

# CONNECTIONS

Coordinated Care Provider Newsletter • Summer 2015

## News You Can Use: System Updates & Patient Tips



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## Inside

*Transitional Care Unit updates •  
Benefits of meditation •  
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And more •*

## New Provider Relations Representatives

We are thrilled to welcome four new members to our Provider Relations team! Their expertise was officially added to our team on June 1, 2015, and they are excited to help meet and serve our providers.

**Mica Rockefeller** will help serve the Spokane region.

**Carlos Ruiz** will be serving the Central region of the state.

**Sonja Owen** will be serving the Yakima region.

**Keri Bergere** will help serve the King County area.

You should be hearing from them soon!



## Provider Re-Credentials

We are almost three years old! Thank you for being our partners in care for our members. NCQA guidelines require that we re-credential our network providers every 36 months. That means that you will be receiving a series of reminders (as needed) to ensure your materials are up to date in Provider Source or CAQH and submitted to us in a timely manner. Please respond promptly so your participating status is not impacted. Our Credentialing and Provider Relations team will be reaching out if we don't hear from you to help ensure there are no interruptions in service to your patients.

## Updates and Provider Portal Changes

New features on our Provider Portal and website will help make things easier and simpler as you serve your patients and our members:

- **Prior Authorization for specialty office visits** is no longer required for Medicaid patients. Non-par vision and behavioral health providers will still require Prior Authorization and all primary care providers not under the member's assigned PCP's TIN will continue to require authorization.
- **Online Multi-Line Prior Authorizations** will be reduced to a 3-screen process instead of 5. More to come.
- **Clinical Practice Guidelines** can now be easily accessed from the portal.
- **The 'Find a Provider' web tool** is being completely redesigned and will be launched at the end of the summer. The redesign will make it easier for members to locate your clinic offices and allow them the ability to connect their mobile navigation for easy directions.
- **Simple provider demographics changes** can be completed on the portal.

## Peace of Mind

Scientific data has shown that mindfulness meditation – a mind-body practice that helps develop the ability to stay focused and attentive, while increasing awareness of the current moment – may positively impact mental and physical health. Neuroimaging even suggests meditation may have an effect on brain function that persists even when someone is not meditating.

You may be thinking, "A few changes in the brain don't mean anything without seeing the psychological effects." Studies have also uncovered evidence that meditation helps relieve particular levels of anxiety and depression, and improve attention and concentration.

Like any treatment, meditation isn't a magic solution but it might help improve physical and mental wellbeing. Consider sharing these meditation tips with patients to help them overcome physical and mental tensions\*:

- **Breathe.** Inhale and exhale deeply through your nostrils. If your mind wanders, bring your focus back to your breaths.
- **Scan your body.** Focus on different parts of your body. Pay attention to how those places are feeling.
- **Repeat a mantra.** Create your own words or phrase to repeat in your mind to stay focused.
- **Walk and meditate.** Walk slowly and concentrate on every movement. Focus on your legs and feet.
- **Read and reflect.** After reading, take a few moments of silence to reflect on what you read.
- **Focus your love and gratitude.** Concentrate on an object or being and mix feelings of love, compassion and gratitude into your thoughts.

\* Source: *Mayo Clinic Meditation Tests & Procedures*



## Disease & Case Management

Patients living with a long-term chronic illness like asthma or diabetes often struggle to keep track of their care. Coordinated Care's disease and case management teams, equipped with nurses and social workers, can help them understand their options and provide them with the support they need.

Your patients may qualify for disease and case management help with your referral. For more information or to make a referral, contact Provider Services.

Your patient can use case and disease management to:

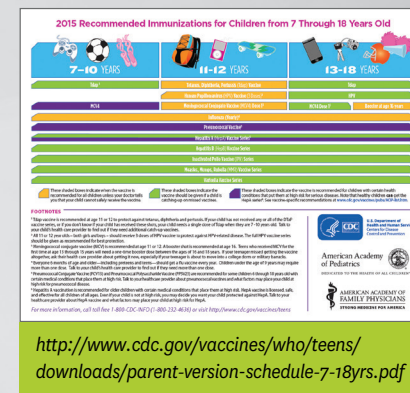
- Find a doctor and other providers, including mental health professionals and specialists;
- Get services covered by their health plan, such as medical supplies or home health support;
- Work closely with them to stay healthy for the long term;
- Find resources close to them.

