

# PROVIDER UPDATE

MAY 1, 2021

NEWS FOR THE NETWORK |  CarePartners  
of Connecticut

*Provider Update* is CarePartners of Connecticut's quarterly 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.

## Publication Schedule

*Provider Update* 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*?

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

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

**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 *Provider Update* by email as outlined above.

## REMINDER: 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](http://carepartnersct.com/for-providers) and avoid printing.

## Coronavirus (COVID-19) Updates for Providers

As a reminder, for the most up-to-date information about CarePartners of Connecticut's coverage of COVID-19 diagnostic testing, treatment and vaccinations, telehealth/telemedicine, pharmacy policies, utilization management policies, and any other applicable updates, refer to the Coronavirus (COVID-19) Updates for Providers [page](#) on CarePartners of Connecticut's public Provider [website](#). Be sure to check back regularly for the most recent updates.

## WHAT'S INSIDE

<a href="#">60-Day Notifications</a> .....	2
<a href="#">Reminders</a> .....	2
<a href="#">For More Information</a> .....	6

## 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.

## 60-DAY NOTIFICATIONS

### Claim Edits

The following claim edits are effective for dates of service on or after July 1, 2021. These claim edits are derived from CMS, the AMA's CPT Manual, HCPCS, ICD-10, nationally accredited societies and CarePartners of Connecticut payment policies.

CarePartners of Connecticut will implement claim edits for the following:

- Annual Wellness
- Duplicate Services
- Evaluation and Management Services
- Global Surgery
- Hydration Therapy
- Diagnosis to Procedure Code Conflicts
- Intrauterine Contraceptive Systems and Contraceptive Implants
- Laboratory and Pathology
- Obstetrics and Gynecology
- Once Per Lifetime
- Place of Service

These claim edits are documented in the applicable CarePartners of Connecticut payment policies available in the [Provider Resource Center](#) on the public Provider website.

---

### 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.

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

## REMINDERS

### Core Administrative System Implementation Updates

As [previously communicated](#), CarePartners of Connecticut has actively been working to migrate to a new core administrative system to support claims processing and will go live on May 1, 2021.

Providers contracting with CarePartners of Connecticut can expect the following changes on the new core administrative system:

- **All products will appear on one EOP and one 835:** Current state, providers receive separate EOPs and 835s for the CarePartners of Connecticut HMO and PPO products. This will continue for claims that have dates of service (DOS) prior to the implementation date. For claims with DOS after the implementation date, the EOPs and 835s will be combined for the HMO and PPO products.
- **Pending claims:** For claims submitted with DOS after the system implementation date, claim details represented on paper EOP statements will include only claims that are finalized (in process and held claims will be excluded). Currently, CarePartners of Connecticut's providers view all claims regardless of status. Providers can log in to the secure Provider [portal](#) and use the Claims Status Inquiry tool to see if a claim is pending. Providers can register for the secure Provider portal [here](#).
- **Claim adjustment reason pay code:** Currently on accounting adjustment lines (reversal and void), the Pay Code column on the EOP displays the CarePartners of Connecticut Pay Code (e.g., FEESC). For claims with DOS on or after the implementation date, the Adjustment Reason in the Pay Code column will always be populated with "ADJST."

- **Multiple checks:** Providers may receive up to three check payments during a weekly check run (two for claims paid on the existing system [one for HMO and one for PPO], and one for claims paid from the new system).
- **Credit balance applied and refunds/recoupments:** For claims with DOS on or after the implementation date, there will be changes to EOPs and 835s.

For more information and details regarding the above changes, refer to the [Core Administrative System Implementation Updates Frequently Asked Questions \(FAQs\)](#) and [CarePartners of Connecticut's Explanation of Payment \(EOP\) Guide](#).

At this time, CarePartners of Connecticut does not anticipate any changes that providers will need to make or action to be taken because of, or in preparation for, this system update. CarePartners of Connecticut has managed this update through a structured program, which has included extensive testing efforts. CarePartners of Connecticut will continue to provide further updates on the system migration and possible changes that may impact providers, if any.

For questions regarding the system implementation, call Provider Services at 888.341.1508.

## Coverage Updates

CarePartners of Connecticut requires prior authorization for Breyanzi® (lisocabtagene maraleucel). For more information, refer to the Medical Necessity Guidelines for [Modified T-Cell Therapies](#).

## Pharmacy Coverage Changes

### Noncovered Drugs

Effective for fill dates on or after February 1, 2021, CarePartners of Connecticut no longer covers brand name Tecfidera®. Instead, the interchangeable generic dimethyl fumarate will be covered. For members for whom Tecfidera is medically necessary, the prescribing provider must submit a formulary exception request for the member to continue taking the drug.

Effective for fill dates on or after March 1, 2021, CarePartners of Connecticut no longer covers brand name Zytiga® 500mg. Instead, the interchangeable generic abiraterone 500mg will be covered. For members for whom Zytiga 500mg is medically necessary, the prescribing provider must submit a formulary exception request for the member to continue taking the drug.

### Quantity Limit (QL) Additions

As [previously communicated](#), and effective for fill dates on or after June 1, 2021, CarePartners of Connecticut will apply a QL to Rinvoq™, Skyrizi® and Stelara® (see specific QL in grid below). For members taking these drugs over the indicated QL prior to June 1, 2021, coverage will continue without disruption through December 31, 2021. The prescribing provider must submit a QL exception request for the member to obtain one of the following drugs over the allowed quantity.

Drug	QL
Rinvoq	30 tabs/30 days
Skyrizi	1 kit/28 days
Stelara	1ml/28 days

### Preferred Long-Acting Colony Stimulating Factors: Neulasta® (pegfilgrastim) and Fulphila™ (pegfilgrastim-jmdb)

Effective for fill dates on or after July 1, 2021, the preferred long-acting colony stimulating factors will be Neulasta (pegfilgrastim) and Fulphila (pegfilgrastim-jmdb).

## Quality Medicare Coverage for Patients

While the annual enrollment period for CarePartners of Connecticut's Medicare Advantage plans occurs every year during the fall months, there are a few situations that allow beneficiaries 65 years of age and older to utilize a Special Enrollment Period (SEP) to enroll in a CarePartners of Connecticut Medicare Advantage plan now:

- **Being new to the area:** Those who have recently moved to the area can switch to a new Medicare Advantage plan two months after they begin living at their new address.
- **Late retirees leaving an employer's or union's plan (including COBRA):** Those who are retiring have up to two months after their employer's or union's plan ends to select a new plan.
- **No longer eligible for Medicaid:** Those who no longer qualify for Medicaid can change plans up to three months from the date of no longer being eligible or being notified of non-eligibility, whichever is later.

For additional situations that qualify for a SEP, visit the Medicare [website](#).

CarePartners of Connecticut's local, licensed Medicare Agents will provide much-needed guidance during a SEP. For more information, those who qualify for a SEP can refer to [carepartnersct.com](http://carepartnersct.com) or call 844.267.1361 (TTY: 711).

## 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 late 2021, providers will be able to review and maintain up-to-date provider directory information through ProView in the new directory section.

**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.

## 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 select [Provider Resource Center](#).

## Provider Training

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

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

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](mailto:Provider_Training@carepartnersct.com).

## Register to Receive *Provider Update* by Email

Providers who have not yet registered to receive *Provider Update* 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 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](mailto: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 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](#).

---

## 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](mailto: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](mailto:EDI_CT_Operations@carepartnersct.com).

## 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.

## PROVIDER UPDATE

NEWS FOR THE NETWORK |  CarePartners  
of Connecticut

705 Mount Auburn Street, Watertown, MA 02472