

CAPSULE

HIPAA Readiness Update

HealthLink is in the testing phase of its HIPAA readiness plan to replace ICD-9 code sets with ICD-10 codes for services provided on or after October 1, 2014.



Claim Filing Reminder

The State of Illinois 2013 benefit plan went into effect July 1, 2013. Be sure to check and copy patient ID cards at each visit. Update your patient insurance files to include any changes to benefits or authorization requirements. Please note, for 2013 the State of Illinois Employee (Group 160000) copayments increased for PCPs from \$15 to \$18 and for specialists from \$20 to \$25.

Please file claims to the correct electronic payor ID. Incorrect submissions may result in processing delays or rejection.

STATE OF IL

Open Access/HMO: 96475
P.O. Box 411580
St. Louis, MO 63141

NON-STATE OF IL

PPO/Open Access: 90001
P.O. Box 419104
St. Louis MO 63141



CAQH Core EFT & ERA

Operating Rules

HealthLink is actively working toward the January 1, 2014 compliance date for the federally mandated CAQH Core EFT & ERA Operating Rules. Look for more information, coming soon.

IN-TOUCH

PHYSICIAN UPDATE

PREPARED BY HEALTHLINK FOR PARTICIPATING HEALTH CARE PRACTITIONERS

3rd QTR 2013

FDA Approves Brain Wave Test for Children and Teens with ADHD

The U.S. Food and Drug Administration has approved marketing of the first medical device based on brain function to help assess attention-deficit/hyperactivity disorder (ADHD) in children and adolescents 6 to 17 years old. When used as part of a complete medical and psychological examination, the device can help confirm an ADHD diagnosis or a clinician's decision that further diagnostic testing should focus on ADHD or other medical or behavioral conditions that produce symptoms similar to ADHD.

The device, the Neuropsychiatric EEG-Based Assessment Aid (NEBA) System, is based on electroencephalogram (EEG) technology, which records different kinds of electrical impulses (waves) given off by neurons (nerve cells) in the brain and the number of times (frequency) the impulses are given off each second.

The NEBA System is a 15- to 20-minute non-invasive test that calculates the ratio of two standard brain wave frequencies, known as theta and beta waves. The theta/beta ratio has been shown to be higher in children and adolescents with ADHD than in children without it.

"Diagnosing ADHD is a multistep process based on a complete medical and psychiatric exam," said Christy Foreman, director of the Office of Device Evaluation at the FDA's Center for Devices and Radiological Health. "The NEBA System along with other clinical information may help health care providers more accurately determine if ADHD is the cause of a behavioral problem."

ADHD is one of the most common neurobehavioral disorders in childhood. According to the American Psychiatric Association, 9 percent of U.S. adolescents have ADHD and the average age of diagnosis is 7 years old. Children with ADHD have difficulty with attention, hyperactivity, impulsivity and behavioral problems.

The FDA reviewed the NEBA System through the de novo classification process, a regulatory pathway for some low- to moderate-risk medical devices that are not substantially equivalent to an already legally marketed device.

In support of the de novo petition, the manufacturer submitted data including a clinical study that evaluated 275 children and adolescents ranging from 6 to 17 years old with attention or behavioral concerns. Clinicians evaluated all 275 patients using the NEBA System and using standard diagnostic protocols, including the Diagnostic and Statistical Manual of Mental Disorders IV Text Revision (DSM-IV-TR) criteria, behavioral questionnaires, behavioral and IQ testing, and physical exams to determine if the patient had ADHD. An independent group of ADHD experts reviewed these data and arrived at a consensus diagnosis regarding whether the research subject met clinical criteria for ADHD or another condition. The study results showed that the use of the NEBA System aided clinicians in making a more accurate diagnosis of ADHD when used in conjunction with a clinical assessment for ADHD, compared with doing the clinical assessment alone.



PHYSICIAN SPOTLIGHT

Meet Dr. Glen Aylward of Southern Illinois University School of Medicine



Glen Aylward, Ph.D.

Glen Aylward, Ph.D. joined the faculty at Southern Illinois University School of Medicine in 1979. He is a professor of pediatrics and psychiatry and chief of the developmental/behavioral pediatrics division.

Aylward earned his doctorate from Georgia State University in Atlanta (1979). He earned his master's degree at Fairleigh Dickinson University in Teaneck, N.J., (1974) and his bachelor's at Rutgers University in New Brunswick, N.J. (1972).

Dr. Aylward is a diplomate in clinical

psychology and also clinical child and adolescent psychology of the American Board of Professional Psychology and a fellow of the American Psychological Association and the American Academy for Cerebral Palsy and Developmental Medicine. His memberships include the American Psychological Association, the American Academy for Cerebral Palsy and Developmental Medicine (board of directors), the Society of Pediatric Psychology (past president), the Society for Developmental and Behavioral Pediatrics (president 2007-08) and the scientific research society Sigma Xi.

He is associate editor of the *Journal of Developmental & Behavioral Pediatrics*.

His research interests include developmental follow up of low birth weight infants, neurodevelopmental assessment, attention deficit disorders/learning disabilities and interrelationships between disorders of memory and attention.

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HealthLink Open Access III Network Partners with Land of Lincoln Health Exchange

HealthLink is pleased to announce a new payor agreement with Chicago-based Land of Lincoln Health.



