

CAPSULE

Fee Schedule Reminder

In November 2012, HealthLink mailed letters notifying physicians and other health care professionals of changes made to the standard Missouri metropolitan PPO (A1), HMO (A2) and Ancillary (A3) fee schedules. These changes went into effect January 1, 2013. If you have any questions regarding these changes, please contact your Network Management Consultant.



New 2013 CPT Codes Updated

Effective March 1, 2013, HealthLink has updated its fee schedules for the new 2013 CPT codes. Current rates do not change. The updates are for new 2013 codes only.



Proprietary ASC Grouper Updated

Effective January 1, 2013, HealthLink has updated its proprietary Grouper to include new 2013 codes. Please note, current rates do not change. The updates are for new 2013 codes only.



October 1, 2014 ICD-10-CM Implementation Date

On October 4, 2012, the Centers for Medicare & Medicaid Services (CMS) officially changed the ICD-10-CM implementation date to October 1, 2014. To learn more, visit healthlink.com and click on Provider/Policies and Procedures/HIPAA updates/ICD-10.

IN-TOUCH

PHYSICIAN UPDATE

PREPARED BY HEALTHLINK FOR PARTICIPATING HEALTH CARE PRACTITIONERS

1st QTR 2013

Alzheimer's Study Predicts U.S. Cases May Triple by 2050

A new study conducted by the Rush Institute for Healthy Aging in Chicago predicts the number of Americans with Alzheimer's disease may triple by 2050. The information was released Wednesday, February 6, 2013, in the online issue of *Neurology*, the medical journal of the American Academy of Neurology.

According to the press release issued by Rush University Medical Center on February 6, Jennifer Weuve, MPH, ScD, assistant professor of Medicine at the Rush Institute for Healthy Aging, states, "The increase is due to an aging baby boom generation. It will place a huge burden on society, disabling more people who develop the disease, challenging their caregivers, and straining medical and social safety nets. The study draws attention to an urgent need for more research, treatments and preventive strategies to reduce the impact of this epidemic."

The projections are based on a study of 10,802 African American and Caucasian senior citizens from the Chicago area between 1993 and 2011. The volunteer participants were evaluated for dementia every three years via in-home interviews and clinical check-ups. Age, race and level of education were study factors. Research data was combined with U.S. death rates, education and current/future population estimates from the U.S. Census Bureau.

The study projects that 13.8 million Americans may have Alzheimer's dementia in 2050, up from 4.7

million in 2010. That includes about 7 million people who would be age 85 or older in 2050.

According to the Alzheimer's Association, Alzheimer's disease is the 6th leading cause of death in the United States and the 5th leading cause of death for those age 65 and older. Deaths from Alzheimer's increased 66% between 2000 and 2008, while deaths from other major diseases, including the number one cause of death (heart disease), decreased.

Alzheimer's disease is taking a huge toll on already stressed health care dollars.

- In 2012, the direct costs of caring for those with Alzheimer's to American society will total an estimated \$200 billion, including \$140 billion in costs to Medicare and Medicaid.
- Average per person Medicare costs for those with Alzheimer's and other dementias are three times higher than for those without these conditions. Medicaid spending is 19 times higher.
- Unless something is done, the costs of Alzheimer's in 2050 are estimated to total \$1.1 trillion (in today's dollars). Costs to Medicare and Medicaid will increase nearly 500%.

Information Sources: Alzheimer's Association "Fact Sheet" March 2012, http://www.alz.org/documents_custom/2012_facts_figures_fact_sheet.pdf; Rush University Medical Center News Release, "Number of People with Alzheimer's Disease May Triple by 2050, February 6, 2013, <http://www.rush.edu/webapps/MEDREL/servlet/NewsRelease?id=1658>; USA Today, "Alzheimer's 'epidemic' could hit USA by 2050," February 7, 2013, News 5A,



