

PROVIDER UPDATE

FEBRUARY 1, 2020

NEWS FOR THE NETWORK



ABOUT: PROVIDER UPDATE NEWSLETTER

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

PUBLICATION SCHEDULE

The CarePartners of Connecticut *Provider Update* newsletter is published on February 1, May 1, August 1 and November 1, and contains 60-day notifications effective for dates of service on or after April 1, July 1, October 1 and January 1.

WHERE CAN I FIND PROVIDER UPDATE?

On the Public Website: Current and recent past issues of *Provider Update* are available in the Provider [News](#) section of the public Provider website at carepartnersct.com/for-providers. The newsletter can be found in full PDF format as well as by each individual article.

By Email: Providers and office staff are able to register for *Provider Update* by completing the [online registration form](#), available in the [News](#) section of the CarePartners of Connecticut public Provider website.

In Print: A high-level, one-page mailing is distributed quarterly to contracting providers, highlighting the 60-day notifications and pointing providers to the [News](#) section of the CarePartners of Connecticut public Provider website so they can read articles and [register](#) to receive *Provider Update* by email.

Note: Providers are encouraged to [register](#) to receive the newsletter by email as outlined above.

60-DAY NOTIFICATIONS

CORRECT CODING REMINDER

As a routine business practice, claims are subject to payment edits that are updated at regular intervals and generally based on CMS (including 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.

Documentation is updated to reflect the addition and replacement of procedure codes where applicable.

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.

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AVOID PRINTING REMINDER

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.

DRUGS AND BIOLOGICALS CLAIM EDITS

Effective for dates of service on or after April 1, 2020, CarePartners of Connecticut will implement additional claim edits for drugs and biologicals.

CarePartners of Connecticut's policies regarding drugs and biologicals are derived from evaluation of drug manufacturers' prescribing information and the following sources:

- AMA's CPT Manual
- CMS and CMS HCPCS Level II Manual
- National Comprehensive Cancer Network Drugs & Biologics Compendium™
- National Government Services Inc. website
- Micromedex® and DRUGDEX®

These policies support appropriate diagnosis codes, indications, dosages and frequencies. In some instances, off-label indications will also be allowed where there is evidence of efficacy.

This information is documented in the [Drugs and Biologicals Payment Policy](#).

ADMINISTRATIVE UPDATES

UPDATES TO CAREPARTNERS OF CONNECTICUT'S PROVIDER DIRECTORY

CarePartners of Connecticut is working to improve provider directory information for its members. CarePartners of Connecticut currently uses CAQH for credentialing purposes through ProView®. Beginning in 2020, providers will be able to review and maintain up-to-date provider directory information through CAQH's DirectAssure® directory solution.

Providers will receive email notifications when they are added to DirectAssure and will be prompted to review their existing information and 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 will simply need to re-attest to their data. If changes or updates are needed, providers may make those at any time, as long as they re-attest to their data.

Provider directory information will be transferred to CarePartners of Connecticut by CAQH. Providers will no longer need to notify CarePartners of Connecticut of these changes directly. This change applies to directory information only. Contracting and billing questions should still go directly to CarePartners of Connecticut.

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

For questions, providers should call Provider Services at 888.341.1508.

MEMBER HEALTHY BEHAVIOR REWARD

CarePartners of Connecticut members are eligible to receive a Healthy Behavior Reward in the form of a \$75 gift card if they complete the required diabetes screenings by November 30, 2020. In order to earn the incentive, members need to have a blood pressure check, a retinal eye exam, two hemoglobin A1C tests and a urine protein test. The member's PCP or primary treating provider needs to attest to the completion of the required screenings by completing and signing the Healthy Behavior Reward attestation form, available on CarePartners of Connecticut's public Member [website](#). Providers or members can also submit this form to CarePartners of Connecticut using the instructions noted on the form.

NEW 2020 HEALTH NAVIGATOR PROGRAM

Effective January 1, 2020, all new CarePartners of Connecticut members will be assigned a Health Navigator (Outreach Specialist) or a Care Manager, who will reach out and conduct a Health Risk Assessment. Members with certain health conditions will be eligible to remain in care management. The Health Navigators will assist CarePartners of Connecticut members throughout the year in scheduling appointments and in closing any gaps in care. Where possible, the Health Navigator and Care Management staff will also obtain medical record documentation to substantiate that the care and all necessary components have occurred.

If contacted by a CarePartners of Connecticut Health Navigator or Care Manager, all providers and their office staff are encouraged to assist to the best of their ability.

CarePartners of Connecticut is pleased to offer this type of high-touch program aimed at ensuring quality care is received by our members and that it is reflected in our CMS Star measures. For more information, email CM_CPCT@CarePartnersCT.com.

REMINDERS

HOW TO ENROLL FOR ELECTRONIC CLAIMS SUBMISSION

It is crucial to set up accurate claims submission processes with CarePartners of Connecticut 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 ask that they start the process of setting 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 1.888.631.7002, ext. 52994, or email EDI_CT_Operations@carepartnersct.com.

REGISTER TO RECEIVE PROVIDER UPDATE BY EMAIL

Providers who have not yet registered to receive the CarePartners of Connecticut *Provider Update* newsletter by email should complete the [online registration form](#), available in the [News](#) section of the CarePartners of Connecticut public Provider website.

