



IN-TOUCH

PHYSICIAN UPDATE

Third Quarter 2015

Prepared by HealthLink for Participating Health Care Practitioners

Capsules

ICD-10 Compliance

The ICD-10 mandated compliance date is quickly approaching. See page 3 for important details on the transition and learn more about the CMS 1500 Claim Form version 02/12 requirement.



AIM Review Services for State of Illinois Members

As of July 1, 2015, all State of Illinois members with HealthLink will require AIM review services. Other HealthLink groups will be adding AIM services in the near future. To see if the additional requirements apply to a member, review the Utilization Review (Pre-Certification) section on the back of the ID card.



We Are Provider Advocates

Our sole purpose is to provide simple solutions so you are able to concentrate on your business and the care of your patients. See page 2 to learn more on how HealthLink can help.

Health Care Providers can Play a Role in Developing “Healthy Sleep Habits”

It’s back to school time – and that means hectic schedules and early mornings!

Everyone claims to know the importance of a good night’s sleep, but according to recent studies there is insufficient guidance when it comes to promoting good sleep health throughout life. While research shows sleep plays a fundamental role in the overall health of humans, like many other health-related topics, there seems to be some confusion on what exactly is considered “healthy sleeping habits.” This confusion coupled with the lack of guidance may open the door for health care providers to educate themselves and their patients on sleep health and ways to maximize sleep.

Research shows an inadequate amount of sleep, which is considered six hours or less in a 24-hour period, can be associated with negative health effects, while too much sleep, nine to ten hours in a 24-hour period, may also be associated with poor health.

While seven to nine hours tends to be the most popular agreed upon amount of time for sleep each day, it is critical to remember that every individual is different, and as bodies grow and change, sleep requirements can change too. Put simply – the amount of “sleep needed by an individual varies significantly with age across the lifespan” according to researchers and it’s important to make a distinction between certain age groups.

Young children for example have differing needs from adolescents and young adults, each with unique requirements for what are considered “healthy sleeping habits” for their age group.

For instance, a recent study suggests that napping could be linked to sub-par sleep quality in children over the age of two years old. The study concluded that sleep obtained through a daytime nap may not be equivalent to the sleep obtained at night and could negatively impact the overall sleep patterns of the child, resulting in longer amounts of time needed to fall asleep and shorter duration of sleep throughout the night.

Adolescents too may need special consideration when it comes to duration of sleep based on their high susceptibility to engage in “drowsy driving,” with some research recommending education on sleep awareness be included during driver training courses.

Throughout sleep research one consistent conclusion reigns true – the length and quality of sleep patterns has a lasting effect on overall health and wellness, and with the influx of information available to patients, health care providers may be able to play a vital role in educating and guiding their patients to make good sleep health a goal throughout each phase of their life.

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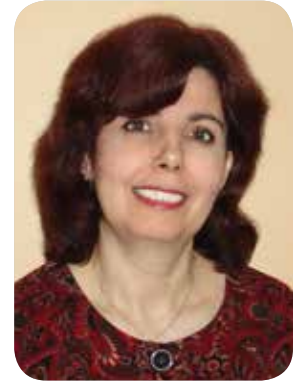
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Meet Dr. Zlatka Kostadinova Jeliazkova of Danville Polyclinic, Ltd., in Danville, IL

Dr. Jeliazkova is board certified in pediatrics, providing primary care for patients from birth until age 21, at the Danville Polyclinic in Danville, IL. She received her medical degree at the I.P. Pavlov Higher Medical Institute in Plovdiv, Bulgaria, and completed her pediatric residency at the University of Medicine and Dentistry of New Jersey – The Children’s Regional Hospital at Cooper University Hospital in Camden, NJ. Dr. Jeliazkova received pediatric specialty training at the Untied Regional Hospital in Kardjali, Bulgaria, and currently provides in-office care as well as care for newborn babies and sick patients admitted to the Pediatric floor at Provena United Samaritans Medical Center (PUSMC).

Danville Polyclinic, Ltd. has been a leading health care provider in Danville, IL for the past 67 years. Danville Polyclinic is a multi-specialty clinic that brings together highly qualified specialists with vital ancillary services to provide optimal care for patients of all ages. As the largest comprehensive multi-specialty clinic in Danville, they offer primary care, specialty care and an array of support services that are affordable and convenient for their patients.



Dr. Jeliazkova

Danville Polyclinic

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HealthLink – We are Provider Advocates

HealthLink was founded over 30 years ago by a consortium of hospitals located in Illinois and Missouri. As a provider-driven corporation, HealthLink remains true to its roots by working with doctors and hospitals to deliver value in medical services to employer groups and their health plan members.

At HealthLink, we value your participation in our provider networks. Our objective is to provide simple solutions that allow you to concentrate of delivering health care to our members, your patients. We strive to be different in the marketplace and we want to exceed your expectations. We want to remind you of what HealthLink offers:

Secure Portal – Technology is important. We want you to be able to stay on top of the claims you have submitted. Keeping track of these claims and their payment status is made easy with our secure online provider portal, *ProviderInfoSource*. Once you register for an account, you have 24/7 access to check the status of a claim, resubmit a repriced claim, review eligibility data from a payor and send an email to your Network Consultant for specific questions.

