



November 17, 2017

Dear Physicians and Staff Members,

As previously communicated at the beginning of the month, effective December 1, 2017, Accountable Health Care IPA will be transitioning the management services to Network Medical Management MSO (NMM).

Network Medical Management (NMM) is a Management Service Organization (MSO) who works with different IPA networks throughout the State of California. NMM will administer the managed care operations for Providers and patients affiliated with Accountable Health Care IPA, that includes the following:

- Claims
- Contracting
- Credentialing
- Customer Service
- Eligibility/Capitation
- Health Services: Utilization Management & Case Management
- Quality Integration
- Provider Network Support
- Web Portal

Enclosed is the NMM Quick Reference Sheet to assist your office and office staff.

Please note, the Business Development associates will be in continual contact with your offices to ensure your office staff is equipped with the necessary tools and information.

We also would like to encourage your offices to attend one of the Provider Orientation WebEx meetings that we are hosting through the month of November to ensure you equipped with all the necessary information.

If you have any questions, please email us at ProviderNetworkOperations.Dept@nmm.cc

We look forward to this new beginning and appreciate your continued support.

Sincerely,

George Jayatilaka, M.D.
Chairman & Chief Executive Officer
Accountable Health Care IPA



Accountable Health Care IPA

IPA & NMM Quick Reference Sheet

AREA	CONTACT DETAILS
Main Customer Service Line	<ul style="list-style-type: none"> • Phone: (562) 435-3333 • Hours: Mon-Fri., 8:30am – 5:00pm • Scope: Eligibility, Referrals, Claims, Provider, and Member Inquiries
Claims Submission	<ul style="list-style-type: none"> • Via Office Ally, use Payor ID#: AHIPA • To submit via the NMM Portal, please email: portal.inquiries@nmm.cc (to setup an account in advance) <p>Mail: P.O. Box 7160, La Verne, CA 91750 (paper claims not recommended for contracted provider network)</p>
Case Management	<p>To report an admission,</p> <ul style="list-style-type: none"> • Please fax: (626) 943-6301 • Please contact Mitch Agorrilla, (626) 282-0288 ext. 6088
Eligibility	<p>To have a patient added urgently, you can email or call.</p> <ul style="list-style-type: none"> • For emails, please send to: eligibility.dept@nmm.cc • For urgent requests, please call (562) 435-3333
Utilization Management	<ul style="list-style-type: none"> • Submissions: Please use the Portal at www.nmm.cc • UM Fax Numbers: <ul style="list-style-type: none"> ○ Routine: (626) 943- 6302 ○ Urgent: (626) 943- 6304 ○ Notes/Medical Records: (626) 943-6303
Web Portal Assistance	<ul style="list-style-type: none"> • Email: portal.inquiries@nmm.cc • Dial: (562) 435-3333
Provider Network Business Development Contacts	<ul style="list-style-type: none"> • General Inquiries: ProviderNetworkOperations.Dept@nmm.cc • Or, please contact your assigned Business Development Associate