

PROVIDER UPDATE

DECEMBER 1, 2021

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.

Effective with the August 1, 2021 issue of *Provider Update*, providers no longer receive a quarterly *Provider Update* paper mailing. CarePartners of Connecticut encourages all providers who have not yet registered for *Provider Update* to [register](#) to receive the same important content and updates in the monthly, online-only format. Failure to register to receive the monthly newsletter by email may result in providers missing important updates, including those related to payment policies.

Note: If you have registered to receive *Provider Update* by email but are still not receiving it, check 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* (SENDER: providerupdate@email-carepartnersct.com).

If you do not register to receive *Provider Update* by email, you can refer to the [News](#) section of the public Provider [website](#). Current and recent past issues of *Provider Update* are available here. *Provider Update* can be found in full PDF format as well as by each individual article.

60-DAY NOTIFICATIONS

Correct Coding Reminder

As a routine business practice, claims are subject to payment edits that are updated at regular intervals and are generally based on CMS (including the National Correct Coding Initiative [NCCI] edits), specialty society guidelines and drug manufacturers' package label inserts.

Procedure and diagnosis codes undergo periodic revision by CMS (including NCCI edits) and the AMA. As these revisions are made public, CarePartners of Connecticut will update its systems to reflect these changes.

REMINDERS

COVID-19 Updates

Please keep the following COVID-19 policies and procedures in mind:

- **Coverage of COVID-19 Vaccine:** Through the end of 2021, the Centers for Medicare & Medicaid Services reimburses providers for the COVID-19 vaccine and its administration, with providers submitting claims to the appropriate CMS [Medicare Administrative Contractor \(MAC\)](#) for payment. However, beginning January 1, 2022, providers should bill CarePartners of Connecticut for the vaccine and its administration.

For additional coding guidance, please refer to the [COVID-19 Vaccination Payment Policy](#).

QMB Members Exempt From Part A/B Cost-Sharing

The Qualified Medicare Beneficiary (QMB) program put in place by the Centers for Medicare and Medicaid Services (CMS) assists low-income Medicare beneficiaries with Medicare Part A and Part B premiums and cost-sharing, including deductibles, coinsurance and copayments. As a reminder, under the QMB program enrollees are exempt from cost-sharing liability, so all providers are prohibited from charging QMB members for Medicare cost-sharing for covered Parts A and B services.

Identifying Members With QMB Status

CMS's [HIPAA Eligibility Transaction System \(HETS\)](#) provides Medicare eligibility data to providers and their authorized billing agents (including clearinghouses and third-party vendors) to help verify a patient's QMB status and exemption from cost-sharing charges. Contact your third-party eligibility verification vendor to ask how their products reflect the new QMB information from HETS.

The Explanations of Payment that CarePartners of Connecticut sends to providers include an alert that the notice may contain claims covered by the QMB program and reminding providers to review their records for any wrongfully collected cost-sharing, which may be billed to a subsequent payer.

For more detailed information about CMS's QMB program, please refer to [this document](#) from the Medicare Learning Network.

Transgender Awareness

CarePartners of Connecticut would like to make providers aware of resources surrounding transgender awareness. Beginning in January 2022, Rural TransECHO is a 12-month program specifically for health centers that are located in or serve predominantly rural communities of the United States. The purpose of this program is to increase the availability of culturally-responsible, comprehensive primary care for transgender and gender diverse patients. You can access more than 100 on-demand webinars and earn CME/CEU and HRC HEI credits. Visit the [Rural TransEcho application page](#) for more information or to apply.

Promoting the Flu Vaccine

The flu season runs from October through April each year, and given the ongoing COVID pandemic, it's more important than ever to emphasize the importance of getting the flu vaccine to your patients. Lessening the total burden of respiratory illnesses is vital to allow for protection of not only those who are at risk for severe illness, but also the health care system. Providers play a vital role in supplying patients with the information needed to protect themselves against the flu and in helping a patient decide to receive vaccinations.

The CDC continues to recommend that patients ages six months and older, including pregnant women, receive a flu vaccine every year, with rare exceptions. Flu vaccination provides important protection from influenza and its complications, with the [CDC reporting](#) that in 2019-2020 flu season alone, the flu vaccine prevented an estimated 7.5 million illnesses, 3.7 million medical visits, 105,000 hospitalizations and 6,300 influenza-related deaths in the United States.

