



# IN-TOUCH

PHYSICIAN UPDATE

Second Quarter 2015

Prepared by HealthLink for Participating Health Care Practitioners

## Capsules

### Where are you mailing your Administrative Fee Payment?

HealthLink will be closing PO Box 66971 and PO Box 790129 as of August 1, 2015. All Administrative Fee payments should be mailed to PO Box 6501, Carol Stream, IL 60197-6501. To avoid return payments please validate your payment system. The paper claims address will not be impacted by this change.



### HealthLink Introduces AIM Review Services

HealthLink is partnering with AIM Specialty Health to expand our current pre-certification list. See page 3 for important details on attending a provider training webinar.



### Are You In The Loop?

Make sure you don't miss out on our important updates and In-Touch Quarterly Newsletter. Update your email address today by logging into <https://providerinfosource.healthlink.com> and clicking Edit My Profile, to ensure your information is accurate.

## Men's Heart Disease Risk Linked to High Testosterone and Low Estrogen

Why men have more heart disease than premenopausal women has always been unclear, but a new study shows that the sex hormones testosterone and estrogen alter cardiovascular risk factors in a way that raises a man's risk of heart disease. Results of the study were presented at the Endocrine Society's 97th annual meeting in San Diego.

Men have higher testosterone and lower estrogen levels than premenopausal women. This has led doctors to believe that testosterone may promote cardiovascular disease or that estrogen may protect against it, or both, according to Elaine Yu, MD, MSc, the study's lead investigator and an assistant professor at Harvard Medical School, Boston.

The study, conducted in 400 healthy men ages 20 to 50, found that higher levels of testosterone led to lower levels of 'good' cholesterol, but estrogen appeared to have no effect. In contrast, the investigators reported that low levels of estrogen led to higher fasting blood glucose levels, a precursor for diabetes, which is a risk factor for heart disease.

"These observations may help explain why men have a higher risk of cardiovascular disease," Yu said.

Yu and her team were able to determine whether estrogen or testosterone regulated various cardiovascular risk factors by comparing two groups of men whose hormone levels were temporarily changed with combinations of medications.

At the start of the study, all men received a drug to suppress their own production of testosterone and estrogen. Then the 198 men in the first

group received daily treatment for four months with either a placebo or one of four doses of testosterone gel. This treatment set the men's testosterone levels from very low (as in before puberty) to high-normal, Yu said.

The other group, made up of 202 men, received the same treatment as group one but also received an additional drug to block the conversion of testosterone to estrogen, which occurs naturally in men. Blocking this process resulted in very low levels of estrogen in the second group, according to Yu.

The researchers found that neither testosterone nor estrogen regulated changes in 'bad' cholesterol, blood pressure or body weight. "It appears that these common risk factors for cardiovascular disease are not regulated by sex hormones," Yu said.

In summary, higher testosterone levels and lower estrogen levels in men worsen cardiovascular risk factors that may help to explain gender differences in heart disease

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## PHYSICIAN SPOTLIGHT

### Meet Dr. Mark Walterskirchen of Mercy Clinic Urology in Springfield, MO

Dr. Walterskirchen is a board certified urologist at Mercy Clinic Urology – Fremont in Springfield, MO. He earned his medical degree from the University of Washington School of Medicine in Seattle, WA and completed his Urology residency at Kansas University Medical Center in Kansas City, KS. Dr. Walterskirchen is currently the Department of Urology section head and is Da Vinci Robotic laparoscopic trained on the following procedures: Prostatectomy, Nephrectomy, Partial Nephrectomy, Pyeloplasty, Ureteral Reimplant, Bladder Diverticulectomy and Partial Cystectomy.

Mercy health system was founded by the Sisters of Mercy in 1986. Since then, Mercy has grown into the fifth largest Catholic health care system in the U.S.,

serving millions annually. Mercy includes 35 acute care hospitals, four heart hospitals, two children's hospitals, three rehab hospitals and two orthopedic hospitals, nearly 700 clinic and outpatient facilities, 40,000 employees and more than 2,000 Mercy Clinic physicians in Arkansas, Kansas, Missouri and Oklahoma. Mercy also has outreach ministries in Louisiana, Mississippi and Texas.



Dr. Mark Walterskirchen



**Mercy Clinic Urology-Fremont**

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## Are You Receiving State of Illinois EFT Payments?

As previously announced, HealthLink has selected Emdeon as its electronic payment and remittance reporting vendor for HealthLink State of Illinois Members. HealthLink providers can enroll with Emdeon for electronic funds transfers (EFT) payments and electronic remittance advices (ERA).

### Helpful Hints for Emdeon ePayment Enrollment

- Ensure that you are an authorized representative of the designated provider.
- Have your contact, organization and financial account information available.
- Supply your NPI in the Provider ID field.
- Supply your HealthLink Vendor ID (located on your most recent remittance advice from HealthLink).
- Review all terms and authorization forms prior to submitting them to Emdeon.

### Emdeon ePayment Enrollment Options

- Complete the online form at [emdeon.com/eft](http://emdeon.com/eft).
- Call 866.506.2830.
- Download the form at [emdeon.com/epayment](http://emdeon.com/epayment) to enroll by mail or fax.

The PAYMENT STATUS tab on *ProviderInfoSource* allows you and your staff quicker access to payment detail for HealthLink State of Illinois members.

### Helpful tips for the PAYMENT STATUS feature:

- *ProviderInfoSource* Administrators note: All users requiring detailed payment access will need to be given access, within their profile, under "User Management".
- Search payment status using either the check number or check amount.
- Locate check numbers within the Claim Status tab.
- Select the check number within the Payment Status results to view payment detail.
- Select the ID number to view payment detail at the claim level.
- Search payment status on claims processed beginning October 1, 2014.

