

[View this email in your browser](#)



## Provider eNews

A SummaCare Publication For Our Providers.

### HEDIS Update

Medical Record Review for the HEDIS MY2025 project has begun. SummaCare's quality team has started requesting medical records to close care gaps. Records can be returned through the following means:

- Fax: 330-996-5201
- Email: [ljomab@summacare.com](mailto:ljomab@summacare.com)

Please provide requested information as quickly as possible. All medical records requested include dates of service in 2025 or before. **Please do not submit 2026 records.** Note that your patient's records may be required for multiple measures.

### Oncology Value-Based Pathways Program

To provide our network oncologists with quality resources, on 1/1/26, SummaCare launched an EviCore oncology value-based clinical pathway program designed to promote the use of clinically appropriate, safe and cost-effective therapies with the goal of improving patient outcomes.

EviCore's value-based pathways program is designed to promote the use of evidence-based, high-value cancer treatment regimens. Pathway regimens are a subset of regimens recommended by the National Comprehensive Cancer Network® (NCCN) that offer the highest value for patients, with efficacy and toxicity as top priorities. The program's goal is to improve the quality of cancer care while controlling costs.

Society for Medical Oncology when sufficient data are available. The value frameworks highlight regimens with superior clinical benefit and toxicity profiles. Drug costs are considered when regimens have comparable clinical benefits and toxicity profiles.

The oncology value-based pathways program is available for specific clinical scenarios (based on tumor type, stage and line of therapy), and are updated based on new clinical evidence, NCCN updates, new U.S. Food and Drug Administration (FDA) approvals and indications.

### **How the program works**

The on-pathway regimen is highlighted during the prior authorization process on the EviCore portal.

If a provider does not request an on-pathway regimen, a prompt appears, giving the provider the option to select an on-pathway regimen. If the provider selects an off-pathway regimen, a peer-to-peer can be scheduled with an EviCore medical oncologist to discuss the potential benefits of an on-pathway regimen. The oncology value-based pathways program does not change coverage determination criteria. The program does not apply to all clinical scenarios and is not a substitute for the experience and judgment of the treating provider. An NCCN-supported regimen, even if off-pathway, will continue to be authorized.

If you have questions about the program, please contact your Provider Engagement Specialist or email [providerengagement@summacare.com](mailto:providerengagement@summacare.com)

### **Claim Dispute Reminder**

As a reminder, effective March 4th, we **no longer accept claim disputes** via fax, mail or the Provider Support Services' email inbox. This change is part of our ongoing efforts to streamline inquiries, improve tracking and properly categorize issues for resolution.

**All claim disputes should be** submitted through the [SummaCare Plan Central](#) portal.

When submitting a dispute or adjustment request, please include all supporting documentation with your submission. Requests submitted without documentation cannot be reviewed until the information is provided.

- Clinical notes or medical records
- Itemized statements
- Coordination of Benefits (COB) documentation
- Prior Authorization information
- Any other documentation necessary to fully evaluate the claim

For information regarding how to submit documentation in Plan Central, please click [here](#).

### **Provider Engagement Team**

Our Provider Engagement Specialists can provide onsite visits to your office. These visits are a great opportunity to discuss topics such as provider resources, authorization processes, member programs, claim questions and other operational updates.

If your office would like to schedule a visit with your assigned Provider Engagement Specialist, you may contact the Provider Engagement Team by email at [providerengagement@summacare.com](mailto:providerengagement@summacare.com) or locate your assigned representative using our Provider Engagement assignment page. [Provider Engagement Support | SummaCare Resources for Providers](#).

We look forward to connecting with you and supporting your practice.

### **Training and Education**

#### **Did you know?**

If you were unable to attend our Annual Provider Update Webinar in the last few years, the recording and presentation materials are available on our website for your convenience. Providers and office staff are encouraged to review the webinar or the PPT presentation to stay informed about important updates, resources and operational changes. Access the Annual Provider Webinar materials here: [Provider Education & Resources | SummaCare Health Plans](#)

### **Condition Management and Health Coaching**

**Blood Pressure and A1C Management** SummaCare has Condition Management and Health Coaching programs available to members to assist with education, care coordination, nutritional counseling and lifestyle behavior changes. How can you

medical record review.

**CPT Category II for Blood Pressure:**

3074F - Systolic < 130 mm HG

3075F - Systolic 130-139 mm HG

3077F – Systolic ≥ to 140 mm HG

**and**

3078F - Diastolic < 80 mm HG

3079F - Diastolic 80-89 mm HG

3080F - Diastolic ≥ to 90 mm HG

**CPT Category II for A1C:**

3044F – A1C < 7%

3051F – A1C 7% to < 8%

3052F – A1C 8% to ≤ 9%

3046F – A1C > 9%

**Care Management and Condition Management Programs**

SummaCare offers programs to members living with chronic conditions, serious illnesses or high-risk maternity to learn how to better manage their conditions and improve their quality of life. A registered nurse can provide education on the risks of various conditions, explain medications, teach self-management tools, encourage recommended screenings and coordinate additional services as needed. Our team also includes a licensed social worker, a registered dietician and an exercise specialist, all available to members.

Providers may refer a member by calling SummaCare's Health Services Management line at [877.888.1164](tel:877.888.1164) (TTY **711**) or by sending an email to [CaseManagement@summacare.com](mailto:CaseManagement@summacare.com). You may also instruct members to call the Member Services number listed on the back of their insurance card or to go online at [summacare.com/member/health-and-wellness](http://summacare.com/member/health-and-wellness). Our programs are voluntary and a member can opt out at any time.

**Frequently Asked Questions**

Need quick answers to common questions? Our Provider FAQ page offers helpful guidance on topics such as how to determine what network your providers are

## Fraud Waste and Abuse

Fraud, Waste and Abuse (FWA) in healthcare continues to increase costing substantial losses and potentially affecting the integrity and financial stability of the industry. SummaCare believes our Providers are an integral and important part of our program integrity work. Protecting members, Providers and stakeholders through the prevention, early detection, investigation and ultimate resolution of potential FWA issues is a fundamental component of quality care and sound clinical practice. To report potential FWA, please contact the SummaCare Compliance Hotline at [800.361.3908](tel:800.361.3908) or [330.996.8821](tel:330.996.8821) (TTY **711**).



*Confidentiality Notice: This communication and any attachments may contain confidential and privileged information for the use of the designated recipients. If you are not the intended recipient, you are hereby notified that you have received this communication in error and that any review, disclosure, distribution or copying of it or its contents is prohibited. If you have received this communication in error, please notify the sender and delete it.*

Copyright © 2026 SummaCare. All rights reserved.

1200 E. Market Street, Suite 400, Akron, Ohio 44305

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe](#).