

# PROVIDER UPDATE

JANUARY 1, 2022

NEWS FOR THE NETWORK



*Provider Update* is CarePartners of Connecticut's monthly, online-only newsletter for providers, hospital administrators and ancillary providers in the CarePartners of Connecticut network. *Provider Update* is CarePartners of Connecticut's primary vehicle for providing 60-day notifications and other critical business-related information to providers.

*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))).

## 60-DAY NOTIFICATIONS

### Provider Billing Reminder

Effective for dates of service on or after April 1, 2022, CarePartners of Connecticut will require providers billing services on UB-04 claim forms to bill occurrence codes and corresponding occurrence dates in the following manner:

- An occurrence date must be present when billing an occurrence code
- An occurrence code must be present when billing an occurrence date
- A distinct occurrence code must not be billed more than once on a single claim

Occurrence codes and corresponding occurrence dates are located at Loop-2300/Segment HI/Element 1271 and Loop-2300/Segment HI/Element 1250, respectively, in the electronic 837 institutional claim format; for paper claims, occurrence codes and dates are reported in Form Locators (FL) 31-34. If any one of this information is missing, the claim will be rejected and the provider will need to resubmit the claim in accordance with timely filing guidelines. For more information, refer to the [Provider Payment Dispute Payment Policy](#).

## REMINDERS

### HEDIS MY2021 Medical Record Requests

Each year, the National Committee for Quality Assurance (NCQA) measures the clinical quality performance of health plans across the nation. The assessment in the NCQA's standardized measurement criteria — known as the Healthcare Effectiveness Data and Information Set (HEDIS) — includes considerations such as effectiveness of patient care, access and availability of care, patient experience, and management of health conditions. The clinical components are measured using data from claims and medical record reviews.

As required by the NCQA and CMS, CarePartners of Connecticut will send HEDIS MY2021 medical record requests via mail to providers beginning in February 2022. Using a systematic process, NCQA selects a sample of providers to receive these requests. Providers should follow the submission instructions as outlined in the mailing.

We appreciate your assistance in providing us access to these records or in sending copies of the requested documentation to us for our review. You can be assured that our staff will maintain confidentiality of all medical information as required by HIPAA regulations. Your help is crucial to the project, as every medical

record counts, and your prompt response will ensure that CarePartners of Connecticut's HEDIS measures accurately represent the high quality of care you provide to our members.

CarePartners of Connecticut requires providers to electronically submit the necessary information to the Provider Quality Performance Department via fax at 617.673.0754 or secure email at [HEDIS@tufts-health.com](mailto:HEDIS@tufts-health.com) by February 28, 2022. For questions, contact the Provider Quality Performance HEDIS Help Line at 888.766.9818, ext. 52809. CarePartners of Connecticut values your continued participation with our clinical quality improvement efforts to meet regulatory and accreditation requirements for the NCQA and CMS HEDIS medical record review.

## Retrospective Claim Reviews

Effective March 1, 2022, CarePartners of Connecticut is partnering with Cotiviti to conduct a retrospective claim reviews related to our HMO and PPO products.

Cotiviti's post-pay audit program will seek to ensure accurate claims payment and contract compliance based on applicable CarePartners of Connecticut payment policies. This activity will adhere to normal audit requirements related to the review of historical claims data.

## Referring Provider NPI Required on DME Claims

As a reminder, CarePartners of Connecticut would like to clarify that when submitting durable medical equipment (DME) claims, the **referring physician's NPI** must be included on the claim.

This requirement is in accordance with Centers for Medicare and Medicaid Services (CMS) guidelines regarding encounter data associated with Medicare Advantage organizations (MAOs). CMS requires MAOs like CarePartners of Connecticut to submit encounter data that documents the clinical conditions our network providers diagnose, as well as the services and items delivered to our members to treat these conditions — and we rely on providers to include the most accurate information on patient claims so that we can provide a complete picture of the care delivered.

Section 6.3.10 of [CMS's Encounter Data Submission And Processing Guide](#) provides an overview of Edit 30261, which states that the referring physician's NPI is required on all DME encounters related to MAOs.

One of CarePartners of Connecticut's most valued assets is our exceptional provider network, and we greatly appreciate your continued efforts to provide us with the highest quality information about the care and services administered to our members.

## 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.

