

CAPSULE

ProviderInfoSource Enhancements

We hope you are enjoying HealthLink's *ProviderInfoSource* and the benefits it brings to your office. HealthLink is proud to announce a new enhancement to *ProviderInfoSource*. Coming this Fall, *ProviderInfoSource* will be enhanced to provide additional security, access to payor pricing sheets and improved user experience.



ICD9/HCPCS/Coding Changes

Effective January 1, 2012 HealthLink has updated its fee schedules proprietary Grouper Methodology for new 2012 CPT codes. Please note, current rates do not change. The updates are for new 2012 codes only. For more information, please contact your Network Consultant.



HIPAA 5010 is Effective January 1, 2012

Effective January 1, 2012, HealthLink, Inc. will be using only the latest approved X12 Version 5010 for HIPAA transactions. More on page 2.



Physical Therapy

REMINDER: Physical Therapy requires pre-certification. For more information, refer to the pre-certification list located at healthlink.com>Providers>Utilization Management>New Pre-certification List>Ancillary Services.

IN-TOUCH

PHYSICIAN UPDATE

PREPARED BY HEALTHLINK FOR PARTICIPATING HEALTH CARE PRACTITIONERS

4th QTR 2011

NIH Stops Clinical Trial On Combination Cholesterol Treatment

The following is an excerpt from a press release from the National Institutes of Health, dated May 26, 2011. Access the full press release at <http://www.nih.gov/news/health/may2011/nhlbi-26.htm>.

The National Heart, Lung, and Blood Institute (NHLBI) of the National Institutes of Health has stopped a clinical trial studying a blood lipid treatment 18 months earlier than planned. The trial found that adding high dose, extended-release niacin to statin treatment in people with heart and vascular disease did not reduce the risk of cardiovascular events, including heart attacks and stroke.

During the study's 32 months of follow-up, participants who took high dose, extended-release niacin and statin treatment had increased HDL cholesterol and lowered triglyceride levels compared to participants who took a statin alone. However, the combination treatment did not reduce fatal or non-fatal heart attacks, strokes, hospitalizations for acute coronary syndrome, or revascularization procedures to improve blood flow in the arteries of the heart and brain.

"Seeking new and improved ways to manage cholesterol levels is vital in the battle against cardiovascular disease," said Susan B. Shurin, M.D., acting director of the NHLBI. "This study sought to confirm earlier and smaller studies. Although we

did not see the expected clinical benefit, we have answered an important scientific question about treatment for cardiovascular disease."

The AIM-HIGH trial, which stands for Atherothrombosis Intervention in Metabolic Syndrome with Low HDL/High Triglycerides: Impact on Global Health, enrolled 3,414 participants in the United States and Canada with a history of cardiovascular disease who were taking a statin drug to keep their LDL cholesterol low. Study participants also had low HDL cholesterol and high triglycerides, which meant that they were at significant risk of experiencing future cardiovascular events. Niacin, also known as Vitamin B3, has long been known to raise HDL and lower triglycerides. Eligible participants were randomly assigned to either high dose, extended-release niacin (Niaspan) in gradually increasing doses up to 2,000 mg per day (1,718 people) or a placebo treatment (1,696 people). All participants were prescribed simvastatin (Zocor), and 515 participants were given a second LDL cholesterol-lowering drug, ezetimibe (Zetia), in order to maintain LDL cholesterol levels at the target range between 40-80 mg/dL.

Find more information about this clinical trial (NCT00120289) at www.clinicaltrials.gov.



PHYSICIAN SPOTLIGHT

Meet Dr. Wahied Gendi, Internist



Wahied Gendi, MD

Wahied Gendi, MD practices adult primary care/internal medicine for patients from age 16 through the senior years.

Before joining SSM St. Charles Clinic Medical Group, Dr. Gendi worked as a hospitalist

at SSM St. Joseph Health Center/Hospital West. Prior to completing his residency at Saint Louis University, he spent three years as a postdoctoral scholar at the University of Alabama at Birmingham where his work

included projects funded by the National Cancer Institute. Dr. Gendi received his medical degree from the University of Alexandria and practiced internal medicine and pulmonology in Egypt for 14 years before coming to the United States. He is now an American citizen.

"My background includes traditional training in the field of internal medicine as well as years of hands-on experience in applying that knowledge. This combination provides me with the necessary means to treat my patients' various illnesses," said Dr. Gendi. "I look forward to using my capabilities as a member of the St. Charles Clinic Medical

Group in caring for patients, preventing future illnesses, and building lifelong relationships that will allow me to provide better care for each individual person."

Dr. Gendi's hobbies and interests include chess, soccer, computer software and spending quality time and traveling with family and friends. He welcomes new patients.

The St. Charles Clinic Medical Group offers primary care and specialty services throughout St. Charles County and in Warrenton and Troy, MO. For more information, please visit ssmdrs.com or call 636-669-2444.

Knock, Knock ... Who's There ... 5010! Are You Ready?

HealthLink is committed to delivering excellent service and to adopting administrative simplifications for HIPAA transactions and code sets; including compliance with and support of the HIPAA 5010.

Our implementation strategy to integrate the X12 version 5010 is underway as we support the improved data content and transactions consistency offered by this standard.

We have proactively established cross-functional teams throughout the organization, dedicated to researching issues, assessing systems, reviewing business processes, and educating the HealthLink organization and its affiliates about implementation procedures.

Have You Identified Your Vendors?

- Billing Software
- Patient Scheduling
- EDI Processing – Clearinghouses

Have You Reviewed Your Infrastructure?

- Have you assessed what your office or facility will need from a system to become compliant?

Have You Confirmed your Vendor's HIPAA Compliance?

