

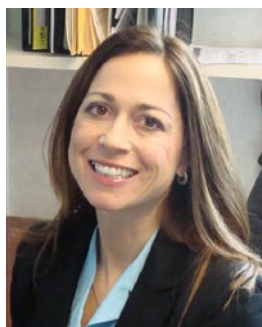
Connection



Important information for Fallon Community Health Plan physicians and providers

■ Every day affairs

New Provider Relations Director joins FCHP



In March, Fallon Community Health Plan welcomed back Elizabeth H. Riley in her new role as Director of Provider Relations. Elizabeth's extensive professional experience includes having served as Manager of Provider

Services at FCHP during the late 1990s. While overseeing this department, she built and maintained positive relationships with our providers and contributed to developing provider education tools and continuous improvement initiatives.

Earlier in her career, Elizabeth was Manager of Provider Relations at HMA Behavioral Health, Inc., and Blue Cross Blue Shield of Massachusetts. Most recently, she was Senior Client Service Manager at Fidelity Investments, where she focused on overall client satisfaction services and operations for the Fidelity Health and Welfare product. She has a bachelor's degree from Stonehill College in Easton, Mass.

"I'm excited to be back working again with the provider community after a long hiatus, and am thrilled to be working with a dynamic staff," Elizabeth notes. "FCHP has a good relationship with the providers in its network, and we want to make our relationships excellent! I plan to find new ways for FCHP to partner with our providers to improve services to our members and increase provider satisfaction. I look forward to working closely together to ensure the best possible care for our members and patients." ■

FCHP partnerships create new products

Fallon Community Health Plan has partnered with major providers and self-insured employers in our region to offer unique health plans that significantly lower costs while continuing to offer employees substantial health care options. You may see different logos on the members' ID cards, but FCHP is behind these products.

The Employee Advantage

Provided by UMass Memorial Health Care

Last fall we introduced

The Employee Advantage, a customized tiered-network plan designed by UMass Memorial Health Care in partnership with FCHP. The Employee Advantage network is based on the FCHP Select Care network, with more than 24,000 providers throughout Massachusetts and Southern New Hampshire. Members save with lower premiums and copayments for specialty care received by a Tier 1 provider within the UMass Memorial Health Care system.

This spring, FCHP worked with the City of Worcester to build **The City of Worcester Advantage plan**



exclusively for city employees. The plan offers two options:

- *The Advantage plan*: Gives members the power to choose what they pay out of pocket, based on where they get care. Major Worcester providers (such as UMass Memorial Health Care, Saint Vincent Hospital and Fallon Clinic), are in the lower-cost Tier 1. The second tier includes the rest of FCHP Select Care's providers.





■ Introducing a fresh new look for FCHP membership ID cards

Be on the lookout for FCHP's newly designed membership ID cards. The cards are now easier to read for our members and also help to differentiate networks for our providers through the use of color. To simplify information, we have spelled out the benefit descriptions, color-coded the cards by network and increased font sizes.



New cards are being phased in this year as members join or benefits change, so you can expect to see our current cards still in use. In January 2012, Fallon Senior Plan™ Medicare Advantage and Medicare Supplement ID cards will also get a similar fresh look.

New cards include:




FCHP Direct Care

<p>John Sample ID 0000000000000000 RX [Y/N] HCO xxx DB [Y/N]</p> <p>COPAYS</p> <table> <tr><td>PCP office visit</td><td>\$ 15</td></tr> <tr><td>Physical exam</td><td>\$ 0</td></tr> <tr><td>Specialist office</td><td>\$ 30</td></tr> <tr><td>Emergency room</td><td>\$ 100</td></tr> <tr><td>Same-day surgery</td><td>\$ 250</td></tr> <tr><td>Inpatient</td><td>\$ 250</td></tr> <tr><td>Prescription</td><td>\$ 15/30/50</td></tr> </table> <p>Deductibles may apply to certain services.</p>	PCP office visit	\$ 15	Physical exam	\$ 0	Specialist office	\$ 30	Emergency room	\$ 100	Same-day surgery	\$ 250	Inpatient	\$ 250	Prescription	\$ 15/30/50	 <p>Direct Care</p> 
PCP office visit	\$ 15														
Physical exam	\$ 0														
Specialist office	\$ 30														
Emergency room	\$ 100														
Same-day surgery	\$ 250														
Inpatient	\$ 250														
Prescription	\$ 15/30/50														