PHYSICIAN SPOTLIGHT

Meet Dr. Jay Riskin of Christie Clinic, Champaign IL



Jay Riskin, MD

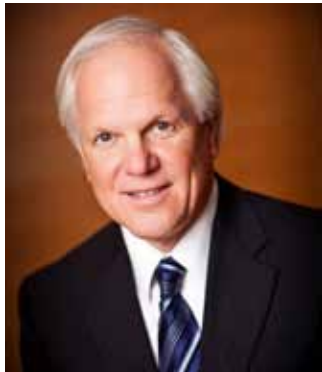
Dr. Jay Riskin earned a BS in Genetics and Development from the University of Illinois at Urbana-Champaign, and his MD from Rush Medical College in Chicago. Dr. Riskin completed his internship at The Evanston Hospital at Northwestern and his Neurology residency at Rush Presbyterian St. Luke's Medical Center in Chicago, where he also has a fellowship in Epilepsy/EEG. He is a member of the American Academy of Neurology, the

American Epilepsy Society, the Illinois Medical Society and the American Heart Association-American Stroke Association. Dr. Riskin received the Bronze Tablet from the University of Illinois and is a two-time recipient of the Provena Covenant Medical Center Guardian Angel award. He is a world-renowned speaker on topics related to Neurology.

Dr. Riskin takes a holistic approach to medicine. He believes that "Neurological

diseases often carry with them changes not only in the patient's level of function, but also may bring with them changes in the patient's life at home, work or productivity, and even interpersonal relationships." His goal is to "help patients navigate through these and other aspects of their life. It is a holistic approach and one that both patients and their families appreciate."

WellPoint Names Joseph Swedish Chief Executive Officer



Joseph Swedish

On February 12, 2013, HealthLink's parent company, WellPoint, announced its selection of Joseph Swedish as the company's new chief executive officer. Mr. Swedish brings with him more than 40 years' experience leading complex health care organizations, most recently as CEO of Trinity Health Corporation.

"Joe embodies the leadership and visionary qualities we value in our chief executive, and the board is confident that under his leadership we will achieve our full potential for future growth and success," said Jackie M. Ward, chair of the WellPoint Board of Directors. "He brings to WellPoint an extensive track record leading large, complex health care organizations through diverse challenges in difficult market and regulatory environments, and his expertise will be invaluable to WellPoint as we continue to find innovative ways to collaborate with providers in an effort to improve quality outcomes and reduce the cost of care."

During his career, Mr. Swedish has held senior executive positions at multi-institutional health care systems, university- and community-based academic medical centers, integrated delivery systems and regional rural referral hospitals. He served as CEO of Trinity Health Corporation since 2004.

Prior to joining Trinity Health, Swedish was President and CEO of Centura Health, the largest health care provider in Colorado. He has also served as President of the East Florida and Central Florida Divisions for the Hospital Corporation of America from 1994 through 1998. He earned his bachelor's degree from the University of North Carolina at Charlotte and his master's degree in health administration from Duke University.

"I am honored to be chosen to lead WellPoint," said Swedish. "Having spent my entire career in health care, I have a strong sense of the market in which the company operates, and I am energized by the dynamic changes currently taking place in the industry. I'm committed to ensuring that WellPoint remains a market leader, and I look forward to working with my new colleagues to profitably grow and enhance this organization in a challenging market environment."

Provider Satisfaction Survey: Use the Tear-off Card or Go Online

We need your input to continue providing outstanding customer service. Please help us serve you better by taking a couple of minutes to evaluate our performance. Your feedback is crucial for identifying opportunities for continuous improvement with your Network Services experience and allowing us to be personally accountable for excellence.

To get started, visit our website at: www.healthlink.com>Provider>Provider Satisfaction Survey.

If your office does not have Internet access, you may complete the postage-paid Provider Satisfaction Survey tear-off card attached to this issue of In-Touch. We look forward to your feedback.



CODING CORNER

Claim Check is in Full Swing

With the implementation of Claim Check, providers are seeing a variety of results different from the previously used system, Code Review. Claim Check is more robust in its auditing logic. Now more than ever, appropriate claim coding is essential. To avoid rejection, please follow these few simple steps:

- Check your modifiers to ensure they are appropriate for the CPT being billed.
- When billing an age-related CPT, verify the patient's age matches the CPT code.
- Use of modifier 59 should be appended if the services are distinct.

