



*An important
message from*
Provider Relations



**NurseWise[®] Provides Access to Care for
Home State Health Plan Members**

NurseWise is a 24-hour, nurse triage service Home State Health Plan (HSHP) offers to our members. HSHP members can reach both Customer Care Professionals and Registered Nurses simply by calling Home State's toll free number, 1-855-694-HOME (4663).

The nurse triage service provides access to a broad range of health-related services including:

- ✓ General benefit questions/member service inquiries,
- ✓ Medical triage for health issues,
- ✓ Health education,
- ✓ Transportation for treatment and crisis interventions (as applicable).

Beginning May 1, 2013, Home State is implementing a notification process to alert you when one of your patients receives triage advice or health education from NurseWise. You will receive a fax with the details of the call including the care advice provided to the member. This will provide you with the opportunity to schedule a follow up visit with your patient to address their medical needs or concerns.

As always, Home State values your participation and support in providing quality healthcare.

➤ **Secure Portal Registration:** If you haven't already do so, please go to www.HomeStateHealth.com to register for our Secure Portal. Functions on the portal include: Verification of eligibility, submission of claims, entering authorizations, viewing patient care gaps, etc. Use of the portal is FREE for all services!

➤ **Electronic Funds Transfer / Electronic Remittance Advice**

- Home State Health Plan partners with PaySpan Health for EFT/ERA services.
- Please register with PaySpan Health at www.payspanhealth.com

Questions? Contact Provider Relations at 1-855-694-4663.