, 2016 and postmarked no later than February 4, 2016***. Applications *postmarked* before January 1, 2016 and *after February 4, 2016* will not be accepted.

### **What information must be submitted with a SHBP 2016 Bariatric Surgery Pilot Program application?**

The application is a two 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.*** Member must have their physician complete Section B certifying the member meets the clinical requirements of the application. Section B may be completed and signed by the member's physician before January 1, 2016.

### **Can my Primary Care Physician (PCP) complete and sign the physician certification (Section B) on the SHBP 2016 Bariatric Surgery Pilot Program application 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.

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## **Are there other requirements that must be completed before the SHBP 2016 Bariatric Surgery Pilot Program application will be considered complete?**

Yes; as part of the application completion process, you must complete an online 2016 health assessment, available beginning January 1, 2016. Healthways will administer the health assessment referred to as “Well-Being Assessment” for both Blue Cross and 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 1, 2016 or after February 4, 2016, will not meet the program requirements and will not be entered into the random drawing selection process.**

## **Who reviews my completed SHBP 2016 Bariatric Surgery Pilot Program application?**

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

## **What if my SHBP 2016 Bariatric Surgery Pilot Program application is incomplete?**

***You must complete all required information (including boxes 1-12 each must be initialed) in Section A, your physician must complete all required information in Section B, and both the member and physician must sign their sections 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 for the SHBP 2016 Bariatric Surgery Pilot Program.***

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

The SHBP 2016 Bariatric Surgery Pilot Program, established by House Bill 511, allows a total number of 75 members for the plan year 2016. The approved 75 eligible applicants will be divided among the three SHBP medical claims administrators based on the percentage of January 2016 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 1, 2016.

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

Only the 75 randomly selected eligible applicants will be notified of their inclusion in the SHBP 2016 Bariatric Surgery Pilot Program via mail and telephone by their medical claims administrator after March 1, 2016.

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## **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 2016 wait-list is notified by their medical claims administrator that a slot has become available. The member will be notified at the phone number listed on the SHBP 2016 Bariatric Surgery Pilot Program application. If the member does not respond to outreach, the member will be withdrawn and the next randomly selected candidate will be notified by phone and 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 2016 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, 2016 to receive benefit coverage. No exceptions will be made for extending approvals for surgeries beyond the benefit year ending December 31, 2016.

## **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-pays, deductibles, and/or co-insurance 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. Additional fees, not covered by the plan, may include bariatric surgeon application fees, vitamins, protein shakes and other supplements.

## **If I am selected and I have the surgery performed in 2016, 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. Selected members must intend to continue active coverage under SHBP for two years following the approved surgical procedure date. Selected members will comply with any and all requests by the SHBP for post-surgical medical and productivity information, and such agreement will survive his/her Plan participation in the SHBP for two years following the approved surgical procedure date.

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

No; this SHBP Bariatric Surgery Pilot Program mandates that surgery must be performed in Georgia.

**Is there an approved network or facility for the SHBP 2016 Bariatric Surgery Pilot Program?**

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. You may contact your medical claim administrator's Member Services for details or to request this information via mail.

**Where can I get additional information on the SHBP 2016 Bariatric Surgery Pilot Program?**

Questions may be addressed to the medical claims administrator you elected for 2016 SHBP coverage.

**Where should I send my completed SHBP 2016 Bariatric Surgery Pilot Program application?**

Completed SHBP 2016 Bariatric Surgery Pilot Program applications must be mailed to the medical claims administrator you chose for the 2016 Plan year at the applicable address provided below:

**Blue Cross and Blue Shield of Georgia**

Blue Cross and Blue Shield of Georgia

Attention: SHBP 2016 Bariatric Surgery Pilot Program, Administrator: Kellie Kirven  
6087 Technology Parkway  
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 2016 Bariatric Surgery Pilot Program, Administrator: Kameshia Jones  
3495 Piedmont Road, NE  
Building 9, 2nd floor  
Atlanta, GA 30305-1736

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

**UnitedHealthcare**

UnitedHealthcare

Attention: SHBP 2016 Bariatric Surgery Pilot Program, Administrator: Arlene James  
4170 Ashford Dunwoody Road, Suite 100  
Atlanta, GA 30319

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

**Please Note:** SHBP 2016 Bariatric Surgery Pilot Program applications must be mailed to the member's 2016 Medical Claims Administrator. **Any applications mailed to the Georgia Department of Community of Health or State Health Benefit Plan will not be considered for the SHBP 2016 Bariatric Surgery Pilot Program.**