

PROVIDER UPDATE

MAY 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).

60-DAY NOTIFICATIONS

Correct Billing for Audiologists

To help ensure appropriate provider reimbursement, it is important for claims to include the appropriate provider taxonomy coding for care rendered by an audiologist.

For the appropriate taxonomy codes, refer to the Audiologist section of the [National Uniform Claim Committee's Health Care Provider Taxonomy Code Set](#). Please be aware that claims for services rendered by an audiologist that do not include the necessary provider information (as noted below) may be denied.

When completing the **professional CMS-1500 form**, please note the following:

- **Field 24J (Rendering Provider ID #):** This field is mandatory and should include the appropriate taxonomy code for the provider rendering care.
- **Field 24I (ID Qualifier):** Enter ZZ. This code is used to denote that the provider has an NPI and is providing taxonomy information.

For Electronic Claims Submission

When submitting claims electronically (HIPAA 837 Professional files), please provide the following information:

| Loop ID | 2310B PRV |
|--|---------------------------------|
| PRV01 (Code identifying the type of provider) | PE |
| PRV02 (Code qualifying the reference identification) | PXC |
| PRV03 (Reference Identification) | Render Provider's Taxonomy Code |

For more information on submitting 837 professional claims, please refer to the [CarePartners of Connecticut Standard 837 Companion Guide](#). In addition, please refer to CarePartners of Connecticut's updated [Audiology Professional Payment Policy](#), which has been updated for clarity related to these billing practices.

REMINDERS

Join Us for Upcoming Provider Webinars

As part of our commitment that provider offices have the information that they need to work efficiently with us, CarePartners of Connecticut regularly offers webinars and trainings. In May, we are offering the following CarePartners of Connecticut Overview webinars and invite you to register today to join us (click link below):

- [Thursday, May 12 from 12-1 p.m.](#)
- [Tuesday, May 31, 1-2 p.m.](#)

We will email registrants with login instructions prior to the event.

In addition, visit the [Training](#) section of the CarePartners of Connecticut provider website for more information including printable guides and training videos.

Register for the Secure Provider Portal

Not registered for the secure Provider Portal? Getting signed up is easy and you'll enjoy the ability to complete the following online transactions quickly and easily:

- ✓ Submit claims electronically
- ✓ Check claims status
- ✓ Verify member eligibility
- ✓ Submit referrals, notifications, and prior authorization requests
- ✓ Conduct inquiries on referrals, notifications, and prior authorizations

Register for the secure Provider portal today by visiting CarePartners of Connecticut's public website and completing the [Provider Website – Authorization Form](#).

Once registered, visit the [Printable Guides](#) page on CarePartners of Connecticut's public Provider website for step-by-step guides to help you conduct common transactions.

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.

