

CAPSULE

Modifier Reimbursement Notification

Effective January 1, 2010, HealthLink will implement several modifications to the modifier allowances that affect reimbursement. These modifications will help improve efficiency of administration for HealthLink and HealthLink contracted providers. A listing of the modifiers, including the code number, description and January 1, 2010 reimbursement methodology, is available on the HealthLink website at www.healthlink.com, and HealthLink's secure website, *ProviderInfoSource*, for participating physicians and health care professionals.



Updated Fee Schedule

HealthLink has updated its fee schedules with rates and proprietary Grouper Methodology for the 2010 CPT codes. These rates will be effective April 1, 2010. For more information, please contact your Network Consultant.

IN-TOUCH

PHYSICIAN UPDATE

PREPARED BY HEALTHLINK FOR PARTICIPATING HEALTH CARE PRACTITIONERS

1st QTR 2010

Prairie Cardiovascular Programs Streamline Emergency Care

Prairie Cardiovascular initiated the development of the *Prairie STAT Heart Program* in August 2004. The Prairie STAT Heart Program was one of the first in the country to focus on streamlining emergency care to meet the national goal of providing angioplasty within 90-120 minutes from a patient's arrival at the community hospital. This ensures that the patient located in the rural community receives emergent heart care as fast or faster than patients in larger urban areas. Since its launch in 2004 in Springfield and in 2007 in Carbondale, the program has served 358 patients in central Illinois and 24 patients in southern Illinois who suffer from ST-elevated acute myocardial infarctions (the worst kind of heart attacks).

The challenge in rural communities had been to quickly determine which patients were having the worst kind of heart attacks and then to mobilize the transportation system and receiving hospital to move the patient to an experienced cath lab where highly specialized treatments and devices could be used.

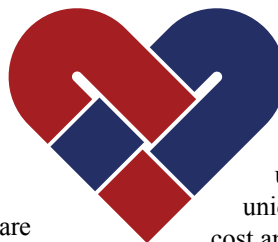
In July, 2009 Prairie launched a new *Congenitive*

Heart Failure Toolkit for community hospitals in the Prairie Heart Institute network. The toolkit includes standardized protocols, patient teaching aids, staff training materials and methods to measure the comparative effectiveness of treatments for CHF.

Most CHF patients present to emergency rooms outside of large urban hospitals. Nationally, a few unique programs exist to address the cost and quality of treating the CHF patient.

However, traditionally, nothing has been available to help those hospitals outside of urban areas rapidly identify and uniformly treat the CHF patient in a way which focuses on a quick diagnosis and quality care while minimizing length of stay and cost.

"We've developed a comprehensive approach to treating CHF patients that involves a multidisciplinary team working together to treat patients with CHF. We want to share our successes with other hospitals because we recognize that we can improve people's lives while at the same time making our health care system function more efficiently," said Dr. Marc Shelton, president of Prairie Cardiovascular.



PHYSICIAN SPOTLIGHT

Prairie Cardiovascular *A Recognized Leader in Heart Care*



Patients receive outstanding cardiovascular care at Prairie Cardiovascular in Springfield, IL.

Doctors, trained at premier medical institutions, come from around the world to practice at Prairie. And patients come

from all over the Midwest to experience the Prairie difference.

Prairie physicians are nationally recognized as leaders in cardiovascular care. More heart patients are cared for by Prairie than any other program in Illinois.

Prairie currently has more than 47 board certified physicians and 35 clinic sites in Illinois. Prairie is a national leader in the innovation and development of new diagnostic and treatment procedures and continues to advance medicine with a very active research program.

The Prairie team pays attention to the emotional side of cardiac treatment, too, because they know that needing treatment for a heart condition can be stressful. The patient experience has been designed to make the treatment experience reassuring, comfortable and convenient.

Prairie's mission is clear: To be the leader in quality, compassionate, comprehensive cardiovascular care.

(source: www.prairiecardiovascular.com)

Prairie Cardiovascular
619 E. Mason St.
Springfield, IL 62701
217-788-0706

It's Time for Your Annual Claims Check-Up!