When billing modifiers RT / LT (instead of modifier 50) on surgical CPT codes, claim check may deny one of the procedures as maximum number of times the procedure may be performed in a day. Please make sure to review your modifiers on surgical procedures.

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

ProviderInfoSource Update: Check Out These Timesaving Features

DID YOU KNOW

With *ProviderInfoSource*, you can submit changes in practice information to HealthLink electronically. Do you need to add a new physician to your group, change your address, name, TIN, NPI? HealthLink has a form for that! Go online to <https://providerinfosource.healthlink.com> > Forms and Manuals for:

- Physician Address/Name/TIN/NPI Change Form
- Physician Nomination Form – MO, AR, IL
- Physician Nomination Form – IN, KY, OH

Be sure to fill in all required information. You will receive an email confirmation upon submission. Please allow 30 days for changes to be entered and reflected in the online directories. Provider nomination

forms for adding a new provider can take 90 – 120 days to be processed. If a provider is currently participating in the HealthLink network and is being added to an existing contract please allow 30 – 90 days.

NOT REGISTERED?

Registration on *ProviderInfoSource* is as easy as one–two–three!

1. NPI and TIN – provide National Provider Identifier (NPI) and Tax Identification Number (TIN).
2. Verify Providers – confirm list of providers on file with HealthLink.
3. My User Profile – set up User ID and Password.

Continue to check *ProviderInfoSource* for more timesaving features.

Countdown to ICD-10: HealthLink Readiness Team Hard at Work



Joan Buehler,
Program Mgr

Heading up HealthLink's ICD-10 Readiness team is Joan Buehler, Program Manager for HealthLink. Expert representatives from HealthLink business and IT comprise the core team working the day-to-day project activities.

St. Louis team members are: Carla Suiter, Business Lead; Andrea Palazzolo, Business Code Translation; Jennifer Palazzolo, Business Code Translation; Max

Vienravee, Business Code Translation; Bob Roberts, IT Lead; Mark Pruet, IT Lead Architect; Cathy Bixler, IT Lead Developer; Emily Gruber, IT Lead EDI; Donna Lydic, IT Lead Data Warehouse; Susan French, Communication Lead; Debra Avery, Test Lead; and Donna Free-Wiese and Rebecca Nicastro, Provider Relations Leads.

Current activities include finalizing language in provider contracts for ICD-10 implementation. The communication subcommittee is providing internal and external ICD-10 communications for general awareness, including a special email box through which providers and payors can ask questions and receive email answers about the transition. Additionally, HealthLink certified coders are evaluating the enterprise ICD-10 mapping and taking conversion action as it applies

to HealthLink's business model. Finally, HealthLink external client representatives are preparing to understand end-to-end testing to work with external partner clients. The goal is to minimize disruption of business throughout the transition process.

The team is making great progress towards implementation. We had three system releases in 2012 (May, June and November), and we are currently working on an August 2013 release. This release will include benefit code translations and conversions, preparing for parallel testing, continuing Anita (HealthLink's claim processing system), HealthLink-EDI, HealthLink Data Warehouse foundational field, and tables and/or claim screen modifications.

We have two releases planned in 2014 (April and June). The April 2014 release will include: the HealthLink clinical and pricing code conversion and field changes to accept ICD-10 on business reports; and the expansion of the Price and Ship interface files. Planning for the final release in June 2014 will start in November 2013.

HealthLink final deliverables are scheduled to be completed August 2014.

WellPoint Associates 'Wear Red' and Raise Money for American Heart Association

St. Louis WellPoint associates raised \$843.04 for the American Heart Association on "Wear Red Day." Activities included sales of cupcakes, Rice Krispies treats, Gus' pretzels and other items, as well as generous donations. Associates were encouraged to wear their "Wear Red Day" t-shirts, ordered earlier for the February 1 event. The Wear Red team in St. Louis was led by associates Donna Griffin and Kara Sneed.

