

PROVIDER UPDATE

AUGUST 1, 2020

NEWS FOR THE NETWORK



ABOUT PROVIDER UPDATE

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 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.

Email: Providers and office staff are able to register for *Provider Update* by completing the [online registration form](#), available in the Provider [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 the newsletter by email as outlined above.

BROWSER NOTE

If you are using an outdated or unsupported browser, certain features on CarePartners of Connecticut's websites may be unavailable. For an improved user experience, upgrade your browser to the latest version of Mozilla Firefox or Google Chrome.

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, COVID-19 treatment, telehealth/telemedicine, pharmacy policies, authorization 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.

WHAT'S INSIDE

60-Day Notifications	2
Plans	2
Reminders	2
For More Information	4

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

EXPECTED CORE ADMINISTRATION SYSTEM IMPLEMENTATION

CarePartners of Connecticut continues to make significant investments to improve its technical infrastructure, including implementing a new core administration system to support claims processing.

CarePartners of Connecticut has developed a structured program to manage this expected system implementation, which is tentatively targeted for the 2021 plan year. As the go-live date approaches, CarePartners of Connecticut will provide further updates on the system migration and possible changes that may impact providers.

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

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.

PLANS

ONLINE MEETINGS FOR MEDICARE PLANNING AND ENROLLMENT

CarePartners of Connecticut is now offering online meetings for Medicare planning and enrollment for eligible members. These online meetings will take place with a CarePartners of Connecticut Medicare expert and cover the following topics:

- How Medicare works
- When to enroll
- How to securely enroll online

Prospective members can enroll in an online meeting by calling 844.267.1361 (TTY: 711) or by visiting carepartnersct.com/enrollment-options/medicare-meetings.

SPECIAL ENROLLMENT PERIOD (SEP)

With the increased need for telehealth/telemedicine services during the COVID-19 pandemic, many provider offices are fielding inquiries from patients 65 years of age and older who have either lost their health insurance coverage or recently moved to the CarePartners of Connecticut service area. These patients may be eligible for a SEP for Medicare Advantage plans to help cover the cost of their medical expenses.

CarePartners of Connecticut's licensed Medicare experts will provide guidance during the SEP. For more information, patients can refer to carepartnersct.com or call 844.267.1361 (TTY: 711).

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).

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](#).

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 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 888.631.7002 ext. 52994 or EDI_CT_Operations@carepartnersct.com.

SUBMIT TRANSACTIONS ELECTRONICALLY USING ONLINE SELF-SERVICE CHANNELS

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 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 CarePartners of Connecticut [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 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.

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 meet their health care needs. To ensure your payments are being mailed to the correct address and your practice is accurately represented in [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 [Doctor Search](#). If the information listed is incorrect, 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.

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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