

# PROVIDER UPDATE

AUGUST 1, 2019

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. The newsletter 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.

## 60-DAY NOTIFICATIONS

### 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] 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.

### 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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# MEDICAL BENEFIT COVERAGE CHANGES

## CHANGES TO EXISTING PRIOR AUTHORIZATION PROGRAMS

Effective for fill dates on or after October 1, 2019, CarePartners of Connecticut will require medical prior authorization for Octagam® and Synagis®. These changes will apply to members currently utilizing one of these medications as well as members initiating a new course of treatment. For these requests, the prescribing provider must request coverage through the medical review process subject to the applicable medical necessity guidelines, Medicare National Coverage Determinations (NCDs) and Local Coverage Determinations (LCDs).

## 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 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 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, 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).

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.

### 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, etc. 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.

### HOW TO ENROLL FOR ELECTRONIC CLAIMS SUBMISSION

As members begin scheduling appointments and providers begin submitting claims, it is crucial to set up accurate claims submission processes with CarePartners of Connecticut to ensure timely processing and adjudication of claims. CarePartners of Connecticut encourages electronic submission be made directly 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. 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 1.888.631.7002, ext. 52994, or email [EDI\\_CT\\_Operations@carepartnersct.com](mailto:EDI_CT_Operations@carepartnersct.com).

### 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 the CarePartners of Connecticut [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, visit the [webinar](#) 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. Providers 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.

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 Education](#).

## CHANGES TO BENEFICIARY AND FAMILY CENTERED CARE QUALITY IMPROVEMENT ORGANIZATIONS

CMS recently restructured the Beneficiary and Family Centered Care Quality Improvement Organizations' (BFCC-QIO) coverage area. Effective June 8, 2019, KEPRO is the BFCC-QIO for all Connecticut health plans. As part of this change, the BFCC-QIO, KEPRO, will assist Medicare beneficiaries with quality of care complaints, hospital discharge and service termination appeals, and Immediate Advocacy.

As part of this change, acute care providers must update the Important Message (IM) from Medicare, and post-acute providers must update the Notice of Medicare Non-Coverage (NOMNC) with KEPRO's phone number for your region. Updated copies of the IM and NOMNC are located under Notices and Letters in the Resource Center on CarePartners of Connecticut's public [Provider website](#).

Facilities will also need to submit a Memorandum of Agreement (MOA) to KEPRO.

For more information, including updated contact information, refer to the [KEPRO website](#).

## UPDATE YOUR PRACTICE AND BILLING INFORMATION

Members use CarePartners of Connecticut's online provider directory, i.e., Doctor Search, to locate 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, please update it as soon as possible by completing CarePartners of Connecticut's [Provider Information 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 Form](#), selecting "billing" as the address type, and including a W-9 as indicated on the form.

## ADMINISTRATIVE UPDATES

### MHK MEDICAL MANAGEMENT SYSTEM

Providers logged in to the [secure Provider website](#) are able to use the MHK (formerly MedHOK – Medical House of Knowledge) system to complete requests for inpatient and outpatient services, attach documentation, check authorization requests, and in some cases receive an approval and reference number online at the time of entry.

Submitting requests using the MHK system is the most direct way to submit requests to CarePartners of Connecticut for review and prevents the risk of a misdirected fax. CarePartners of Connecticut encourages providers to use the MHK system to submit requests, as faxing can add to the time it takes for CarePartners of Connecticut to process requests.

If you are not yet a registered user of the [secure Provider website](#), registration information is available on CarePartners of Connecticut's public [Provider website](#).

An MHK Provider Portal User Guide will also be available in the Provider Resource Center later this year.

## 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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