Providers who routinely visit the public Provider website for updates and who prefer not to receive *Provider Update* by email can indicate that preference on the [online registration form](#).

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).

Current and recent past issues of *Provider Update* are also available in printable format in the [News](#) section of the CarePartners of Connecticut public Provider website.

SUBMIT TRANSACTIONS ELECTRONICALLY USING ONLINE SELF-SERVICE CHANNELS

CarePartners of Connecticut's online self-service tools enable providers to submit transactions and/or access information related to claims submission, claims status, referrals, prior authorizations, electronic remittance advice, member eligibility, panel information, etc., electronically. Log in to the secure Provider [website](#) to handle transactions online.

NOT YET REGISTERED?

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

PROVIDER RESOURCE CENTER

The Provider Resource Center is a central repository on CarePartners of Connecticut's public Provider [website](#) where providers and office staff can find provider documentation including, but not limited to, the [Provider Manual](#), payment policies, forms, and clinical and prior authorization criteria.

To access the Provider Resource Center, visit CarePartners of Connecticut's public Provider [website](#), hover over [For Providers](#) in the upper right-hand corner and then select [Provider Resource Center](#).

PROVIDER TRAINING

CarePartners of Connecticut offers [webinars](#) for provider office staff. Webinars cover a variety of topics, including plan descriptions, policy overviews and online resources for providers. For more information, visit the [webinars](#) page of the Training section on CarePartners of Connecticut's public Provider [website](#).

The [Training](#) section also provides [printable guides and resources](#) to assist staff with day-to-day operations. Providers will find visuals with step-by-step instructions on how to navigate the secure Provider [website](#) to view claims, submit claims adjustments, view authorizations and more.

For questions regarding provider office staff education, or to request that a specific topic be addressed in an upcoming webinar or training video, email Provider_Training@carepartnersct.com.

UPDATE YOUR PRACTICE AND BILLING INFORMATION

Members use CarePartners of Connecticut's online provider directory, [Doctor Search](#), to find physicians, specialists and Allied Health providers who fit 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 to 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 practice or billing street 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, please update it as soon as possible by completing CarePartners of Connecticut's [Provider Information Change Form](#) (available in the Resource Center on CarePartners of Connecticut's public Provider [website](#)) and returning it to CarePartners of Connecticut, as noted on the form.

BILLING ADDRESSES

Providers can update billing addresses by completing the [Provider Information Change Form](#), selecting "billing" as the address type and including a W-9 as indicated on the form.

MHK MEDICAL MANAGEMENT SYSTEM BENEFITS

As [previously communicated](#), providers contracted with CarePartners of Connecticut and who are utilizing the secure Provider [website](#) can use the MHK medical management system (formerly MedHOK – Medical House of Knowledge) to complete requests for inpatient and outpatient services, attach documentation, check authorization requests and receive reference numbers online.

CarePartners of Connecticut encourages providers to use the MHK system, as it is the most direct way to submit requests for review to CarePartners of Connecticut. Doing so prevents the risk of a misdirected fax. Additional benefits of the MHK system versus faxing include, but are not limited to, the following:

- Saves time; request is directed to the first-level reviewer's queue from secure Provider [website](#) for a decision
- Guarantees receipt so that when a request is in the system, providers can view and confirm it was received
- Allows providers to submit clinical documentation and notes
- Updates in real time; as soon as approval or denial is granted, the request updates automatically in Notes Link
- May reduce wait time on determinations, especially when all information is attached to the request in the secure Provider [website](#)
- Makes it less burdensome to do business with CarePartners of Connecticut by eliminating unnecessary processes for providers and streamlining disconnected and inefficient workflows
- Certain procedures can be automatically authorized in the system (e.g., UGI requests upon completion of the assessment)

If you are not yet a registered user of the secure Provider [website](#), registration information is available on CarePartners of Connecticut's public Provider [website](#).

IN-NETWORK REFERRALS CHANGE

As [previously communicated](#) and effective for dates of service on or after January 1, 2020, CarePartners of Connecticut no longer requires PCPs to issue a referral when a member is seeing an in-network provider or specialist.

In addition, PCPs continue to not have to generate referrals for routine services; unforeseen, urgent services outside the service area; and/or emergency services.

PCPs must continue to issue referrals for CarePartners of Connecticut members to see an out-of-network provider or specialist. Members may be responsible for expenses if a referral is not obtained prior to an appointment with an out-of-network provider or specialist. For more information, providers should refer to the [Provider Manual](#). For questions, providers should call Provider Services at 888.341.1508.

PAPER REFERRAL FORM CHANGE

The paper referral form was recently updated to be more streamlined. CarePartners of Connecticut uses W.B. Mason to print the paper referral form. To order the paper referral form, fill out the [W.B. Mason Provider Forms Requisition Form](#) and fax it to W.B. Mason at 1.800.773.4488 or email it to carepartnersct@wbmason.com. CarePartners of Connecticut will continue to accept the older version of the form, but providers are encouraged to order the new form.

FOR MORE INFORMATION

WEBSITES

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

CONTACT INFORMATION

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

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