

IdealCare Provider Manual Updated

The Sendero Health Plans IdealCare Provider Manual has been updated effective for dates of service beginning 5/1/2019. Sendero reviews and revises the Provider Manual at regular intervals throughout the year. Please be sure you are familiar with information in the manual, including the following:

- Chapter 3.7 Primary Care Provider & Specialist Accessibility and Appointment Standards
 - Updated appointment standard for Behavioral Health routine care from 14 calendar days to 30 calendar days
- Chapter 7.5 Timeliness of Billing
 - Updated acceptable proof of timely filing to include remittance report from wrong/primary payer within 95 days of the disposition.

Paper copies of the Provider Manual are available upon request by contacting Sendero Network Management at 1-855-895-0475.