While some people who get vaccinated may still develop influenza, vaccination may make their illness milder, as [a 2017 study published in Clinical Infectious Diseases \(CID\)](#) found, reporting that influenza vaccination reduced deaths, intensive care unit (ICU) admissions, ICU length of stay, and overall duration of hospitalization among hospitalized influenza patients.

For most plans, flu shots are covered at no cost. If members pay out-of-pocket for their flu vaccine, they can submit for reimbursement from CarePartners of Connecticut. If members are unsure about their plan's benefit or where they can get a flu shot, please advise them to call Member Services at the number on their CarePartners of Connecticut member ID card.

The Centers for Disease Control and Prevention website provides valuable information about vaccination, infection control, prevention, treatment, and diagnosis of seasonal influenza on the [Information for Health Professionals](#) and [Influenza ACIP Vaccine Recommendations](#) pages.

Review and Update CarePartners of Connecticut Provider Directory Information

CarePartners of Connecticut is working to improve provider directory information for its members. CarePartners of Connecticut currently uses CAQH® for credentialing purposes through CAQH ProView®. In early 2022, providers will be able to review and maintain up-to-date provider directory information through ProView in the new directory section. Until late 2021, providers should continue to refer to the instructions outlined in the [Reminder: Update Your Billing and Contract Information](#) article.

Note: Providers will receive email notifications when they are added to the directory and will be prompted to review their existing information and/or add more details about their practice.

The directory works similarly to the current credentialing system. Every three months, providers will be prompted to confirm their information. If nothing has changed, providers simply need to reattest to their data. If changes or updates are needed, providers may complete those at any time.

Provider directory information will be transferred by CAQH to CarePartners of Connecticut for inclusion in the provider directory. Once this is implemented, providers will no longer need to directly notify CarePartners of Connecticut of these changes. **Note:** This change applies to directory information only. Contracting and billing questions should still go directly to CarePartners of Connecticut.

For more information about this program, including a brief demonstration video by CAQH of how the system works, visit the HealthCare Administrative Solutions (HCAS) [website](#) or the CAQH [website](#).

For questions, call Provider Services at 888.341.1508.

Update Your Billing and Contract Information

Members use CarePartners of Connecticut's online provider directory ([Doctor Search](#)) to find physicians, specialists and allied health providers who meet their health care needs. To ensure your payments are being mailed to the correct address and your practice is accurately represented in the [Doctor Search](#), it is critical that you regularly update your billing address and provider demographic information as changes occur.

Providers are reminded to notify CarePartners of Connecticut of any changes to their contact or panel information, such as a change in their ability to accept new patients, a change in the practice or billing address (including suite number, if applicable) or phone number, or any other change that affects their availability to see patients. Changes must be communicated in writing as soon as possible so that members have access to the most current information in the provider directory.

Note: Providers are also reminded to update their covering provider list as needed. CarePartners of Connecticut does not automatically add providers new to your practice to the list of covering providers.

How to Update Your Information

Providers can 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@tufts-health.com), as noted on the form.

Billing Addresses

Providers can update billing addresses by completing the [Provider Information Change Form](#) and selecting "billing" as the address type.

How to Enroll for Electronic Claims Submission

It is crucial to set up accurate claim submission processes with CarePartners of Connecticut in order to ensure timely processing and adjudication of claims. CarePartners of Connecticut recommends that electronic submission be made directly to CarePartners of Connecticut, although claims submitted through clearinghouses will also be accepted.

Claims submitted directly to CarePartners of Connecticut must be in HIPAA-compliant standard 837 formats and include all required information. Providers who would like to submit claims through clearinghouses should contact their clearinghouse and request they set up Payor ID 16307.

For more information, refer to the "Claim Requirements and Dispute Guidelines" chapter of the [CarePartners of Connecticut Provider Manual](#). For questions regarding submitting electronic

claims directly or through a clearinghouse, contact the EDI Operations Department at 888.631.7002, ext. 52994, or EDI_CT_Operations@carepartnersct.com.

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 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.



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