Effective January 1, 2014, individual consumers and small businesses that purchase Land of Lincoln health insurance coverage will have access to HealthLink's Open Access III (OAI) provider network, and these members may become your patients. In this arrangement, the OAI network will include care that may go beyond the Illinois borders into Missouri, with access to more than 150 hospitals and 30,000 physicians and other health care professionals.

"We are pleased to offer our network of doctors and hospitals to Illinoisans, many of whom have not had access to important health care benefits in the past," said Steve Martenet, president of HealthLink. "We are very excited to be partnering with the Land of Lincoln Health in this endeavor."

Land of Lincoln Health is a non-profit health insurance company that is focused on providing high quality, affordable plans through a large network of premier providers. Your patients will be identified by the HealthLink and UniCare-Affiliate, Open Access III logo shown on their member ID cards.

Detailed Information Coming Soon

Look for formal notification, including detailed claim submission information, in mid-September. For questions about Land of Lincoln Health, go to www.landoflincolnhealth.org. If you have any questions regarding your participation in HealthLink's network, please contact your HealthLink network consultant.



Claim Processing Guidelines – Reminder!

For optimum claim processing and payment:

- File claims within 30 days following the date of service or hospital discharge date.
- Complete standard claim forms utilizing current CPT-4/HCPC and Revenue Code guidelines.
- Submit claims electronically through your local vendor or submit paper claims to the appropriate address located on the back of the enrollee ID card.
- HealthLink prices the claim based on contractual allowances.
- The payor determines benefits and eligibility, and then issues a remittance advice report to the participating physician, hospital or other health care professional.

HealthLink encourages the submission of electronic claims. Except for Workers' Compensation claims, all claims can be sent electronically to HealthLink, resulting in cost efficiencies and faster processing. For more information, please refer to the Administrative Manual for Providers, Claims Processing Guidelines at https://www.healthlink.com/manual_provider.asp, or contact your Network Consultant.

CODING CORNER

Urinalysis

HealthLink has corrected two items related to urinalysis that were causing incorrect denials – Urinalysis CPTs billed with an office visit; and duplicate procedures billed with modifier 59. These items are now functioning correctly.

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

ProviderInfoSource Update: Five Key Features You Should Know About

HealthLink continually strives to improve *ProviderInfoSource* for the provider community. Below are five features of HealthLink's secure website:

1. Secure access to HealthLink member eligibility and claims including pricing sheets and member EOBs;
2. "My HealthLink Messages" allows providers to securely message HealthLink network consultants and Customer Service;
3. Policies, procedures, manuals and online forms are available to assist with your day-to-day business transactions with HealthLink;
4. Important updates allow users quick access to HealthLink news or payor updates;
5. **And added in August 2013**, website content now expands within the current window instead of opening pop-up windows to allow for easier access to HealthLink's library of information.

By the end of 2013, all HealthLink content will be accessible **only** on *ProviderInfoSource*. HealthLink's public website www.healthlink.com will still be available for potential providers wanting to know more about joining the HealthLink network; however participating providers will need to log in to *ProviderInfoSource* to access policies, procedures, forms, manuals, etc. Are you currently accessing HealthLink's secure website *ProviderInfoSource*?

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.



HealthLink Associates Support Community at St. Louis Foodbank

HealthLink's mission is to enhance the health and wellbeing of people in our community. In support of that mission, more than 31 WellPoint associates, including many from HealthLink, volunteered at the St. Louis Foodbank on July 20, 2013.

The group assembled 780 cases of food. This was an incredible 25,740 pounds of processed food that provided meals to 21,012 people in need.

The St. Louis Foodbank began its service to the community in 1975. 38 years later, and going strong, the Foodbank continues to rely on the generosity of others to make a difference in the lives of those in need of food assistance. St. Louis Foodbank has grown to become the Bi-State region's largest non-profit 501(c)(3) food distribution center.



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 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.

Cover story information sources:

FDA, Protecting and Promoting Your Health, News and Events, FDA News Release, “FDA permits marketing of first brain wave test to help assess children and teens for ADHD”, <http://www.fda.gov/newsevents/newsroom/pressannouncements/ucm360811.htm>, Last updated July 15, 2013

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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; Andrea Palazzolo, Operations Expert; 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"/> Kathryn Labuary | <input type="checkbox"/> Shantel Hollins |
| <input type="checkbox"/> Pam Ingram-Townsend | <input type="checkbox"/> Steve Yarck |
| <input type="checkbox"/> Edna Lawson | <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:

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

6. Overall with HealthLink Customer Service Department I am:

- Very satisfied Satisfied
 Dissatisfied (please specify) _____

7. Overall with HealthLink Finance Department I am:

- Very satisfied Satisfied
 Dissatisfied (please specify) _____

8. Overall with HealthLink Payors I am:

- Very satisfied Satisfied
 Dissatisfied (please specify) _____

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

- Yes No
 Contact me at _____



Provider Satisfaction Survey

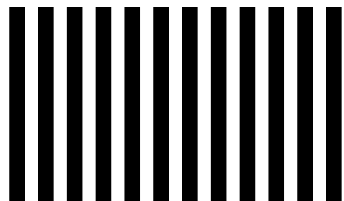
HealthLink Network Services would like to invite you to take a short survey. Your feedback is important to us in how we can better improve our service to the provider community.

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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