- Understand what you need, then determine if the system will support you.
- Be sure to obtain HIPAA Readiness Statements from all your vendors.

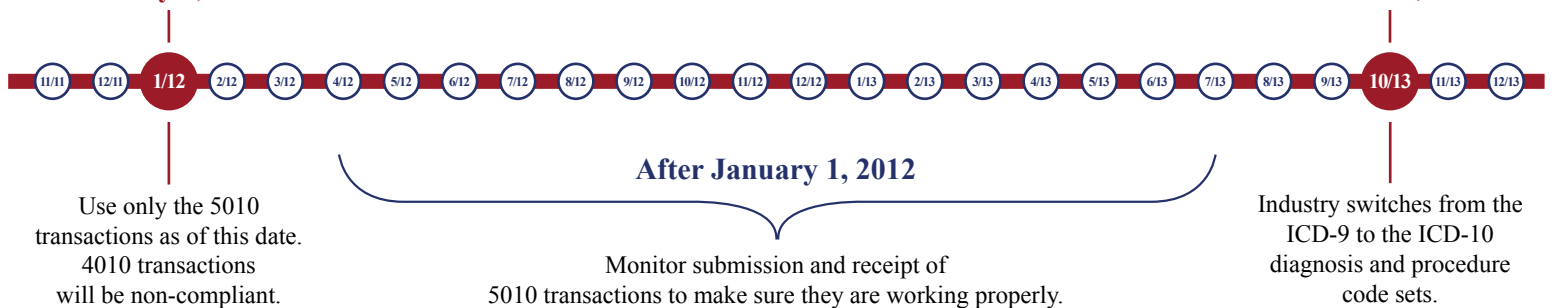
Have You Partnered with Your Vendor on Compliance?

- Have your vendors be part of your HIPAA solution.
- Understand how their products will meet some of your compliance needs.
- Ask for a plan to implement HIPAA-compliant features.
- Have them explain how their products will benefit you.

5010 READINESS AT-A-GLANCE

January 1, 2012

October 1, 2013



HealthLink Office Staff Council Reaches Out to Provider Community

HealthLink reaches out to the provider community on a routine basis to solicit feedback on business processes and procedures.

In response to feedback regarding HealthLink's Utilization Management, we are pleased to announce that HealthLink will be re-evaluating the Utilization Management tools available to providers.

This summer, HealthLink went on the road to Carbondale, IL and Springfield, IL. Many thanks to our Illinois providers and office staffs who participated in these vital communications meetings.

If you would like to participate in upcoming Office Staff Councils, please contact your Network Consultant.



Thank you to Carbondale and Springfield, Illinois provider and office staffs who participated in Office Staff Council communication meetings.

HealthLink Supports Juvenile Diabetes Research Foundation



HealthLink is proud of its commitment to the metro St. Louis community. In October, HealthLink associates participated in the Juvenile Diabetes Research Foundation’s (JDRF) Walk to Cure Juvenile Diabetes. Fundraising activities, both on site at HealthLink and during the Walk, were a huge success. HealthLink associates demonstrated their generosity and commitment by putting their hearts, time and effort into helping find a cure for children with juvenile diabetes.

This year, HealthLink associates raised more than \$1,800.00 for JDRF.

REMINDER: Pre-Certification Tools for Providers

As a reminder, HealthLink provides several tools to assist providers in determining the need for pre-certification and to facilitate the pre-certification process.

1. Fax/UM Forms – Our utilization management forms allow providers to submit notification and clinical information for review purposes by fax to help facilitate the review process. Fax forms are available on the HealthLink website, www.healthlink.com. From the Provider page, click on the Utilization Management link and select “UM Fax Forms.” You can fax the forms toll-free to 800-510-2162.
2. HealthLink’s Interactive Voice Response System (IVR) – This application allows providers to determine whether pre-certification by HealthLink is required for one of their patients. Providers may call toll-free 877-284-0102, option 8, seven days a week from 5:00 a.m. to midnight.
3. HealthLink’s website, www.healthlink.com – Our website includes an option for a provider to enter a member ID to obtain pre-certification requirements for that member.

**HEALTHLINK UTILIZATION
MANAGEMENT**

Toll-free 877-284-0102
Fax 800-510-2162

Hours: 8:00 a.m. to 5:00 p.m. CST
Recorded Messaging Service after 5:00 p.m. CST

CODING CORNER

HealthLink utilizes the medical policies and clinical guidelines of our parent company, WellPoint, to assist in making medical necessity determinations. These documents go through a rigorous yearly review to ensure they stay up to date with current practices and technology changes. Providers are encouraged to review and utilize these documents. They can be found on the provider page of the HealthLink website under policies and procedures then Medical Policies and Clinical UM Guidelines. You can search alphabetically, by procedure name and by procedure code.

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.

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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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Information Source for page 1 article:
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National Institutes of Health

IN-TOUCH

Editorial Board: Robert Sorrenti, M.D., Chief Medical Director; Donna Free-Wiese, Manager II, Network Relations; Susan French, Manager, Marketing/Communications; Laura Hargate, Manager II, Nurse Medical Review; Rebecca Nicastro, Senior Network Representative; Susie McDonald, Managing Editor



HealthLink, Inc.
1831 Chestnut Street
St. Louis, MO 63103
www.healthlink.com

IN-TOUCH

Go Green with HealthLink



NOTICE

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 _____

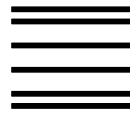
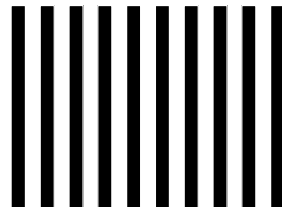
Please fax to: Attention - Network Consultants, 314-925-6627

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



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