Your HealthLink Claims Checklist

- ✓ Are you checking your patients health ID cards? Many employers make changes annually; this could impact co-pays, co-insurance, ID numbers and important numbers that could impact benefits.
- ✓ Are you checking claims mailing addresses? Submitting claims to an incorrect claims address may result in claim processing delays.
- ✓ Are you using the current claim forms? If printing your claim, is your claim legible? See our claims processing guideline chapter in the Provider Administrative Manual for claim print guide.
- ✓ Are you utilizing current CPT-4/HCPC and Revenue Code guidelines when you complete standard claim forms?
- ✓ Are you filing claims within 30 days following the date of service or hospital discharge date?
- ✓ HealthLink prices the claim based upon contractual allowances.
- ✓ The Payor determines benefits and eligibility, and then issues a remittance advice report to the participating physician, hospital or health care professional. HealthLink encourages hospitals and health care professionals to submit electronic claims. Electronic claim submission results in cost efficiencies and faster processing.
- ✓ Does HealthLink have your current information? Have you relocated, gone into solo practice or received a new tax id number (TIN)?
- ✓ Are you using HealthLink's online tools?
(*ProviderInfoSource* and *www.healthlink.com*)

HealthLink encourages hospitals and health care professionals to submit electronic claims. With the exception of CompManagement claims, all claims can be sent electronically to HealthLink. This results in cost efficiencies and faster processing.

To begin sending claims (other than State of Illinois) to HealthLink:
HealthLink Electronic Payor ID number: 90001
P.O. Box 419104
St. Louis, MO 63141

For State of Illinois claims:
HealthLink Electronic Payor ID number: 96475
P.O. Box 411580
St. Louis, MO 63141

For optimum claim processing and payment, and more information on HealthLink Claims Filing Guidelines, please refer to the HealthLink Provider Administrative Manual posted at http://www.healthlink.com/manual_provider.asp. If you have any questions regarding these guidelines, please contact your Network Consultant.

REMINDER

It is not unusual for employers to change health plan provisions effective January 1 of the New Year. Please check and copy patient ID cards at each visit. Update your patient insurance files to include any changes to benefits or authorization requirements.

HealthLink ID Card Requirements

The following items are required for each HealthLink ID card:

- Payor Name (and/or Group Name)
- Payor Logo (and/or Group logo)
- HealthLink Logo and HealthLink Network Program (PPO, OAI, etc.)
- Toll-Free Number for Benefit Verification and Eligibility Information
- Subscriber Name
- Subscriber ID Number
- Group Name
- Group Identification Number
- Utilization Management Toll-Free Number
- Customer Service Nationwide Numbers
- Claims Filing Address
- Disclaimer

If an enrollee presents an ID card with a HealthLink logo, the claims address and Customer Service contact information will be noted on the ID card.

Payor Name or Plan Sponsor Name	Payor or Plan Sponsor Logo	HealthLink. 
Group No: Group Name:		
Member's Name: Member's ID:		
Name of HealthLink Network Program	Copay Information PCP: SPEC: ER: RX:	
<small>For HealthLink Customer Service & Provider Inquiry call 1-800-624-2356.</small>		
<small>This card is for identification ONLY. It is NOT a guarantee of eligibility.</small>		

Typical HealthLink ID Card Layout

Utilization Review Program HealthLink must be notified prior to any outpatient surgery, diagnostic and ancillary services and also prior to any elective hospital admission. Emergency admissions must be certified on the next business day. Please have admitting physician or member call HealthLink, Inc. at 1-877-284-0102 (Toll Free Number).	
Caution: Failure to obtain preadmission/admission certification may result in a reduction of benefits.	
To verify eligibility, benefits or claims status, contact: (Name of Payor) at (Phone Number of Payor). For network access verification contact HealthLink directly (1-800-624-2356).	Provider Information: www.healthlink.com
MAIL CLAIMS TO: HealthLink, Inc. P.O. Box 419104 St. Louis, MO 63141-9104	Send Electronic Claims To: EDI Vendor #90001 EDI Clearinghouse -

Annual JDRF Family Retreat Welcomes HealthLink Volunteers

The 21st annual JDRF Family Retreat was held at the Millennium Hotel in downtown St. Louis on February 20-21, 2010. The retreat is designed to provide support for families living with diabetes.

Activities included disease management educational sessions for adults and children, swimming pool time, dinner with entertainment, a vendor fair and activities centers for children ages 4-17.

HealthLink donated water bottles and coloring books in support of the children in attendance.



photo by Diane Bonner

HealthLink Associates Go All Out on “Wear Red Day”

February 5th was “Wear Red Day” and HealthLink associates demonstrated their community spirit by raising \$955 for the American Heart Association.

The day of fund raising included the sales of red carnations, healthy-heart cookbooks and red dress pins. Associates also participated in a “Wear Red” costume contest and “Guess the Number of Jellybeans” event to win a red iPod.