# CONNECTIONS

Coordinated Care Provider Newsletter

## All About Immunizations

*Summer is a great time to remind parents about immunizing their children before they head back to school. The charts below can be printed and shared with your staff and patients.*



## ICD-10 Information

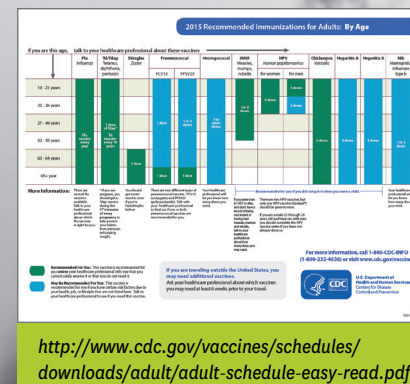
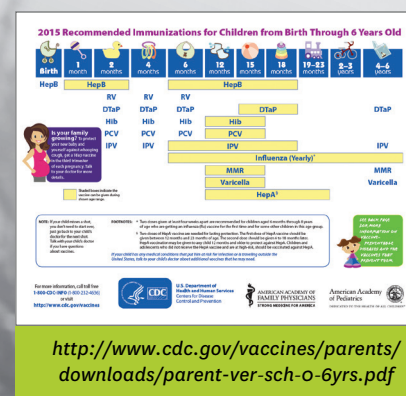
Starting On October 1, 2015, Coordinated Care will be able to use ICD-10 codes in all areas of operations in compliance with the CMS mandate. We will not process claims with dates of service after September 30, 2015 if ICD-10-CM/PCS codes are not used. Here are some things to remember:

- All Health Insurance Portability and Accountability Act (HIPAA) covered entities must comply with ICD-10.
- We will accept ICD-10 diagnosis codes on

prior authorization requests that are submitted after July 1, 2015 for services with a start date on or after October 1, 2015.

- ICD-9 procedure codes are not used on authorizations and ICD-10 procedure codes will not be used on authorizations.
- If you wish to participate in claims format testing with us, email [ICD10ProviderTesting@Centene.com](mailto:ICD10ProviderTesting@Centene.com) for further instructions.
- Once claims are submitted correctly in ICD-10, we do not anticipate any delay to payment or remittance.

Visit [www.cms.gov/ICD10](http://www.cms.gov/ICD10) for recent updates and additional information on ICD 10.



# Transitional Care Update



The Coordinated Care Transitional Care Unit (TCU) was developed to provide a more collaborative transition for members and providers as they move between acute and post-acute facilities. The TCU also seeks to find the best situation and solutions for meeting the needs of the member.

By calling the number below you will help expedite the authorization process, which includes a pre-admission medical review and preparation of a Single Case Agreement (SCA). Prior to approval, the reviewing nurse will need supportive clinical information to include (Skilled Nursing and Therapy Needs). Information required to facilitate a SCA includes:

- 
- Contact Name
  - Phone Number
  - Fax Number
  - TIN and NPI
  - Facility Address
- 

Now, you can call a direct number to request Post-Acute Admission Authorizations. The primary contact will be Sharon Richards, the Program Coordinator for the TCU.

- Direct Number: (253) 442-1571
- Toll-free: (877) 644-4613 Ext. 69871

We're currently working to establish a more streamlined approach for authorization fax requests, which will make future requests more direct and timely.

## Member Privacy, Rights & Responsibilities

The more your patients understand their health plan, the more empowered they will be to take charge of their health. Help your patients by sharing these three facts about member privacy:

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Patient Privacy is important  
to Coordinated Care.

We do all we can to guard patient's protected health information (PHI). By law, we will always protect health records.

Patients can read the Privacy Notice on our website. If you or your patient would like a printed copy of the Privacy Notice, please call Provider Services.

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## Reminders for Ambetter from Coordinated Care Patients

Right now, your Ambetter from Coordinated Care patients make payments through their Washington Healthplanfinder account, but starting on September 24, 2015, they will make payments directly to us. Remind your Ambetter from Coordinated Care patients that:

- This is a statewide change and everyone in Washington will need to update the way they pay. For now, patients can continue paying through their Washington Healthplanfinder account.
- Beginning September 24, patients will need to begin making payments directly with us for their November premium payment and all others going forward.
- The payment amount won't change, and neither will your 2015 coverage.
- Members will receive more information this summer informing them on ways they will be able to pay us this fall.

Visit [Ambetter.CoordinatedCareHealth.com/paymentchanges](http://Ambetter.CoordinatedCareHealth.com/paymentchanges) for more information.



# Any Questions?

*We're here to help.*

PR5RTD STD  
US POSTAGE  
**PAID**  
SPOKANE, WA  
PERMIT #895

## Call Provider Services:

Apple Health (Medicaid) 1-877-644-4613 or

Ambetter from Coordinated Care 1-877-687-1197 to:

- Ask general questions
- Request a copy of the Provider Manual or Billing Manual
- Get a copy of this newsletter

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