

Provider Post

News and updates you need to know

May 31, 2017

In this issue:

- Provider Satisfaction Survey
 - Provider Champion
 - HEDIS Incentive Campaign
 - Member Rights and Responsibilities
 - Sign-up for Network News
 - CAQH ProView® Update
 - Behavioral Health
 - Billing Updates
 - Tips to Help Us Process Your Prior Authorizations Requests Accurately and Efficiently
 - Help Us Fight Fraud, Waste and Abuse
 - Online resources
 - Provider Post Corrections
-

2016 Provider Satisfaction Survey Results

AmeriHealth Caritas Louisiana would like to sincerely thank all the practices that participated in the 2016 Provider Satisfaction survey. We value your insight and appreciate the time taken to participate in the survey. AmeriHealth Caritas Louisiana takes provider input and recommendations seriously. So, although we are still analyzing the data, we are reinforcing areas in which you identified that we do well and developing action plans to address areas that you identified as needing improvement.

The survey results identified areas that we will continue to improve our performance in, such as:

- The knowledge, accuracy and helpfulness of responses to telephone inquiries; and,
- Timeliness of resolving claims payment issues.

We want to continue to reinforce that *we are here to support you* in the care of our members. The Provider Account Executives are your personal advocates and liaisons for any needed support. A complete listing of Account Executives, their assigned territories, and contact information is available on the Providers tab of our website at www.amerhealthcaritasla.com.

We look forward to working with you to address these issues and we continue to welcome your ideas and comments. We encourage you to share them with your Account Executive.

May Provider Champion – Pediatric Kid-Med, Gretna, LA

AmeriHealth Caritas Louisiana is excited about our Quality Enhancement Program (QEP). In this program, we actively work with primary care practices to improve quality and cost-effective care to our members as well as provide enhanced revenue opportunities for providers. Previously the program was only offered to providers with panel sizes of 500 or more members. The enhanced program now includes practices with panel sizes of less than 500 members. The new small panel-QEP (SP-QEP) program has two tiers: practices with panels of 50 – 149 and practices with panels of 150 – 499.



This month AmeriHealth Caritas Louisiana would like to spotlight one of our QEP providers, Pediatric Kid-Med, L.L.C., as our Provider Champion. They provide care for children from birth through 18 years of age and are specially trained to take care of sick newborns, premature babies, and newborns who need care in Neonatal Intensive Care Unit.

The staff at Pediatric Kid-Med was pleased to share their thoughts on resources available to them.

AmeriHealth Caritas Louisiana supports our efforts to educate their members on the numerous services available to assist them in meeting their medical goals for their children. Whether it's transportation to their appointments, helping to schedule an annual well check-up or education on childhood Immunizations, having this type of assistance from a health plan is vital to meeting quality measures set by the Louisiana Department of Health."

For additional information on our QEP program, or to be considered or nominate an individual/group as our highlighted provider, please contact your Account Executive. You can find a list of the account executives, and the regions they serve, under "Resources" on the Providers tab of our website at www.amerihealthcaritasla.com.

Healthcare Effectiveness Data and Information Set (HEDIS) Incentive Campaign

At the end of 2016, providers were invited to participate in an end-of-the-year HEDIS Improvement Campaign, which included a supplemental payment opportunity for each eligible service provided from October 1, 2016, through December 31, 2016. The following HEDIS and quality measures were included in this campaign:

- Comprehensive diabetes care (HbA1C test)
- Adolescent well care
- Well-child visits in the first 15 months of life
- Well-child visits in the third, fourth, fifth, and sixth years of life

As a result of this campaign over 8,000 of the members who were identified as overdue or in need of the above services received the services.

In addition, 2,921 members utilized the following services potentially preventing the need for an emergency room visit:

- After-hours care
- Urgent care provided in an office setting (ER prevention visits)

Information regarding our 2017 campaign will be announced in the near future. Please be on the lookout for details in an upcoming Provider Post.

Member Rights and Responsibilities

As a plan provider, it is your responsibility to recognize member rights and responsibilities. For a complete list of member rights and responsibilities, please refer to the Provider Handbook located on the Providers tab of our website at www.amerhealthcaritasla.com.

Sign-up for Network News

Get your health plan news via e-mail. Sign up for our free Network News service to receive important health plan communications from AmeriHealth Caritas Louisiana.

To sign-up, visit the Provider portal on our website at www.amerhealthcaritasla.com and click on News and Updates. Once you have registered, you will receive a confirmation email. If you feel you registered previously, but did not receive a confirmation email, please try registering again and be sure to check your spam or junk mailbox for your confirmation email.

Behavioral Health

Louisiana Department of Health (LDH) Behavioral Health Services Manual

Medicaid has published the chapter of the *Behavioral Health Services Provider Manual* associated with provider qualifications and requirements for the provision of Specialized Behavioral Health Services (SBHS). This chapter replaces previously published provider qualifications and requirements found in the Louisiana Behavioral Health Partnership Service Definition Manual (Version 9, 8.15.14). The remaining updates to this Manual will be forthcoming.

