

PROVIDER UPDATE

FEBRUARY 1, 2019

NEWS FOR THE NETWORK



WELCOME TO CAREPARTNERS OF CONNECTICUT

Welcome to the CarePartners of Connecticut provider network. CarePartners of Connecticut is a new Medicare Advantage health plan dedicated to serving the Medicare-eligible population in Connecticut.* Our company is a not-for-profit joint venture in which Tufts Health Plan has partnered with Hartford Healthcare. While we are new to Connecticut, we are deploying the very best practices of Tufts Health Plan's Tufts Medicare Preferred HMO and Tufts Health Plan Senior Care Options (SCO) products, which have a five-star rating from CMS, and incorporating the unique perspective of Connecticut consumers and providers in all we do. It is CarePartners of Connecticut's goal to make health care more affordable and less stressful, and to empower our providers to make clinical decisions and reduce administrative red tape so providers can spend more time with patients.

For more information, refer to the [Provider Manual](#), available on the CarePartners of Connecticut public Provider website, or call 844.345.0967.

*The counties in CarePartners of Connecticut's service area are Hartford, Litchfield, New Haven, New London, Tolland and Windham.

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 it 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 will be 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.

By Email: Beginning in early 2019, providers and office staff will be 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: CarePartners of Connecticut will not mail the full *Provider Update* newsletter to providers. Instead, a high-level, one-page mailing will be distributed quarterly to contracting providers, highlighting the 60-day notifications and pointing providers to the Provider [News](#) section of the public CarePartners of Connecticut 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.

For more information about *Provider Update*, refer to the CarePartners of Connecticut [Provider Manual](#).

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.

CORRECT CODING REMINDER

As a routine business practice, claims are subject to payment edits that are updated at regular intervals and generally based on CMS (including the National Correct Coding Initiative [NCCI]), specialty society guidelines and drug manufacturers' package label inserts.

Procedure and diagnosis codes undergo periodic revision by CMS (including NCCI) and the AMA. As these revisions are made public, CarePartners of Connecticut will update its systems to reflect these changes.

Documentation will also be updated to reflect the addition and replacement of procedure codes, where applicable.

REMINDER: CMS REQUIREMENTS FOR OPIOID PRESCRIPTIONS

OPIOID-NAÏVE MEMBERS' PRESCRIPTIONS

As a reminder, and in accordance with CMS requirements, per the Comprehensive Addiction and Recovery Act (CARA), CarePartners of Connecticut denies opioid-naïve members' prescriptions exceeding seven days for acute pain.

This CMS requirement does not apply to members in active cancer treatment, hospice, long-term care (LTC) or palliative care.

PHARMACY POINT-OF-SALE DRUG UTILIZATION REVIEW (POS DUR) EDITS

As a reminder and, per CMS requirements, the following POS DUR edits are in effect. A consultation with the prescribing provider is necessary before a pharmacist can override and dispense:

- Cumulative morphine milligram equivalent (cMME) dose limit across all opioid prescriptions (total daily doses exceeding 90 mg MME) must be reviewed by the prescribing provider
- Drug-drug interaction between the concurrent use of an opioid and benzodiazepine
- Duplicate long-acting opioids

Per CMS, prescribing providers are expected to respond to pharmacy outreach related to opioid safety alerts in a timely manner and to educate their back office and on-call staff.

REGISTER TO RECEIVE PROVIDER UPDATE BY EMAIL

Providers who have not yet registered to receive the CarePartners of Connecticut *Provider Update* newsletter by email must 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 websites for updates and who prefer not to receive *Provider Update* by email will have the opportunity to 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, you must 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).

The current issue of *Provider Update* is also available in printable format in the News section of the CarePartners of Connecticut public Provider website.

*If you do not register to receive CarePartners of Connecticut's *Provider Update* newsletter by email, copies of the full issue can be mailed upon request by calling 888.341.1508.

SUBMIT TRANSACTIONS ELECTRONICALLY USING ONLINE SELF-SERVICE CHANNELS

CarePartners of Connecticut's online self-service tools enable providers to submit transactions and/or access information related to claims submission, claims status, referrals, prior authorizations, electronic remittance advice, member eligibility, panel information, etc., electronically. 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 TRAINING

If you have any questions regarding provider office staff education, or if you'd like to see a specific topic addressed in an upcoming Office Managers Meeting, webinar or training video, email Provider Education at Provider_Training@carepartnersct.com.

Our [Training](#) section provides helpful webinars, training videos, and printable guides and resources to assist staff with day-to-day operations. You will find visuals with step-by-step instructions on how to navigate the [secure Provider website](#) to view claims, submit claims adjustments, view authorizations and more.

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, clinical and prior authorization criteria, etc.

To access the Provider Resource Center, refer to the CarePartners of Connecticut [website](#), select [For Providers](#) in the upper right-hand corner.

CLAIMS SUBMISSION

As CarePartners of Connecticut members begin scheduling appointments and you begin submitting claims, it is crucial to set up accurate claims submission processes with us to ensure timely processing and payment of claims. CarePartners of Connecticut encourages direct electronic submission to CarePartners of Connecticut, though 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.

All paper CMS-1500 and UB-04 claims must be submitted on standard red claim forms and mailed to the following address:

CarePartners of Connecticut
P.O. Box 9183
Watertown, MA 02471-9183

For specific inquiries on submitting electronic claims, either directly to CarePartners of Connecticut or through a clearinghouse, contact the EDI Operations Department at 888.631.7002, ext. 52994, or email EDI_CT_Operations@carepartnersct.com.

FOR MORE INFORMATION

WEBSITE

- carepartnersct.com/for-providers

CONTACT INFORMATION

- Call Provider Services at 888.341.1508 weekdays 8:00 a.m. to 5:00 p.m.

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