

Provider Update January / February 2009

UnitedHealthcare: Rolisa Lewis informed the group that all UHC customer service representative jobs were coming back in to the states from off-shore.

She referred to a handout showing updates for the 2009 Administrative Guide which stated that as of 4/1/09, Botox and Myobloc drugs must be obtained from participating specialty pharmacies in order to be reimbursable.

Rolisa informed the group that the 2009 UnitedHealthcare Administrative Guide could be found on Unitedhealthcare Online. – www.unitedhealthcareonline.com.

Rolisa also gave a brief demonstration of how to use the UHC website, specifically for Reimbursement Policies and the Claim Estimator. Once a member's ID and date of birth are entered, you can enter CPT code information to determine how a claim would pay. It offers "real time" calculation of the patient's copay, deductible and coinsurance information. The Claim Bundling section also tells you what services pay and what would not due to bundling issues. UHC provides training on how to use UHOnline every Tuesday @ 1:30 pm via webcast.

Rolisa also informed the group that you could sign up to receive the UHC Network Bulletins monthly via your email address.

Rolisa Lewis can be contacted at 402- 445-5619, or email: rolisa_s_lewis@uhc.com

Share Advantage/Americhoice: LeAnn Ortmeier presented the group with a new contact list. LeAnn informed the group that they had some issues with loading new members in January, as they had problems with the data file they received from the State. However, all has now been resolved. She reminded all to continue to use the provider number assigned in Box 33B when filing claims. A separate provider number is needed per location or practicing address.

LeAnn said the State is now accepting J codes for IUD insertions. However, Americhoice still requires an invoice for this service, while the State does not.

LeAnn Ortmeier can be reached at 402-445-5515, or email: leann_s_ortmeier@uhc.com.

Coventry: Dar'Shea Thurman told the group that all Plan M (legacy Mutual) commercial business has been transitioned to Coventry Health Care of Nebraska. Plan M ID cards no longer exist as they have been reissued as either Coventry Health Care of Nebraska (HMO-POS) or Coventry Health and Life Insurance (PPO). Directprovider.com can now be used to verify benefits, claim status and eligibility for all of these former Plan-M members. All claims should now be sent to:

PO Box 7705
London, KY 40742
payor ID 25136.

Claims with service dates prior to 10/20/08 will be paid under the old Plan M policy. Claims submitted to the old payor ID (71412) at PO Box 7797, will be forwarded to Coventry Health Care of Nebraska, but only until 2/13/09.

Dar'Shea explained that this conversion did create some out of network denials in error, but she believes all has been resolved by now.

Government Plan M business converted to the Coventry National Network January, 2009. This Government business includes Rural Carrier Benefit plan, Foreign Service

Benefit Plan and Associated Benefit Plan. New Coventry National ID cards have been issued.

Dar'Shea informed us that as of January 1, 2009, MH Net was named the new Mental Health vendor for Coventry Health Care of Nebraska. As of 12/31/08, UBH would no longer be handling these services. Starting 1/1/09, behavioral health claims should be filed to MH Net at PO Box 209010 – Austin, TX 78720-9010.

Dar'Shea Thurman can be reached at 402-351-8227 or email: dkthurman@cvty.com.

Today's Options PPO: Paula Pillen provided an overview of this new Medicare Advantage PPO product available in our area January 1, 2009. She explained that Today's Options is the plan under Pyramid Life Insurance Company, owned by Universal American Financial Corp. The service area includes 4 counties in our area: Douglas, Sarpy and Washington in Nebraska and Pottawattamie in Iowa, and the Medicare beneficiary must live in one of these counties to be able to purchase this product. There are three Plan Types available: 1) Complete – a combination Medicare replacement and Medicaid product, 2) PPO Select – without a Drug plan and 3) PPO Select with a Drug plan. Benefit highlights of these plans were provided in handouts.

Paula explained time lines for claim filing:

- 1) Initial: 60 days is preferred,
- 2) Final: 18 months from the last date of service,
- 3) Appeals: 12 months.

Today's Options provider manuals are currently being mailed to offices, but can be found on www.uninet.com under List of Contracts – Today's Options. Paula provided handouts of the Today's Options ID card, Authorization Guidelines, Referral / Authorization Request Form and Provider Dispute Resolution Request Form. These can all be found in the Today's Options Provider Manual. Paula also passed out a contact information sheet. Paula Pillen can be reached at 659-3407 or email: ppillen@hhsi.com.

UniNet: Carol Foutch reminded the group that the cost of UniNet annual dues for 2009 has increased to \$525 for non-CMA physicians. Dues for Midlevels remain at \$100. Email will become UniNet's official mode of communication March 1, 2009. Each office is required to have one active email address that is checked each work day. UniNet will no longer be mailing Provider Update flyers. We will communicate via fax and email. Our quarterly Provider Update meetings will no longer be conducted on a quarterly basis. We will be going to just Spring and Fall sessions.

Carol informed the group that UniNet will adopt e-prescribing through the NeHII – Nebraska Health Information Initiative. Twelve UniNet physicians are participating in a pilot program. Offices will hear more later regarding this initiative.

UniNet requires providers to take 2 education courses per year. These are posted online at www.uninet.com and will no longer be mailed. Providers are now required to achieve 75% on their education courses. Providers can sign on to the Education section on the website using their password/ login. It is the last 4 digits of their social security number and the initial of their first and last name in all CAPS.

New criteria for credentialing and recredentialing was adopted on January, 2009, which is based on ACGME (Accreditation Council of Graduate Medical Education) core competencies. All physicians were emailed a copy of the new criteria.

Carol also explained the new categories established for our contracts with payors:

- 1) all Commercial payors,
- 2) Managed Medicaid,
- 3) Workers' Compensation and
- 4) Managed Medicare.

Carol reminded the group of the CPT coding changes for 2009 with included 136 new codes, 126 revised codes and 92 deleted. She also told the group that ICD-10 appears to have been delayed until 2013.

Lastly, Carol informed all that UniNet and BCBSNE have signed a contract regarding the Network Blue product which extends until 7/31/09. BCBSNE held claims incurred after January 1st in anticipation, and will now process these as in-network.

Carol Foutch can be reached at 255-1627 or email: cfoutch@uninet.com

Cheri Kowal can be reached at 255-1687 or email: ckowal@uninet.com