

PROVIDER UPDATE

SEPTEMBER 1, 2021

NEWS FOR THE NETWORK | 

About *Provider Update* and How to Register to Receive by Email

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 will no longer receive a quarterly *Provider Update* paper mailing. CarePartners of Connecticut encourages all providers who have not yet registered 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.

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 vaccinations, diagnostic testing and treatment, 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.

Reminder: 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](#).

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IMPORTANT REMINDERS

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.

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.

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

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. 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.

Fraud, Waste and Abuse Hotline

CarePartners of Connecticut has a Fraud, Waste and Abuse Hotline to help CarePartners of Connecticut providers, members, employees and vendors who have questions, concerns and complaints related to possible wasteful, fraudulent or abusive activity. Common concerns may include the following:

- Have you ever seen indications that a patient might be using a CarePartners of Connecticut ID card fraudulently?
- Have patients ever reported receiving excessive, nonordered, or unnecessary medications or medical supplies?
- Have patients ever given you information about questionable billing practices by other providers?
- Have you been made aware or do you suspect that a patient may be seeking a prescription for a non-legitimate medical purpose, abusing the pharmacy benefit or receiving controlled substances from multiple prescribers?
- Have you ever received a fax request from an out-of-state pharmacy for pain cream, antibiotic ointments, etc., which may represent a fraudulent pharmacy scheme?

Concerns like these can be reported by calling the CarePartners of Connecticut Fraud, Waste and Abuse Hotline 24 hours a day, 7 days a week, at 877.824.7123. Providers can choose to identify themselves or report anonymously. The information provided will then be forwarded to CarePartners of Connecticut's Compliance Department within one business day so provider concerns can be addressed in a timely manner.

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.

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.

Monthly Pharmacy Formulary Changes

As a reminder, for the most up-to-date information about CarePartners of Connecticut’s monthly pharmacy formulary changes, refer to the [Provider Pharmacy](#) page on CarePartners of Connecticut’s public Provider [website](#). Be sure to check back monthly for the most recent updates.

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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