For detailed information about these requirements, access the LDH Behavioral Health Services Provider Manual at www.lamedicaid.com.

Billing Reminders and Updates

Durable Medical Equipment (DME) Via Email

Effective July 1, 2017, AmeriHealth Caritas Louisiana will no longer accept Durable Medical Equipment (DME) claims via email for processing.

Paper claims should be submitted as follows:

- All DME services should be billed on a CMS 1500 claim form.
- Submit paper claims to AmeriHealth Caritas Louisiana at the following address:

AmeriHealth Caritas Louisiana
Claims Processing Department
P.O. Box 7322

London, KY 40742

For the most current information on claims submission procedures, billing, and authorizations please refer to the *Claims Filing Instructions* located on our website at www.amerihealthcaritasla.com on the Providers tab under “Billing and Claims.”

Reminder: RHC and FQHC Providers Requirements for 24J and 32a

RHC and FQHC providers must place the appropriate National Provider Identifiers (NPIs) in both field 24J and 32a of the CMS 1500 claim form as follows:

- 24J – NPI of the rendering provider (provider of service)
- 32a – NPI of servicing provider (place where service was rendered)

If the appropriate NPI is not in 24J and 32a, the claim will be denied.

Hospice Providers: Reminder of Requirements for Blocks 39 – 41 and Block 42 of the UB-04 Claim Form

The required value codes that identify the Metropolitan Statistical Area (MSA) where services are provided and the number of approved service days must be in blocks 39 – 41. The corresponding revenue codes must be listed in block 42. If all necessary codes are not included in these fields, claims will be denied.

Detailed information regarding the requirements for these blocks can be found in the *Claims Filing Instructions* located on our website at www.amerihealthcaritasla.com on the Providers tab under “Billing and Claims.”

Reminder: Third-Party Liability (TPL) Payment Methodology

As a provider, you are responsible for checking a member’s eligibility with AmeriHealth Caritas Louisiana and for determining whether or not a member has other insurance coverage. Medicaid is always the payer of last resort. Therefore, as a provider, you are also responsible to bill third-party insurance as the primary payer over Medicaid when a member has third-party insurance coverage.

For additional information regarding TPL claims filing instructions and member responsibilities, please review the General Information and Administration Provider Manual on the Louisiana Medicaid website at www.lamedicaid.com.

Reminder: Assistant at Surgery Modifiers

“AS” – Assistant at surgery modifier is only to be used for advanced practice registered nurses, certified nurse midwives, and physician assistants when reporting their services as an assistant at surgery.

“80” – Assistant surgeon modifier is only to be used by a physician for their services when they are an assistant at surgery.

Charges for Long Acting Reversible Contraceptives (LARCs), Cochlear Implants, and Vagus Nerve Stimulators (VNS) During Inpatient Stay

AmeriHealth Caritas Louisiana has updated our claims processing system to allow the following services to be billed on the CMS 1500 claims form:

- LARCs
- Cochlear Implants
- Vagus Nerve Stimulators (VNS)

Tips to Help Us Process Your Prior Authorization Requests Accurately and Efficiently While Also Protecting our Members' Protected Health Information (PHI)

- Please remember to write legibly when you fax your requests for prior authorization.
- Take advantage of our online prior authorization request tools. Eliminate legibility issues by submitting your prior authorization requests securely online. Medical prior authorization forms are located at <http://www.amerhealthcaritasla.com/provider/resources/forms/index.aspx> and online pharmacy prior authorizations forms are found at <http://www.amerhealthcaritasla.com/pharmacy/priorauth.aspx>.
- Please make sure that your contact information is up-to-date in our records. Check your listing in our online provider directory to ensure that we have your most up-to-date contact information. If you are not listed in the provider directory or your contact information is incorrect, please contact your Provider Account Executive.

Help Us Fight Fraud, Waste and Abuse

- Call our toll-free Fraud Waste and Abuse tip line at 1-866-833-9718
- Submit an online form by going to www.amerhealthcaritasla.com/provider and selecting **Report fraud, waste, or abuse** under "Important information."
- Write to:
AmeriHealth Caritas Louisiana Special Investigations Unit
200 Stevens Drive
Philadelphia, PA 19113

Information may be provided anonymously.

Or, contact the Louisiana Department of Health at 1-800-488-2917.

Online Resources

Here's a look at what's new or recently updated on our website at www.amerhealthcaritasla.com:

- Claims Filing Instructions
- Quality Enhancement Program Manual

Provider Post Corrections

The following updates are corrections to information provided in the March 30, 2017 *Provider Post*:

- LDH HPA 17-5 was issued on March 28, 2017.
- The ACLA member services contact number listed in the Free Language Interpretation Services article has been updated to reflect the correct phone number: 1-888-756-0004.

These updates will be noted on the electronic version of the *Provider Post* on the Providers tab of our website at www.amerhealthcaritasla.com under “News and Updates”.

Questions

If you have questions about any of the content in this Provider Update, please contact your Provider Account Executive or call Provider Services at 1-888-922-0007.