

Provider Update

NEWS FOR THE NETWORK

September 2023

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).

Reminders and Updates

Register for upcoming provider trainings

We offer trainings regularly to update providers and office staff on our CarePartners of Connecticut product. Please join us and save the dates for the following interactive Overview and Updates sessions:

- Tuesday, Sept. 19, noon-1 p.m.
- Wednesday, Oct. 11, 10-11 a.m.
- Thursday, Nov. 16, 1-2 p.m.
- Tuesday, Dec. 12, 11 a.m.-noon

Registration for these sessions is available on our [Webinars page](#).

We also offer online [Printable Guides](#) and [Training Videos](#) to assist providers in doing business with us. ♦

Secure provider portal access

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. ♦

Promoting the flu vaccine

The flu season runs from October through April each year, and given the ongoing COVID pandemic, it's particularly important to emphasize the importance of getting the 2023-2024 flu vaccine to your patients.

The Centers for Disease Control and Prevention (CDC) notes that September and October are good times for patients to vaccinate against the flu. Providers play a vital role in informing patients about protecting themselves against the flu and making healthy decisions about scheduled vaccinations. You are trusted to address widespread disinformation, dispel misconceptions, and engage patients in their health, including vaccination safety and efficacy.

Flu shots are covered for CarePartners of Connecticut members at \$0 cost share (billed under Part B) at retail pharmacies or in doctors' offices. Because members who are eligible for a COVID-19 booster may not be aware that they can receive it at the same time as their flu shot, providers may wish to emphasize the convenience and efficiency of doing so.

The CDC continues to recommend that patients ages six months and older, including pregnant women, receive a flu vaccine every year, with rare exceptions. Flu vaccination provides important protection from influenza and its complications, with the [CDC reporting](#) that in the 2019-2020 flu season alone, the flu vaccine prevented an estimated 7.5 million illnesses, 3.7 million medical visits, 105,000 hospitalizations and 6,300 influenza-related deaths in the United States.

The Centers for Disease Control and Prevention has a robust [Influenza website](#) that provides valuable information about vaccination, infection control, prevention, treatment, and diagnosis of seasonal influenza — including [Information for Health Professionals](#) and [Influenza ACIP Vaccine Recommendations](#) pages. ♦

Responding to requests for more information

Prior authorizations are sometimes submitted without all the relevant information needed to conduct a complete review. When this happens, Point32Health will reach out to the provider to obtain the missing information. Because we're required to make a determination within certain regulatory timeframes using the information that's available, these requests are often denied if the missing information is not received.

In many cases, these denials are overturned when the missing information is provided through appeals. However, going through the appeals process when the request could be approved initially is an unnecessary administrative burden for providers and may cause a delay in patient care. To avoid these denials, please respond back timely to requests for more information. Additional information can be submitted through our [secure provider portal](#) or by fax at 857-304-6463.

Extending the response timeframe for inpatient concurrent reviews

Previously, the timeframe for providers to respond back to requests for additional information on inpatient concurrent reviews was 24 hours. To allow providers more time to respond, the required response time has been extended to 48 hours. Over the next several weeks, we will update our systems and notifications to reflect this change. ♦

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. ♦
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Not yet registered?

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

For more information: [Public Provider Website](#); [Secure Provider Portal](#)

Contact information: Call Provider Services at 888-341-1508, weekdays, 8 a.m.-5 p.m.