

# PROVIDER UPDATE

MAY 1, 2020

NEWS FOR THE NETWORK



## ABOUT: PROVIDER UPDATE NEWSLETTER

*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

The CarePartners of Connecticut *Provider Update* newsletter 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?

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

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

**In 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.

## CORONAVIRUS UPDATES FOR PROVIDERS

During the rapidly evolving situation around COVID-19, CarePartners of Connecticut's Pandemic Planning work group continues to meet on a regular basis to respond to changing events. It continues to monitor and follow recommendations from the [CDC](#), [World Health Organization \(WHO\)](#), the Connecticut Department of Public Health and other official sources on an ongoing basis.

Refer to [Coronavirus Updates for Providers](#) 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.

As the COVID-19 situation continues to develop, updates will be posted on CarePartners of Connecticut's public Provider [website](#). Please check back regularly.

## 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.

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## 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](https://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.

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

## ADMINISTRATIVE UPDATES

### NEW PRINTABLE RESOURCES FOR PROVIDERS

To assist providers and their staff, the following printable resources are now available on the [Printable Guides](#) page of the Training section on the CarePartners of Connecticut public Provider [website](#):

- The [Referral, Prior Authorization and Notification Guide](#) offers an overview of processes and quick access to related resources.
- Benefit summaries help providers understand the [CareAdvantage Preferred](#), [CareAdvantage Prime](#) and [CareAdvantage Premier](#) plan designs and the variations in member benefits, and also allow quick access to related payment policies and resources.

For more information, refer to the Provider Training [article](#).

**Note:** 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](https://carepartnersct.com/for-providers) and avoid printing.

### NEW ONLINE TRAINING NOW AVAILABLE THROUGH BRAINHQ

As of January 1, 2020, CarePartners of Connecticut members are able to utilize [BrainHQ](#), a brain training program proven to be effective in [multiple research studies](#), at no additional cost.

[BrainHQ](#) has 29 online exercises for use on a computer or mobile device and works on attention, brain speed, memory, people skills, navigation and intelligence. [Studies](#) show it can improve cognitive function and have real-world benefits.

CarePartners of Connecticut encourages providers to inform their patients that they have access to this program as part of their plan. Many older adults are concerned about cognitive function, and [BrainHQ](#) can prompt a helpful discussion with patients about their cognitive concerns.

For more information, visit [carepartnersct.brainhq.com](https://carepartnersct.brainhq.com).

### NEW MINDFULNESS PROGRAMS FOR MEMBERS

As of January 1, 2020, CarePartners of Connecticut offers new mindfulness programs for members focused on yoga and meditation.

#### OMPRACTICE

CarePartners of Connecticut has collaborated with Ompractice, a platform that provides access to live, online yoga and meditation classes led by an instructor. CarePartners of Connecticut members can now subscribe to Ompractice at a discounted rate. For more information, refer to the Ompractice website for [CarePartners of Connecticut](#).

## MEDITATION 101

Meditation 101 is a free 10-session audio series that introduces members to meditation while enabling them to develop the tools they need for their own meditation practice. To access this program, members can visit the [landing page](#) and enter the access code **CPCT**.

## REMINDERS

### REGISTER TO RECEIVE *PROVIDER UPDATE* BY EMAIL

Providers who have not yet registered to receive the CarePartners of Connecticut *Provider Update* newsletter 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 who 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 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 ask that 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 email [EDI\\_CT\\_Operations@carepartnersct.com](mailto: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 [website](#) 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. Here, 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 then select [Provider Resource Center](#).

## PROVIDER TRAINING

CarePartners of Connecticut offers [webinars](#) for provider office staff. Webinars 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](#) to assist staff with day-to-day operations, including visuals with step-by-step instructions on how to navigate the secure Provider [website](#) to view claims, submit claims adjustments, view authorizations and more. More information on new resources can be found [here](#).

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).

## 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 fit 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 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 the [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 Website](#)

### CONTACT INFORMATION

- Call Provider Services at 888.341.1508, weekdays 8 a.m.-5 p.m.

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705 Mount Auburn St., Watertown, MA 02472