Watch for information on the American Heart Association Heart Walk scheduled for Saturday, May 4, at Busch Stadium. Associates JoAnne Darian and Debbie Palmer will be the team captains for the Heart Walk.



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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IN-TOUCH

Editorial Board: Robert Sorrenti, M.D., Chief Medical Director; Donna Free-Wiese, Manager II, Network Relations; Susan French, Manager, Marketing/Communications; Christy Steinmeyer, Manager, Grievance and Appeals; Rebecca Nicastro, Senior Network Education Representative; Susie McDonald, Managing Editor



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IN-TOUCH

Provider Satisfaction Survey

Please provide the below information for your practice:

Practice Name _____

Email _____

Phone Number _____ Fax Number _____

County _____ State _____ Zip _____

1. My Network Consultant is:

- | | |
|--|--|
| <input type="checkbox"/> Dawn Beasley | <input type="checkbox"/> Tanya Kramer |
| <input type="checkbox"/> Trina Falls | <input type="checkbox"/> Lynn Schleper |
| <input type="checkbox"/> Kris Golden | <input type="checkbox"/> Diane Shipley |
| <input type="checkbox"/> Karen Harris | <input type="checkbox"/> Carol Tonnsen |
| <input type="checkbox"/> Debra Hamilton | <input type="checkbox"/> Shantel Hollins |
| <input type="checkbox"/> Pam Ingram-Townsend | <input type="checkbox"/> Steve Yarck |
| <input type="checkbox"/> Unknown | |

2. My HealthLink Network Consultant (select all that apply):

- Responds timely
- Communicates in a clear concise manner
- Knowledgeable about HealthLink business

3. My HealthLink Network Consultant communicates with my office via (select all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Face to Face Visits | <input type="checkbox"/> Fax |
| <input type="checkbox"/> Telephone | <input type="checkbox"/> No communication |
| <input type="checkbox"/> Email | |

4. Overall, with my Network Consultant I am:

- | | |
|---|------------------------------------|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Satisfied |
|---|------------------------------------|
- Dissatisfied (please specify) _____
- _____

5. My office uses the following tools to increase administrative efficiency with HealthLink (select all that apply) :

- | | |
|---|--|
| <input type="checkbox"/> healthlink.com | <input type="checkbox"/> In-Touch Newsletter |
| <input type="checkbox"/> ProviderInfoSource | <input type="checkbox"/> Claims IVR |
| <input type="checkbox"/> Utilization Management Fax Forms | <input type="checkbox"/> None of these tools |
- Other (please specify) _____
- _____

6. Overall with HealthLink Customer Service Department I am:

- | | |
|---|------------------------------------|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Satisfied |
|---|------------------------------------|
- Dissatisfied (please specify) _____
- _____

7. Overall with HealthLink Finance Department I am:

- | | |
|---|------------------------------------|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Satisfied |
|---|------------------------------------|
- Dissatisfied (please specify) _____
- _____

8. Overall with HealthLink Payors I am:

- | | |
|---|------------------------------------|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Satisfied |
|---|------------------------------------|
- Dissatisfied (please specify) _____
- _____

9. I would like the Network Services Manager to contact me :

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|
- Contact me at _____



Provider Satisfaction Survey

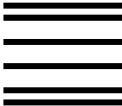
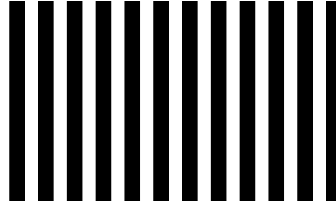
HealthLink Network Services would like to invite you to take a short survey. Your feedback is important to us in how we can better improve our service to the provider community.

Take the survey online at <https://www.surveymonkey.com/s/HealthLinkProviderSatisfactionSurvey>

Or take the survey on the reverse side of this page. Once completed you may remove and fold this panel to mail back to us or you may fax to 314-925-6627 – Attention Network Services.

Fold in half on dotted line and tape closed for mailing.

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