

# PROVIDER UPDATE

JUNE 1, 2022

NEWS FOR THE NETWORK



*Provider Update* is a monthly, online provider newsletter. We encourage you to [register](#) to receive *Provider Update* by email. If you have registered for email distribution but aren't receiving *Provider Update* at the beginning of each month, look in your spam folder or check with your organization's system administrator to ensure the organization's firewall is adjusted to allow for receipt of *Provider Update* from (SENDER: [providerupdate@email-carepartnersct.com](mailto:providerupdate@email-carepartnersct.com)).

## ADMINISTRATIVE UPDATES

### Claims Submission Tips

CarePartners of Connecticut encourages direct electronic claim submission through electronic data interchange (EDI). However, paper claims are also accepted. Please keep in mind the following, when submitting paper claims:

- Remove all staples from claims and supporting documentation
- Submit claims on the standard red claim forms provided by W.B. Mason
- Complete all mandatory fields on the claim form
- Use industry-standard coding
- Diagnosis code must be entered in priority order

Paper claims will be rejected and returned to the submitter if required information is missing or invalid. For additional information, refer to the Paper Claim Submission Requirements section of the Claims Requirements, Coordination of Benefits and Payment Disputes chapter of the [Provider Manual](#).

As a reminder, provider payment disputes can be submitted electronically through the secure Provider [portal](#). Payment disputes submitted via paper should be accompanied by the [Request for Claim Review Form](#) and mailed to:

CarePartners of Connecticut  
P.O. Box 518  
Canton, MA 02021-0518

Please include only one claim number per form. To expedite the review process, when submitting hospital records, please include the page numbers for the history, physical and discharge summaries. For additional information, refer to the [Provider Payment Dispute Policy](#).

## REMINDERS

### COVID-19 Reminders

As a reminder, CarePartners of Connecticut covers the cost of up to eight over the counter (OTC) at-home COVID-19 tests per member, per month. Tests must be approved by or granted emergency use authorization by

the Federal Drug Administration. As of April 4, 2022, anyone with Medicare Part B coverage can obtain OTC tests through Medicare, in addition to the CarePartners of Connecticut coverage.

Please refer to our [COVID-19 Updates for Providers webpage](#) for the most up-to-date information on COVID-19, including coverage of home tests, diagnostic testing and treatment, vaccines, and telehealth/telemedicine, as well as billing and coding guidance and other information.

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## Join Us for Upcoming Provider Webinars

We are committed to provider offices having the information that they need to work efficiently with us. As part of that commitment, CarePartners of Connecticut regularly offers webinars and trainings. In June, we are offering the following CarePartners of Connecticut Overview webinars and invite you to register today to join us (click link below):

- [Wednesday, June 15, 11 a.m.-12 p.m.](#)
- [Thursday, June 23, 12-1 p.m.](#)

We will email registrants with login instructions prior to the event. In addition, visit the [Training](#) section of the CarePartners of Connecticut provider website for more information including printable guides and training videos.

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## Help Us Keep Directory Information Up to Date

The Centers for Medicare & Medicaid Services and other regulatory bodies require health plans to maintain and update data in provider directories — and we rely on providers to review their data and notify us of changes as they happen to ensure that members have access to accurate information.

Be sure to notify CarePartners of Connecticut of any changes to your practice or billing address, panel status, phone number, and list of covering providers. Please confirm current practice information using the [Doctor Search](#). If the information listed is incorrect, update it as soon as possible by completing the [Provider Information Change Form](#) and returning it to CarePartners of Connecticut by email ([provider\\_information\\_dept@point32health.org](mailto:provider_information_dept@point32health.org)), as noted on the form.

Later this year, CarePartners of Connecticut providers will be able to review and maintain up-to-date provider directory information through CAQH ProView. We will provide additional information about using that tool to update provider directory information in future issues of the newsletter.

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## Helpful Reminders for Providers

- **Avoid Printing:** All CarePartners of Connecticut provider documentation is updated regularly. For the most current information, providers should view all documentation online at [carepartnersct.com/for-providers](https://carepartnersct.com/for-providers) and avoid printing.
- **Browser Note:** If you are using an outdated or unsupported browser, certain features on CarePartners of Connecticut's website may be unavailable. For an improved user experience, upgrade your browser to the latest version of Mozilla Firefox or Google Chrome.
- **Secure Provider Portal Self-Service Tools:** CarePartners of Connecticut's online self-service tools enable providers to electronically submit transactions and/or access information related to claims submission, claims status, referrals, prior authorizations, electronic remittance advice, member eligibility, panel information and more. Log in to the secure Provider portal to manage transactions online.

### Not Yet Registered?

Information on how to [register for secure access](#) is available on CarePartners of Connecticut's public Provider [website](#).

## FOR MORE INFORMATION

### WEBSITES

- [Public Provider Website](#)
- [Secure Provider Portal](#)

### CONTACT INFORMATION

- Call Provider Services at 888.341.1508, weekdays, 8 a.m.-5 p.m.

