

# PROVIDER UPDATE

DECEMBER 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)).

## Reminders

### Network Expanding to Include Yale New Haven Health, Yale Medicine, and ProHealth Physicians

We're pleased to let you know that Yale New Haven Health, Yale Medicine, and ProHealth Physicians are now part of the CarePartners of Connecticut network. With this expansion, members of our HMO and PPO products now have access to another 5 hospitals and thousands of additional providers.

Out-of-network referral documentation will no longer be necessary if you are referring patients to providers in these groups.

"We're pleased that these high-quality provider systems now participate in the CarePartners of Connecticut network. CarePartners of Connecticut leads the way with Medicare Advantage plans that put patients first and doctors at the center of care. These additions to our robust Connecticut network offer our members even greater provider access and choice," said Marla Pantano, President of CarePartners of Connecticut.

You and your patients will find these providers listed in our [online provider directory](#).

---

### Coverage of Free At-Home COVID-19

As a reminder, CarePartners of Connecticut will no longer provide coverage for over-the-counter at-home [FDA-approved or Emergency Use Authorized (EUA) antigen & molecular] COVID-19 tests purchased after Dec. 31, 2022.

Keep in mind, though, that over-the-counter COVID-19 tests are still available through Medicare Part B. Medicare began covering up to eight over-the-counter COVID-19 tests each calendar month, at no cost, on April 4, 2022. This coverage continues until the end of the COVID-19 public health emergency, and is available to anyone with Medicare Part B, including those enrolled in a Medicare Advantage plan.

---

### 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), as noted on the form.

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

---

## 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.

### More information

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

---

## Consumer Assessment of Healthcare Providers and Systems Survey

CarePartners of Connecticut is participating in the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey, which will be administered by the independent research firm SPH Analytics from January through May as a standardized mechanism to measure members' experience with their health plan and the providers who care for them.

Members are selected to participate at random and will be asked for their opinions regarding the quality, timeliness, and availability of care they've received over the past 6-12 months. The results of the survey will be used to help CarePartners of Connecticut enhance services provided, identify opportunities for improvement of clinical care, and provide critical insight on patient-provider relationships.

Providers like you are an integral part of CarePartners of Connecticut's care delivery system, and help drive performance on key CAHPS® quality measures including access to care, communication between patients and providers, care coordination, and customer service. As highly valued partners, we appreciate your support and encourage you to talk to your patients about completing and returning the survey so that we can continue monitoring improvement opportunities and identifying areas of strength.

CAHPS® is a registered trademark of the Agency for Healthcare Quality and Research (AHRQ).

---

## 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.