Centralized Credentialing – We ease the credentialing process. When credentialed with HealthLink, you gain access to a vast number of payors and avoid the need to credential with various health benefit administrators. Our goal is to lighten your administrative worries by completing the credentialing process once with HealthLink.

Superior Service – HealthLink has seasoned associates throughout the organization who are dedicated to assisting providers. We are committed to excellence and strive to make a difference.

On-site Visibility – We are big on supporting our participating network providers. You’re more than a number in our network. We encourage in-person meetings and building strong partnerships.

We value the relationship we have with network providers and the service you provide to our members. We are currently reviewing provider administrative fees. Please note, your network consultant may be contacting you regarding your account in the near future. If you would like to check the status of your account, please contact our HealthLink Finance Department at 314-925-6030.

For more information on HealthLink services or to schedule a face-to-face meeting, feel free to contact your Network Consultant at www.healthlink.com/territory_assignments.asp.

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ICD-10 Compliance Countdown – Will You Be Ready October 1st?

According to the Centers for Medicare & Medicaid Services, www.CMS.gov, on October 1, 2015 the U.S. health care industry will transition from ICD-9 to ICD-10 as the required medical code set for diagnoses and inpatient hospital procedures.

While this deadline has been extended in the past, **the transition is coming and the deadline is approaching.**

HealthLink is continuing our efforts to ensure the transition will be as smooth as possible for our network and we will be capable of accepting and processing ICD-10 codes on October 1, 2015.

We understand the transition to ICD-10 is a big change and we're here to help!

- If you would like more information about HealthLink's ICD-10 compliance activities, please visit *ProviderInfoSource*.
- The HealthLink website, www.healthlink.com, provides links to our ICD-10 Readiness Statement and ICD-10 FAQs.
- For general information about ICD-10, please reference www.cms.gov/ICD10.

New CMS 1500 Claim Form Version 02/12

Effective October 1, 2015, HealthLink will no longer accept the old CMS 1500 Claim Form version 08/05 for paper claims. Paper claims will only be accepted on the **CMS 1500 Claim Form version 02/12**.

Any paper claims *received* on or after October 1, 2015 using the old CMS 1500 Claim Form version 08/05 will be rejected. This applies to claims that may have been submitted prior to October 1, 2015, but have not been received by HealthLink by that date.

HealthLink began accepting the CMS 1500 Claim Form version 02/12 in January 2014. We suggest that you transition to using the updated CMS 1500 Claim Form version 02/12 now, if you have not already done so.

For information on how to complete the updated CMS 1500 Claim Form version 02/12, follow the guidelines set forth by the National Uniform Claim Committee (NUCC). Please visit the NUCC website at www.nucc.org which provides helpful resources such as a list of changes between the 08/05 and 02/12 claim form versions and the 1500 Instruction Manual.



HealthLink Encourages Kids to Get Active at Boys & Girls Club Triple Play Event

About 30 associates joined HealthLink President Steve Martenet in volunteering at the Triple Play games at the Herbert Hoover Boys & Girls Club of St. Louis on July 22, 2015. Triple Play, the Boys and Girls Club's signature health and wellness program, promotes character development, physical fitness and developing healthy eating habits.



This is the second year the Triple Play program has been on the road, traveling across the country throughout the summer to inspire kids to get active. On July 22, HealthLink associates joined several hundred children, ages 6 to 15, from the St. Louis clubs who participated in variety of games and activities.

ICD-10 Coding Guidelines for Preauthorization and Claim Submissions

Effective June 1, 2015, HealthLink began accepting and processing preauthorization requests containing ICD-10 codes for services scheduled on or after October 1, 2015. ICD-9 codes must be used to pre-authorize services scheduled through September 30, 2015.

Some preauthorizations may span the October 1, 2015 compliance date. The code set of the preauthorizations will vary, depending on the scenario. **To access the ICD-10 Coding Guidelines for Preauthorization and Claim Submission by Type of Service** chart to help you determine which code set to use for your preauthorization, visit www.healthlink.com/HIPAA_ICD10.asp.

Utilization Management components may vary from health plan to health plan. Please refer to the enrollee ID card for specific instructions. Failure to pre-certify elective services may result in participating provider financial penalties from the benefits administrator and in accordance with the health benefit program.

Coding Corner



Helpful CPT Code Reminders

Bilateral surgery is defined as a procedure performed on both sides of the body during the same operative session, or on the same day, that is not otherwise identified in its code descriptor as “bilateral” or “bilateral or unilateral.” To ensure proper pricing, submit bilateral procedures on one line with one unit and modifier 50.

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:

MacGill, M. (2015, June 15). “Healthy sleep: top doctors draw up list of recommendations.” *Medical News Today*, <http://www.medicalnewstoday.com/articles/295259.php>.

McIntosh, J. (2015, February 19). “Napping linked to reduced sleep quality for young children.” *Medical News Today*, <http://www.medicalnewstoday.com/articles/289633.php>.

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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

ProviderInfoSource

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

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