



PULSE

THE HEARTBEAT OF THE MDWISE
HOOSIER ALLIANCE PROVIDER OFFICE

VOLUME 1, ISSUE 1

JANUARY 2009

Dear Providers,

Hello and welcome to the first edition of *Pulse: the Heartbeat of the MDwise Hoosier Alliance Provider Office* (Pulse). Within Pulse, you will find helpful information to increase your effectiveness for all members you serve. We intend for Pulse to open the lines of communication within our provider network by giving you updates on current issues and information.

As the Executive Director of MDwise Hoosier Alliance, I would like to take this opportunity to introduce myself and thank you for your participation in the MDwise Hoosier Alliance provider network. The primary focus of MDwise Hoosier Alliance is to improve the health of our members. The development of a strong partnership between you, as the provider, and us, is crucial to our success.

MDwise Hoosier Alliance has been in operation for almost two years. As a new organization that has experienced rapid growth, we have also encountered challenges. However, we have made significant progress and we are excited about our future relationship with you. You are vital to the continued success of the network and it is our intention to provide support as issues arise.

Initially, we experienced issues with claims processing and payments. By refining our internal processes, these issues have been addressed and there has been an overall reduction in claims issues. In addition, we have developed better approaches to handling phone calls and inquiries to help reduce your administrative burden.

Going forward, your Account Executive is your first line of contact. We will be a one-stop shop by providing you excellent service and prompt responses to your questions or concerns. Because of the mutual goals we have we want to build a partnership with you that will benefit your patients. If you ever feel that your needs are not being met, it is important that you let us know.

Again, I wish to thank you for your participation with MDwise Hoosier Alliance and helping Indiana towards a healthy future.

Gale Pearce
Executive Director, MDwise Hoosier Alliance

Member Appointment Availability Guidelines

In an effort to keep healthy, our members are encouraged to establish a relationship with their Primary Medical Practitioner (PMP) office. All members are encouraged to schedule an initial appointment within the first 90 days of being assigned a PMP. PMPs are required to adhere to certain appointment guidelines as outlined in the provider manual.

In the event an urgent/emergent medical need arises, PMPs must ensure members have a contact number allowing them access to care 24 hours a day. If the number is an answering service, the practitioner or covering staff is required to return the call within 30 minutes of the initial contact from the patient.

For cases of non-urgent symptoms, the provider is required to see the member within 72 hours of the member making contact with the provider's office. Routine physical examinations, initial appointments for non-pregnant adults and routine gynecological examinations must be scheduled within three months of the member contacting the provider's office.

New obstetrical patient and initial well child appointments must be scheduled within one month from the date the member calls for an appointment, or the date the provider is notified of the assignment. Children with Special Health Care Needs require an appointment to be scheduled within one month of the member contacting the provider.

Below is a quick reference chart outlining these timeframes for scheduling appointments.

APPOINTMENT CATEGORY	OFFICE VISIT STANDARD
Urgent /Emergent Care Triage	24 Hours
Emergency Care	24 Hours
Urgent Care	24 Hours
Non-Urgent Symptomatic	72 Hours
Routine Physical Exam	3 Months
Initial Appointment (Non-pregnant Adult)	3 Months
Routine Gynecological Examination	3 Months
New Obstetrical Patient	Within 1 month from date calling for appointment/date of assignment notification
Initial Appointment Well Child	Within 1 month from date calling for appointment/date of assignment notification
Children with Special Health Care Needs	1 Month

Please feel free to contact your Network Management Account Executive for assistance or call 1-888-961-3100.

Physician Extenders

Nationally, almost thirty percent of family physicians are utilizing physician extenders in their practices. Physician extenders can have a significant impact on office productivity by extending a health care provider's availability to their patient population. By allowing a physician extender to perform routine services the physician can concentrate on additional patient issues.

The following individuals are qualified to be physician extenders in Indiana:

- Nurse practitioners
- Nurse midwives
- Certified registered nurse anesthetists
- Physician assistants

If your office is interested in adding or increasing the quantity of physician extenders, please contact the Network Operations department at 1-888-391-3100.

Provider Toolbox - Helpful Hints for the Providers Office

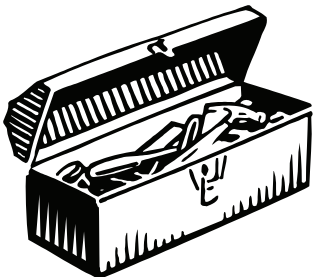
Is your practice submitting claims electronically?

