

CAPSULE

Time is Running Out!

Are you ready to meet the National Provider Identifier (NPI) deadline of May 23, 2008? HealthLink stands ready to accept your NPI-only claims on May 24, 2008. For more information, please refer to the article on page two of this newsletter.



New Provider Manual Coming Soon

Going Green has never felt better. With HealthLink's new on-line provider manual, you can access the information you need about HealthLink programs, policies and guidelines – all only a click away. Providers without Internet connections may use our new print-on-demand option.



Updated Fee Schedule

HealthLink has updated its fee schedules with rates and Grouper Methodology for the 2008 CPT codes. These rates will be effective May 1, 2008. For more information, please contact your network consultant.

IN-TOUCH

PHYSICIAN UPDATE

PREPARED BY HEALTHLINK FOR PARTICIPATING HEALTH CARE PRACTITIONERS SPRING 2008

Improved Care for Shoulder Injuries

by Rodney Herrin, MD

Due to participation in popular sports such as football and baseball, shoulder injuries remain common. Football's injuries tend to be traumatic while baseball's are usually related to overuse and inadequate preparation or rest.

Common football injuries include separated shoulders and shoulder dislocations. Baseball injuries include Little Leaguer's shoulder (injury to the growth plate at upper arm) and labral injuries.

A better understanding of these injuries has improved diagnosis, making physical examinations more reliable. Studies, such as MRIs, have led to more accurate diagnosis. With arthroscopy, the injury can be viewed directly and addressed appropriately.

Management of these problems has improved. Non-operative management has been enhanced by better understanding and application of rehabilitation techniques. For example, therapists no longer focus on the rotator cuff alone; they address problems with the function of the scapula and address core strength weakness issues. By addressing all these areas, the shoulder has the best chance for maximum function.

With a better understanding of how injuries occur, we can implement programs to decrease their occurrence. Proper stretching exercises for pitchers, for example, help decrease the number of labral problems.

Following guidelines - the proper number of pitches to throw in a given time period or what age to start throwing pitches such as curveballs - can further reduce injury rates. If surgical intervention is needed, arthroscopic procedures have helped manage shoulder problems. The less-invasive arthroscope provides better visualization and more accurate treatment. The arthroscope has applications, to name two examples, in managing the unstable shoulder and in rotator-cuff repairs. Some instances exist where open procedures remain more reliable.

For most of these, however, research proceeds on how to derive the benefits of arthroscopic procedures.

Dr. Rodney Herrin, affiliated with Orthopaedic Center of Illinois, brings more than 17 years of experience as an orthopedic surgeon to his practice at Memorial's SportsCare.



PROVIDER SPOTLIGHT



SportsCare Physicians

Rodney Herrin, MD *Medical Director*

Dan Adair, MD *Founding Physician*

Brett Wolters, MD *Orthopedic Surgeon*

Memorial Health System's SportsCare – "One-Stop-Shop" for the Active Person

Memorial Health System's SportsCare program began 20+ years ago and has evolved to meet a variety of active lifestyle needs.

SportsCare offers an integrated program with four distinct components for athletes and active individuals. They are:

1. Injury clinics led by SportsCare physicians;
2. Physical therapy for post-injury and post-surgery treatment;
3. Exercise physiologist-led

training programs to help individuals get in shape or improve athletic performance;

4. Athletic training in local high schools and with the Springfield Jr. Blues, a member of the NAHL (Jr. A).

The facility boasts state-of-the-art equipment including the Proprio 5000, Woodway Force 2.0, Vertimax and TuffStuff strength training equipment. It's a place where professional athletes can get individualized, specialized training, where young athletes can overcome injuries and newly active adults can set goals and

measure training success.

Patients work with trained specialists and can gauge results right at the facility. There's an indoor batting cage, athletes can swing a bat or golf club and throw a football on the premises. Specialists are trained and certified and include some of the area's top athletes.

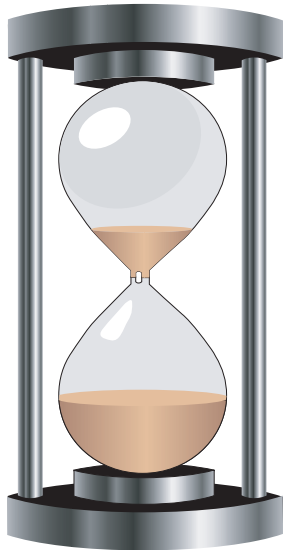
SportsCare

100 Chatham Road
Springfield, IL 62781
217-862-0444

<https://www.memorialmedical.com/Services/SportsCare>

NPI: Time is Running Out!

Providers who do not communicate NPIs to HealthLink by the contingency deadline of May 23, 2008 may risk claims processing and payment delays. If you have any questions, please contact your Network Consultant at 877-284-0101. You may email or fax the following information:



- ◆ Contact name
- ◆ Phone number
- ◆ Provider name
- ◆ Physical address
- ◆ City/state/zip - tax ID #
- ◆ HealthLink provider ID #
- ◆ NPI # (type 1, type 2 if applicable, or subpart if applicable)

Include existing files for bulk submission. Visit HealthLink's web site for answers to your questions about NPI requirements and claim filing guidelines →

Email: healthlinkpdo@healthlink.com **Fax:** 314-989-6627 **Web Site:** www.healthlink.com/nppes.asp

