



Provider eNews

A SummaCare Publication For Our Providers.

July 10, 2026

3rd Quarter Provider Newsletter

Payment Integrity Medical Record Requests

SummaCare partners with Catalyst Health to conduct post-payment claim reviews as part of our ongoing payment integrity efforts. During this process, you may receive requests directly from Catalyst for medical records and supporting documentation needed to validate services billed. Please respond promptly to these requests within the timeframe indicated to avoid delays in the review process.

Transition to Electronic Funds Transfer and Electronic Remittance Advice

As part of our continued efforts to improve efficiency and reduce administrative costs, we strongly encourage all participating providers to transition to EFT and ERA. Electronic payment and remittance solutions provide faster, more secure access to payment information while minimizing delays associated with paper-based processes. EFT and ERA enrollment may be completed by submitting the EFT/ERA Enrollment Form available [here](#).

Important Reminders

- Please remember to review the [Provider E-News](#) on the SummaCare website for several updates and changes that were communicated over the past few months.
- Also, when ordering laboratory services for SummaCare Medicare Advantage members, please ensure the services are performed by a SummaCare Medicare-contracted laboratory provider.

This requirement applies whether the member is referred directly to a laboratory location or the specimen is collected in your office and sent to a laboratory for processing.

Out-of-network laboratories should not be used unless prior approval has been obtained. As a reminder, members enrolled in SummaCare Medicare Advantage HMO plans do not have out-of-network coverage for laboratory services, except in limited situations such as emergencies, urgent care services, renal dialysis and services in specific visitor/travel states. Providers can search for participating SummaCare Medicare providers at summacare.com.

If you need assistance locating an in-network laboratory, please contact Provider Support Services or your Provider Engagement Specialist at [800.996.8401](tel:800.996.8401). If there are specific challenges in accessing in-network providers for certain services or specialties, please let us know. We are committed to addressing network adequacy concerns to support you and your patients. For questions regarding this notice, please contact Provider Engagement at providerengagement@summacare.com.

Hedis Update

Thank you for your assistance with our ongoing medical record review efforts. We recently concluded records review for MY25 and have begun year-round medical record review for the following measures:

- COL (Colorectal Cancer Screening)
- EED (Eye Exam for Diabetics)
- BCS (Breast Cancer Screening)
- FMC (Follow up after ED visit for members with Chronic conditions)

Please expect records requests to close care gaps for these measures.

HEDIS Measure Spotlight:

1. CBP (Controlling Blood Pressure): This measure reviews the percentage of members 18 – 85 years of age with a diagnosis of hypertension, whose blood pressure is adequately controlled (<140/90) during the measurement year.

Tips for care gap closures

- Reposition patient, recheck and document blood pressure if initial reading is greater than 140/90
 - Document member reported blood pressure, as this is eligible for use and will count for compliance
2. IET (Initiation and Engagement of Substance Use Disorder Treatment): This measure reviews the percentage of new substance use disorder (SUD) episodes that result in treatment initiation and engagement.

Two rates are reported:

- Initiation of SUD Treatment. The percentage of new SUD episodes that result in treatment initiation through an inpatient SUD admission, outpatient visit, intensive outpatient encounter, partial hospitalization, telehealth visit or medication treatment within 14 days.

- Engagement of SUD Treatment. The percentage of new SUD episodes that have evidence of treatment engagement within 34 days of initiation.

Tips for Care Gap Closures

Under the leadership of our Medical Director, Dr. John Kasper, a small group has been assembled to review this measure and improve outcomes. Expect more information within the next few months.

Care Management and Condition Management Programs

SummaCare offers programs for high-risk maternity and members living with chronic conditions or serious illnesses 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. A licensed social worker, registered dietitian and electrophysiologist are also available to members.

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

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**).