FCHP Select Care

<p>John Sample ID 0000000000000000 RX [Y/N] HCO xxx DB [Y/N]</p> <p>COPAYS</p> <table> <tr><td>PCP office visit</td><td>\$ 15</td></tr> <tr><td>Physical exam</td><td>\$ 0</td></tr> <tr><td>Specialist office</td><td>\$ 30</td></tr> <tr><td>Emergency room</td><td>\$ 100</td></tr> <tr><td>Same-day surgery</td><td>\$ 250</td></tr> <tr><td>Inpatient</td><td>\$ 250</td></tr> <tr><td>Prescription</td><td>\$ 15/30/50</td></tr> </table> <p>Deductibles may apply to certain services.</p>	PCP office visit	\$ 15	Physical exam	\$ 0	Specialist office	\$ 30	Emergency room	\$ 100	Same-day surgery	\$ 250	Inpatient	\$ 250	Prescription	\$ 15/30/50	 <p>Select Care</p> 
PCP office visit	\$ 15														
Physical exam	\$ 0														
Specialist office	\$ 30														
Emergency room	\$ 100														
Same-day surgery	\$ 250														
Inpatient	\$ 250														
Prescription	\$ 15/30/50														



Fallon Preferred Care

<p>John Sample ID 0000000000000000 RX [Y/N] HCO xxx DB [Y/N]</p> <p>COPAYS</p> <table> <tr><td>PCP office visit</td><td>\$ 15</td></tr> <tr><td>Physical exam</td><td>\$ 0</td></tr> <tr><td>Specialist office</td><td>\$ 30</td></tr> <tr><td>Emergency room</td><td>\$ 100</td></tr> <tr><td>Same-day surgery</td><td>\$ 250</td></tr> <tr><td>Inpatient</td><td>\$ 250</td></tr> <tr><td>Prescription</td><td>\$ 15/30/50</td></tr> </table> <p>Deductibles and coinsurances apply to certain services.</p>	PCP office visit	\$ 15	Physical exam	\$ 0	Specialist office	\$ 30	Emergency room	\$ 100	Same-day surgery	\$ 250	Inpatient	\$ 250	Prescription	\$ 15/30/50	 <p>Fallon Preferred Care</p>  
PCP office visit	\$ 15														
Physical exam	\$ 0														
Specialist office	\$ 30														
Emergency room	\$ 100														
Same-day surgery	\$ 250														
Inpatient	\$ 250														
Prescription	\$ 15/30/50														

FCHP Commonwealth Care

John Sample		
ID 0000000000000000		
RX [Y/N] HCO xxx DB [Y/N]		
COPAYS		
PCP office visit	\$ 10	Commonwealth Care 
Physical exam	\$ 0	
Specialist office	\$ 18	
Emergency room	\$ 50	
Same-day surgery	\$ 50	
Inpatient	\$ 50	
Prescription	\$ 10/20/40	


FCHP MassHealth

John Sample		
ID 0000000000000000		
RX [Y/N] HCO xxx DB [Y/N]		
COPAYS		
PCP office visit	\$ 0	MassHealth 
Physical exam	\$ 0	
Specialist office	\$ 0	
Emergency room	\$ 0	
Same-day surgery	\$ 0	
Inpatient	\$ 0	
Prescription	\$ 1/3/3	
MassHealth ID#:		

The Employee Advantage

John Sample		<i>The Employee Advantage</i> Provided by UMass Memorial Health Care
ID 0000000000000000		
RX [Y/N] HCO xxx DB [Y/N]		
COPAYS		
PCP office visit	\$ 15	An FCHP Select Care network plan
Physical exam	\$ 0	
Specialist office	\$ 25/30	
Emergency room	\$ 100	
Same-day surgery	\$ 250	
Inpatient	\$ 250	


The City of Worcester Advantage

John Sample		
ID 0000000000000000		
RX [Y/N] HCO xxx DB [Y/N]		
COPAYS		
	Tier 1/2	Advantage An FCHP Select Care Network Plan
PCP office visit	\$ 15/20	
Physical exam	\$ 0	
Specialist office	\$ 25/30	
Emergency room	\$ 100	
Same-day surgery	\$ 150/300	
Inpatient	\$ 250/500	
Deductibles may apply to certain services.		