Interested in Submitting Claims Electronically & receiving payment through EFT (Electronic Funds Transfer) ?

- MDwise Hoosier Alliance's claims are routed through Emdeon. If you are interested in using EMDEON contact the sales oat 1-866-396-8805 . You may choose to use the clearinghouse of your choice.
- MDwise Hoosier Alliance's EDI technical Support can be contacted at 1-866-426-7690, prompt 4 or by email at edi-hoosieralliance@kmph.com

MDwise Hoosier Alliance Electronic Payer ID is 20475

If you would like more information on Electronic Claims Filing, please contact your Account Executive or the Network Management Department at 1-888-961-3100



IF you are interested in EFT (Electronic Funds Transfer) please go to our website www.hoosieralliance.org/provider/ and click on the EFT link.

Prior Authorization

MDwise Hoosier Alliance helps people get care and stay well. We also want to assist our providers in caring for our patient population by making the prior authorization process easier to navigate.

The attached checklist is a guide which covers all required information needed when preparing a prior authorization request. Prior Authorizations may be obtained by: 1) fax; 2) phone 3) mail or 4) electronic iExchange.

- 1) You may fax the MDwise Hoosier Alliance Prior Authorization Request form and all pertinent clinical information to the prior authorization department at **1(888) 465-5581**. The form can be obtained at <http://www.hoosieralliance.org/provider/provcom/forms>.
- 2) You may call **1 (888) 961-3100** for verbal authorization
Choose one of the following **Prior Authorization** prompts
 - Maternity / Delivery / Office Visit / Urgent Care / Transportation
 - DME / Home Health / Therapy
 - Hospital concurrent review / Admission excluding delivery
 - Other authorizations (pain management, imaging, surgery, etc.)
- 3) If mailing, please send the Prior Authorization Request form and all required documentation to the following address:
MDwise Hoosier Alliance
Prior Authorization Department
5604 Fortune Circle South, Suite N
Indianapolis, IN 46241-1637
- 4) If you are interested in learning more about our electronic prior authorization process, please contact your Network Management Account Executive.

Once all required information is received, the Medical Management Team will notify the submitting provider's office of the authorization decision within two business days. If additional information is requested to complete an authorization, an additional two business days following the receipt of the information is allowed to review the information.

To expedite your call please have all required information readily available before you call. For a complete listing of required documentation please refer to the Prior Authorization Form Check List at <http://www.hoosieralliance.org/provider/provcom/forms/>.

Urgent/emergent authorization

When requesting an urgent/emergent authorization by phone, please notify the MDwise Hoosier Alliance associate who answers the phone that the patient's situation is of an urgent matter. Please ensure all required information from the checklist is available prior to the call.

If you have any questions regarding these processes, please contact your Network Management Account Executive for further assistance at 1-888-961-3100.

Revenue & CPT code rejection

Consistent with IHCP Provider Bulletin BT200129, dated August 1, 2001, and in an effort to reduce the quantity of denied claims for outpatient services, MDwise Hoosier Alliance would like to clarify the process for claims filed which require a CPT code and a revenue code.

Certain claims require a revenue code and CPT code for processing. To ensure the proper processing and payment of these claims, the following revenue codes must be billed in combination with a CPT code for processing:

274	Med/Surg Supply – Prosthetic/Orthotic Devices	360	Operating Room General Classification
280	Oncology	361	Operating Room – Minor
289	Oncology / Other	400	Image Service
320	Diagnostic X-Ray	401	Mammography
321	Diagnostic X-Ray – Angiogram	402	Ultrasound
322	Unknown Radiology Procedure	403	Unknown
323	Unknown Radiology Procedure	409	Other Image Services
324	Diagnostic X – Chest	490	Ambulatory Surgical
329	Diagnostic X – Other	45x	Emergency Department Visit (Surgical)
330	RX X – Ray	499	ASC – Other Ambulatory Surgical Care
331	Chemotherapy – Injection	51x	Clinic Visit (Surgical)
332	Chemotherapy – Oral	52x	Free Standing Clinic Visit (Surgical)
333	Radiation RX	610	MRI
335	Chemotherapy – IV	611	MRI – Brain
339	Unknown	612	MRI – Spine
340	Nuc Med – General Classification	619	MRI – Other
341	Nuc Med – Diagnostic	920	Other Diagnostic Services – General Classification
342	Nuc Med – Therapeutic	921	Other Diagnostic Services – Peripheral Vascular Lab
349	Nuc Med – Other	922	Other Diagnostic Services – Electromyelgram
350	CT Scan	923	Other Diagnostic Services – Pap Smear
351	CT Scan – Head	925	Other Diagnostic Services – Pregnancy Test
352	CT Scan – Body	929	Other Diagnostic Services – Other Diagnostic Services
359	CT Scan – Other		