ProviderInfoSourceSM TO REPLACE WEB CLAIM QUERY

HealthLink's Web Claim Query system will be retired on June 1, 2008. If you haven't already done so, register for ProviderInfoSourceSM by logging on to www.healthlink.com. Select the ProviderInfoSourceSM listing under the "Programs and Services" menu on the Physician/ Hospital home page. The suite of on-line tools allows you to:

- Determine the status of a claim, resubmit a repriced claim, and check patient eligibility
- Send questions and/or requests to HealthLink via secure mailbox
- Update physician/facility contact information
- Download/print standardized forms and policy manuals
- Access payor contact information

CODING CORNER

Q. What is the correct code to use for hyaluronan injections?

A. Intra-articular injections of hyaluronan or derivatives are used to replace or supplement naturally occurring lubricants to a joint that is affected by various conditions such as osteoarthritis. Often, use of these medications decreases pain and may postpone the need for surgical procedures such as joint replacement. Codes for hyaluronan have changed several times in the past few years. For 2008, use HCPCS codes J7321, J7322, J7323, J7324 for hyaluronan or derivatives. Do not use Q4083-Q4086 as these have been deleted. Use an injection code such as 20610 appending modifiers to the injection as needed (i.e. RT, LT). Do not use modifiers RT or LT with J7321-J7324 as these modifiers are inappropriate for use with the HCPCS code, and may delay the processing of your claim.

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

For more information about coding, please refer to your HCPCS guidelines.

LIFESTYLE MANAGEMENT PROGRAM

Lifestyle Management is a new wellness program designed to help HealthLink members make healthy behavior choices in five key categories:

1. Tobacco use
2. Weight management
3. Diet and nutrition
4. Exercise
5. Stress management

Lifestyle Management includes on-line support for all five categories plus one-on-one telephonic coaching for the “stop smoking” program. The program has been developed to support and encourage the relationship between provider and patient.

Tobacco Cessation Program

QuitNet™ is the world’s largest “stop smoking” community, with 10,000 new members every month. The program offers 24/7 web support through on-line coaching and community forums.

Personalized emails provide relapse prevention support over five years and the on-line QuitGuide offers practical assistance in quit efforts. The stop smoking program provides extra motivation from one-on-one coaches, credentialed health professionals who offer personalized support by telephone.

Weight – Diet – Exercise – Stress Management

Lifestyle Management offers an integrated approach to health and wellness that is built around on-line tools and programs that encourage active participation and results. HealthLink members can access customized workout programs and meal planners ... self improvement tips and tools ... activity and nutrition calendars for the family ... and much more. The program includes on-line links to contact information for local health professionals and alternative medicine specialists as well as mind/body relaxation techniques. As always, HealthLink encourages members to seek guidance from their personal physicians before starting any diet or exercise regimen.

OFFICE STAFF COUNCIL

Thank you for your feedback.

HealthLink reaches out to the provider community on a routine basis to solicit feedback on business processes and procedures. This spring, HealthLink went on the road to Peoria, IL, Springfield, IL and Carbondale, IL to host Office Staff Council meetings for providers in those locations.

During the meetings, we received feedback on our web services for providers. As a result of the feedback, we are pleased to announce that HealthLink will launch a new physician web page in 2008. The web page is being redesigned to communicate relevant information in an attractive, user-friendly format.

Many thanks to our Carbondale providers and office staffs who allowed us to photograph their meetings (see below). If you would like to participate in upcoming Office Staff Councils, please contact your Network Consultant.



Office Staff Council
Carbondale, IL



HealthLink Participates in WellPoint Community Service Day

A national observance for WellPoint affiliate companies, WellPoint Community Service Day took place on April 26, 2008. HealthLink associates participated in three local activities – staffing the March of Dimes walk at Forest Park; stocking, packing and shipping cartons of food for the St. Louis Food Bank; and grounds refurbishment, including construction of a new gazebo, at the Ronald McDonald House.

WellPoint Community Service Day was developed in support of the company’s corporate mission to give back to the communities in which it does business. WellPoint believes that volunteering is “... not just a nice thing to do anymore. It’s necessary to help address some of our nation’s most pressing needs, such as health care support, poverty, homelessness and illiteracy.” Events ranged from beautification activities at community health centers, to “fun and fit” days at Boys & Girls Clubs, to staffing the March of Dimes “March for Babies” walks. Associates and their families were encouraged to participate.

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REMINDER

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 specialist or visit HealthLink’s web site, www.healthlink.com to update your information. From the main menu, click the “Physician/Hospital” tab and in the “Documents” section, click on the “Physician Address/Name/TIN” 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 created by HealthLink specifically for participating physicians, hospitals and other health care professionals. Our goal in creating IN-TOUCH is to bring HealthLink and participating physicians 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: Bruce Gosser, General Manager; Robert Sorrenti, M.D., Chief Medical Officer; 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 *Comments or suggestions: (800) 624-2356*

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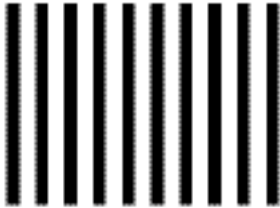


Go Green with HealthLink

Help us save the environment!
Please complete this tear-off card if you wish to receive the *In Touch* quarterly newsletter via email. Be sure to include your email address and update any other information as needed. It's postage-paid so drop it in any mailbox.

Going green helps the earth.
Thanks for your help in this initiative!

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OFFICE NAME/PROVIDER NAME

CONTACT EMAIL

MAIN OFFICE ADDRESS/CITY/STATE/ZIP

CONTACT PHONE

CONTACT FAX

TAX ID NUMBER

NPI NUMBER