If you need further assistance in setting up *ProviderInfoSource* users within your organization or navigating the new feature, please contact HealthLink Customer Service or your HealthLink Network Consultant.

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# Introducing Expanded Radiology and Cardiology Reviews Through AIM Specialty Health

HealthLink is partnering with AIM Specialty Health to expand its Utilization Management program. This will add more radiology and cardiology imaging review services to our current pre-certification list. Beginning July 1, 2015 HealthLink will require pre-certification for outpatient, non-emergency imaging services for certain HealthLink groups and their members.\*

The following services will be included:

- Computed Tomography (CT/CTA), including cardiac
- Magnetic Resonance (MRI/MRA), including cardiac
- Positron Emission Tomography (PET) Scans, including cardiac
- Nuclear Cardiology
- Stress Echocardiography (SE)
- Resting Transthoracic Echocardiography (TTE)
- Transesophageal Echocardiography (TEE)

\*To see if this applies to your patients, review the Utilization Review (Pre-Certification) section on the back of their ID card. See sample ID card language to the right.

To submit a pre-certification request, contact AIM online via their *ProviderPortal*<sup>SM</sup> at [www.aimspecialtyhealth.com/goweb](http://www.aimspecialtyhealth.com/goweb) (select HealthLink from the drop-down menu) or toll-free at 866-745-3266, Monday – Friday 8:00 a.m. – 5:00 p.m. CST. You may begin entering cases on June 22, 2015 for services requested on or after July 1, 2015.

## HealthLink Associates Support the American Heart Association Heart Walk

HealthLink associates joined together to participate in the American Heart Association 2015 Metro St. Louis Heart Walk on Saturday, May 9, 2015 at Busch Stadium in downtown St. Louis.



The HealthLink team collected donations by designing and selling Heart Walk t-shirts and paper hearts in honor of those who have suffered from heart disease or stroke. Through the Heart Walk, the American Heart Association is able to raise awareness concerning cardiovascular disease and stroke, raise funds to help fight the disease, promote healthy lifestyle choices and create an opportunity for people to improve their health.

### Utilization Review Program (Pre-Certification)

**AIM Specialty Health** must be notified prior to outpatient high tech imaging (radiology and cardiology). Contact AIM at 866-745-3266 or [www.aimspecialtyhealth.com/goweb](http://www.aimspecialtyhealth.com/goweb).

**HealthLink Utilization Management** must be notified prior to inpatient services, outpatient surgery, ancillary services, durable medical equipment and specialty infusion drugs. Call HealthLink at 877-284-0102.

Emergency admissions must be certified on the next business day. 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 (800-624-2356).

Provider Information: [www.healthlink.com](http://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 –

## Provider Webinars

Please plan to attend one of the four available sessions to demonstrate how to access the AIM *ProviderPortal*<sup>SM</sup>. To attend a webinar, go to <https://aimspecialtyhealth.webex.com/aimspecialtyhealth> at the beginning of one of the scheduled times listed below and click on HealthLink Provider Training to join the meeting. Then dial 866-308-0254 and enter conference code 773-864-4671 to join the audio.

### Wednesday, June 17, 2015

- 10:00 – 11:00 a.m. CST
- 2:00 – 3:00 p.m. CST

### Thursday, June 18, 2015

- 10:00 – 11:00 a.m. CST
- 2:00 – 3:00 p.m. CST

For questions regarding these newly added review services or attending a webinar, please contact your HealthLink Network Consultant.

## ICD-10 Update

HealthLink is resuming its efforts to prepare for the ICD-10 mandated compliance date of October 1, 2015. Teams continue to work to help ensure that our systems, supporting business processes, policies and procedures successfully meet the implementation standards and deadlines without interruption to day-to-day business practices. We will be capable of accepting and processing ICD-10 diagnosis and inpatient procedure codes on October 1, 2015.

We welcome your inquiries and we're here to help.

- If you would like more information about HealthLink's ICD-10 compliance activities, please visit *ProviderInfoSource*.
- You may also submit surveys/questions to [HealthLink\\_ICD10@healthlink.com](mailto:HealthLink_ICD10@healthlink.com).
- The HealthLink website, [healthlink.com](http://healthlink.com), provides links to: ICD-10 Readiness Statement, ICD-10 FAQs and ICD-10 Readiness Survey.
- For general information about ICD-10, please reference <http://www.cms.gov/ICD10>.



# Coding Corner

## Helpful CPT Code Reminders



Office or outpatient codes 99201-99215 may be billed in addition to the preventive medicine codes 99381-99397 if the problem or abnormality is significant enough to require additional work to perform the key components of a problem. Modifier 25 should be appended to the CPT code in order to avoid denials. This includes comprehensive visits 99381-99397 billed with vaccine/toxoid procedures.

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

### Cover story information source:

The Endocrine Society. "Men's heart disease risk linked to high testosterone and low estrogen." Medical News Today, March 11, 2015, [www.medicalnewstoday.com/releases/290589.php](http://www.medicalnewstoday.com/releases/290589.php)

### Note:

The relocation of all provider materials from HealthLink's public website to *ProviderInfoSource* mentioned in our Q1 2015 In-Touch will be postponed to a later date.

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# Stay In-Touch!

## Online Resources for HealthLink Providers

### Provider Satisfaction Survey

<https://www.surveymonkey.com/s/HealthLinkProviderSatisfactionSurvey>

### Provider Name/Address/TIN/NPI Change Form

[https://www.healthlink.com/physician\\_add\\_name\\_tin\\_form.asp](https://www.healthlink.com/physician_add_name_tin_form.asp)

### ProviderInfoSource

<https://providerinfosource.healthlink.com/ProviderInfoSource/public/Home>

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