For a complete listing of all revenue codes, including those listed above that also require a CPT code, please refer to the August 1, 2001 IHCP Provider Bulletin BT200129 Appendix C: Outpatient Rates by Revenue Codes.

Please feel free to contact your Network Management Account Executive for assistance or call 1-888-961-3100.

Reducing Missed Appointments

In response to many questions we have received from providers and practitioners regarding missed appointments, we want to share the enclosed article and tip sheet. This article is authored by Elizabeth Woodcock, MBA, FACMPE, CPC and discusses the changing dynamics of patient care, and how to reduce missed appointments.

If you have any questions, please contact your Account Executive, or call the Network Management Department 1-888-961-3100.

Tips to Reduce Your No-Shows

- Thank patients for keeping their appointments and arriving on time.
- Educate patients who have chronic conditions that their status and medications need to be monitored with regular office appointments, even if they feel fine.
- Develop relationship with patients by performing pre-appointment screening (e.g., reviewing history and films), which requires an investment of time on the patients' part and engages them in the relationship with you.
- Hold a team conference before every clinic and prioritize a review of the schedule for today. Cancel patients who have been admitted to the hospital.
- Perform automated telephone appointment reminder calls using appropriate technology such as the Televox or PhoneTree Systems.
- Document disconnected phone numbers in the practice management system.
- Make the reminder call at least two days prior to the appointment.
- Ease patients' ability to notify you of a cancellation by offering 24/7 cancellation line with voice-mail.
- Rebook the cancellation slots with emergent patient appointments for the day.
- Provide information via your phones about transportation, location and travel advisories.
- Communicate importance of being a 'good neighbor'.
- Document history of patients' no-shows and identify "frequent no-show" in your practice management system alert messaging.
- Do not offer "prime" appointments to patients with a history of no-shows.
- Do not bump patients – they will bump you.
- Contact patients who miss appointments and rebook them promptly.
- Confirm that you have cancelled previously scheduled appointments in the practice management system when a patient calls for an acute appointment request.

© Elizabeth W. Woodcock, MBA, FACMPE, CPC.

All rights reserved.

www.ElizabethWoodcock.com

THE INFORMATION YOU NEED.
THE SPEED YOU WANT.

MDwise Hoosier Alliance (Hoosier Alliance) is pleased to announce
“**In the Know**”, the **free** e-mail service for Hoosier Alliance providers.

“IN THE KNOW” WILL ALLOW YOU TO:

Be the first to get important information.

Receive information **5 to 10 days sooner** than standard mail!

Get only the most important news.

Claims and Reimbursement

Policy Changes/Updates

State and Federal Laws Affecting Plan Providers

Find information easily.

No more accidentally misplaced or discarded communications.

Keep information for your records.

No more paper files.

HOW MANY E-MAILS WILL I GET?

Our number of **In the Know** messages varies **from 3 to 15 e-mails each month**. As a provider-sponsored plan, **we respect your time**

and endeavor to send you only the most crucial information. You will never receive irrelevant or spam e-mails from Hoosier Alliance.

To find out more about this service contact your Account Executive or the Network Management office at 1-888-961-3100 ext 3-7901. If your office is interested in signing up for these services please go to www.hoosieralliance.org/provider and click on the **In The Know** link or email MDwise Hoosier Alliance at: **provider.communication@hoosieralliance.org**.

INSIDE THIS ISSUE:

Table of Contents

Office Visit Standards	2
Physician Extenders	3
Tidbits Toolbox—Provider Update	3
Prior Authorization	4
Revenue & CPT Codes	5
Reducing Missed Appointments	6
In The Know - List Serve	7

MDWISE HOOSIER ALLIANCE

5604 Fortune Circle South, Suite N
Indianapolis, IN 46241-1637
Phone: 1-888-961-3100
Fax: 1-866-465-2985