WellPoint Sells NextRX to Express Scripts

December 1, 2009, WellPoint, Inc. (HealthLink’s parent company) completed the sale of NextRX to Express Scripts, a leading pharmacy benefits management company headquartered in St. Louis, Missouri. This transaction includes a 10-year agreement under which Express Scripts will provide service to members of WellPoint-affiliated health plans. WellPoint is committed to making this a seamless transition for its customers.

CODING CORNER

Q. We have heard that Medicare will no longer reimburse consultation codes starting January 1, 2010. Will HealthLink still allow them?

A. According to Transmittal 1875 of the Medicare Claims Processing Manual (Change Request 6740), CMS has eliminated all inpatient and office/outpatient consultation codes (ranges 99241-99255). This change does not include telehealth consultation G codes (G0406-G0408, G0425-G0427). Medicare instructs physicians to use other E/M codes according to where the visit occurs and the complexity of the visit. HealthLink will accept consultation services using either consultation codes or regular E/M codes. Either will be priced according to the contracted fee schedule amount.

Source: <http://www.cms.hhs.gov/transmittals/downloads/R1875CP.pdf>

If you have a coding issue you would like to see addressed in this column, please contact your Network Consultant.

Any information included in this newsletter is not intended to be a substitute for medical care or advice provided by a physician. Any reference in the material to other organizations or companies, including Internet sites, is not an endorsement or warranty of the services, information or products provided by those organizations or companies. HealthLink does not assume responsibility for any circumstance arising out of the use, misuse, interpretation or application of any of the information in this newsletter.

**DO WE HAVE
YOUR CURRENT INFORMATION?**

Have you relocated? Going into solo practice? Do you have a new tax ID number?

Please be sure to inform us of these types of changes as soon as possible. You can contact your Network Consultant or visit HealthLink’s website, www.healthlink.com, to update your information. From the main menu, go to the “Providers” home page and in the “Forms and Manuals” section, click on the “Physician Address/Name/TIN/NPI Change Form.” If you are moving to a new practice, be sure to include both your former practice and new practice TINs.

Please note that failure to notify HealthLink of these changes could result in claim processing delays as the payor verifies current information.

HealthLink®, Inc. is an Illinois corporation. HealthLink, Inc. is an organizer of independently contracted provider networks, which it makes available by contract to a variety of payors of health benefits, including insurers, third party administrators or employers. HealthLink has no control or right of control over the professional, medical judgment of contracted providers, and is not liable for any acts or failures to act, by contracted providers. HealthLink, Inc. is not an insurance company and has no liability for benefits under benefit plans offered or administered by payors. HealthLink® is a registered trademark of HealthLink, Inc. and a separately incorporated and capitalized subsidiary of WellPoint, Inc.

Welcome to *IN-TOUCH!*

IN-TOUCH is published by HealthLink specifically for participating physicians, hospitals and other health care professionals. Our goal in creating IN-TOUCH is to bring HealthLink and participating providers closer together by providing information that will be helpful to you and your staff. We welcome your ongoing feedback.

IN-TOUCH ROUTE LIST

Route among your staff.

- ▶ Dr. _____
- ▶ Dr. _____
- ▶ Office Manager
- ▶ Claims Administrator
- ▶ Marketing Director

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IN-TOUCH

Editorial Board: Robert Sorrenti, M.D., Chief Medical Director; Mary Ellen Detrick, Director of Grievance & Appeals; Donna Free-Wiese, Manager II, Network Relations; Susan French, Manager, Marketing/ Communications; Laura Hargate, Manager II, Nurse Medical Review; Susie McDonald, Managing Editor



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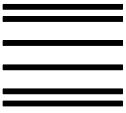
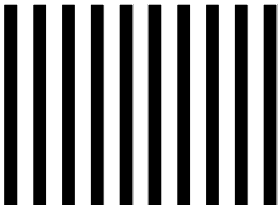


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Go Green with HealthLink

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HEALTHLINK
NETWORK SERVICES
P.O. BOX 411798
ST. LOUIS, MO 63141



NOTICE

HealthLink has postponed our January 1, 2010 Go Green launch. We would like to hear how you would like to receive newsletters, manuals and other communications from HealthLink.

Internet Access

To access documents such as our newsletters, manuals and secure information about claims status, member eligibility and payor information, please log on to:

www.providerinfosource.com

If you do not have Internet access, please supply the following information and mail this form to HealthLink:

Office Name/Provider Name _____

Main Office Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

Tax ID Number _____

NPI Number _____

Please fax to: Attention - Network Consultants, 314-925-6627

**Going Green Helps Save the Earth.
Thanks for your help in this initiative!**