



ACCOUNTABLE CARE ORGANIZATION (ACO)

UniNet has secured the services of the Carol Corporation to determine how our providers compare to both national and regional benchmarks. By analyzing our clinical performance relative to our competitors, UniNet will be better able to identify areas of opportunity, focus our performance improvement efforts and demonstrate our value to the community we serve. In addition to this comprehensive performance analysis, UniNet is also evaluating data management systems to allow ongoing monitoring of our quality and efficiency programs. If you have any questions or would like more information, please contact Ann Oasan at 255-1620.

FILE CLAIMS BY OCT 1 FOR UNITEDHEALTH SETTLEMENT

If you provided covered out-of-network services to patients insured by UnitedHealth Group between March 1994 and November 2009, you may be eligible to receive payments as part of the \$350 million settlement reached last year.

Notices with instructions about how to file claims were mailed in May. It is alleged that UnitedHealth Group conspired to underpay physicians for out-of-network medical services by using an industry database of charges to justify paying lower reimbursements to healthcare providers.

COVENTRY HEALTH CARE OF NEBRASKA

Coventry of Nebraska will begin administering their Managed Medicaid program on August 1, 2010. Dar Shea Thurman, Provider Relations Representative for Coventry is UniNet's representative. She has indicated that she is available to visit physician offices to provide more information on this product. You can reach her at 800-471-0240 Ext 7247 or dkthurman@cvty.com

Coventry has made UniNet aware of their current policy on bilateral procedures. Coventry follows CMS (Center for Medicare and Medicaid Services) correct coding guidelines for claims billed with a 50 modifier.

CMS states that when using a 50 modifier to reflect "bilateral," submit the codes on a single claim line with a 50 modifier and 1 unit.

AETNA'S SECURE PROVIDER WEBSITE IS BETTER THAN EVER

Sign up now to use Aetna's secure provider website via NaviNet[®]. Aetna took ideas from providers like you to create a robust, user-friendly website. Taking advantage of all electronic solutions available through the site will make things easier for you and your office. Providers already registered for the site can:

- **Perform free real-time transactions:** available for multiple insurance carriers
- **Request an estimate:** the new payment estimator tool supplies accurate patient responsibility and Aetna payment amounts prior to service
- **Submit claims:** for both small and large offices, the site can be used to send Aetna your claims electronically
- **Access clinical decision support tools:** Care Considerations and PHR information (for patients who give permission) are delivered online
- **Review Explanation of Benefits (EOB) statements:** view, print and/or download your office's EOBs 24 hours after claims are processed
- **Have more control over security:** your practice's designated NaviNet Security Officer controls your account, adds new users, manages access and more
- **Take courses through Aetna's Education Site:** a broad range of free education courses, including courses for continuing education credit are available.

Get started now! Enroll at <https://connect.navinet.net/enroll> or access www.aetna.com/provider/tour for a sneak preview

BLUE CROSS BLUE SHIELD OF NEBRASKA

BCBSNE has notified their providers that they are experiencing a claims processing delay in their Federal Employee Program (FEP) area due to several factors. The FEP business transitioned to BCBS's new claim platform on 1/1/2010. BCBSNE was directed by the FEP Director's Office to hold all claims received from 1/1/10 thru 1/16/10 to allow for the completion of processing of claims already in progress in the legacy platform. That decision contributed to approximately 10,000 claims in the queue for processing. BCBSNE was able to maintain a 30-day payment rate of 99% in January, but this slipped to 96% in February. There were heavy claims volumes in March and April which led to the current accumulation of claims. The FEP claims auditors are more efficient in paying claims on the new platform now along with the addition of staff to assist with resolving delay.

Please consider waiting to resubmit claims that have already been submitted, as duplicate claims are slowing down the efforts to reduce the accumulated claims. Because they are receiving multiple provider calls for the same claims issues, it has caused heavy call volume that has increased wait time in the Provider Service Area.

CODING CORNER

The physician deadline for Medicare PECOS enrollment set for January 2011 has been moved up to **July 2010**.

If you enrolled in Medicare after November 2003, or if you enrolled before November 2003 and have updated your Medicare enrollment information since November 2003, no further action is required. If you are unsure, here are ways to verify that you have an enrollment record in PECOS.

1. Check the Ordering Referring Report on the CMS website. Go to <http://www.cms.gov/MedicareProviderSupEnroll>, click on Ordering Referring Report on the left.
2. Use Internet-based PECOS to look for your PECOS enrollment record. (You will need to first set up your access to Internet-based PECOS)
3. Contact your designated Medicare enrollment contractor.

CMA and Alegent Health have performed the PECOS enrollment for their respective physicians.

CLINICAL INITIATIVES UNINET- IMAGE GENTLY

Medical radiation from exams such as CT's causes 29,000 new cancers a year, according to a report in the December issue of *Archives of Internal Medicine*.

The average American is exposed each year to about 3 millisieverts of "background radiation" produced by the sun, cosmic rays and even radon in the home. Some diagnostic imaging tests expose patients to additional radiation. Studies of atomic bomb survivors have found an increased risk of cancer at doses of 10 to 100 millisieverts (mSv).

An estimated seven million CT scans per year are performed on children in this country. Data from Arlington Medical Resources indicate a 40-50% increase in pediatric CT examinations since 2005-06. Image Gently is a program sponsored by the Alliance for Radiation Safety in Pediatric Imaging in partnership with the American College of Radiology and others who have come together to focus on reducing radiation exposure to children.

Why focus on children? A child's tissues are more radiosensitive, radiation dose is cumulative over a lifetime, and they have their whole lifetime to manifest changes.

In calendar year 2009 a total of 2,284 CT's of the head, neck, chest, abdomen and pelvis were performed at the metro UniNet Hospitals on children age 15 and younger. What is UniNet's involvement? We are working with our Physicist to assure all our facility CT scanners meet dose reduction protocols. UniNet wants to be sure that all UniNet Radiologists have taken the pledge to "Image Gently." UniNet is working with Imaging Department managers to encourage technologists to take the pledge and increase awareness of the need to reduce radiation exposure to children. UniNet wants to increase awareness among member physicians who care for children by encouraging discussions with a radiologist to determine if a non-radiation emitting modality could provide the same information and to discuss with the parents the risks and benefits of imaging.

PHO Staff

Please feel free to contact your PHO staff if you have any questions. The UniNet HOTLINE is 255-0049.

Hank Sakowski, MD, Medical Director	717-7239
Jeff Strohmyer, MD, Assoc Medical Director	255-0049
Myles Gart, MD, Assoc Medical Director	255-0049
John Harris, MD, Assoc Medical Director	255-0049
Al Dvorak, MD, Assoc Medical Director	255-0049
Thomas Tonniges, MD, Assoc Med Director	255-0049
Ann Oasan, Executive Director	255-1620
Keith Seashore, Finance Director	255-1696
Brian Smullin, OD Managed Care	255-1634
Carol Foutch, Mgr, Prov Relations	255-1627
Cheri Kowal, Prov Relations Rep	255-1687
Melanie Surber, RN, OD Clinical Initiatives	717-7226
Kaye Bellino, RN, Quality Analyst	717-7234
Laurie Brueckner, RN, Discharge Transitions	717-7249
Cristina Barnes, LPN, Quality Analyst	717-7236
Mary Gall, RN, Discharge Transitions	717-7244
Angela Bowhay, RN Quality Analyst	717-7220
Gerri Stevens, Credentials Coordinator	255-1622
Phyllis Preuss, Prov Relations Specialist	255-1698
Michelle Militti, Managed Care Coordinator	343-9340
Christi Janisch, Administrative Secretary	717-7221