If you have any questions about our new membership ID cards, please call Provider Relations at **1-866-ASK-FCHP** or visit the Provider section of fchp.org. ■




Hospice benefit enhancement for MassHealth members

Effective April 1, 2011, Fallon Community Health Plan began providing coverage for medically necessary curative services provided to MassHealth members under 21 years of age who have elected hospice. For details, see *Connection* online. 

Tools to make childhood immunization services easier

The Massachusetts Department of Public Health recently shared the results of its calendar-year 2010 immunization assessment with us. We'd like to take the opportunity to thank you for your efforts to ensure that our members are fully immunized in accordance with recommended childhood immunization guidelines.

For an electronic toolkit with immunization schedules, guidelines and educational materials, please visit mass.gov/dph/imm. 


HIPAA version 5010 update

Beginning on January 1, 2012, health plans, clearinghouses and providers will be required to use new HIPAA version 5010 to conduct electronic transactions such as claim submissions; claim status requests and responses; referrals, authorizations and eligibility requests and responses; and claim remittances.

FCHP has been working with its software provider to upgrade and test its systems. We are on target to meet implementation goals and accept 5010 transaction files on January 1.

We sent a survey to our Trading Partners to assist in creating the test strategy for HIPAA version 5010. Some have been testing 5010 transaction files with us with good results.


FCHP has updated the X12 Transaction Companion Guides for 837P and 837I transactions and has made them available in draft form to our Trading Partners. The Companion Guides will be available on our Web site once multiple Trading Partners have been able to successfully test their 5010 transaction files that will be used to finalize the content of the guides.

We'll continue to update you in *Connection* and on fchp.org, so please check back often! 

Billing Bytes

MassHealth: Billing for a behavioral health screen (U-modifier)


MassHealth pays for the administration and scoring of an approved, clinically appropriate, standardized behavioral health screening tool in addition to, and separately from, the office visit when using service code 96110 and an appropriate U modifier.

Effective for dates of service on or after July 1, 2011, failure to include a U modifier with a claim for the behavioral health screening CPT Service Code 96110 will result in a denial of the claim. For more details, see *Connection* online. 

Revenue code 0636 - Reminder!


Revenue code 0636 (Drugs requiring detail coding) requires itemization and the quantity of drugs dispensed for all outpatient services.

When billed as part of a same-day-surgery, emergency department, observation or inpatient claim, itemization is required, even though this billing requirement may not affect your payment.

Effective August 1, 2011, all outpatient claims submitted with revenue code 0636 must be billed with a CPT/HCPCS code and requires itemization—or the claim line will be denied. 

Script alert

Formulary updates

Fallon Community Health Plan often makes changes to its formularies, including changing prior authorization requirements and adding new medications. For the latest changes to our commercial plan and Medicare Part D formularies, please see *Connection* online. 

Effective September 1, 2011, the following codes will require plan prior authorization for all lines of business.

22840	Posterior non-segmental instrumentation (e.g., Harrington rod technique, pedicle fixation across 1 interspace, atlantoaxial transarticular screw fixation, sublaminar wiring at C1, facet screw fixation) (List separately in addition to code for primary procedure)
22841	Internal spinal fixation by wiring of spinous processes (List separately in addition to code for primary procedure)
22842	Posterior segmental instrumentation (e.g., pedicle fixation, dual rods with multiple hooks and sublaminar wires); 3 to 6 vertebral segments (List separately in addition to code for primary procedure)
22843	Posterior segmental instrumentation (e.g., pedicle fixation, dual rods with multiple hooks and sublaminar wires); 7 to 12 vertebral segments (List separately in addition to code for primary procedure)
22844	Posterior segmental instrumentation (e.g., pedicle fixation, dual rods with multiple hooks and sublaminar wires); 13 or more vertebral segments (List separately in addition to code for primary procedure)
22845	Anterior instrumentation; 2 to 3 vertebral segments (List separately in addition to code for primary procedure)
22846	Anterior instrumentation; 4 to 7 vertebral segments (List separately in addition to code for primary procedure)
22847	Anterior instrumentation; 8 or more vertebral segments (List separately in addition to code for primary procedure)
22848	Pelvic fixation (attachment of caudal end of instrumentation to pelvic bony structures) other than sacrum (List separately in addition to code for primary procedure)
22849	Reinsertion of spinal fixation device
22850	Removal of posterior nonsegmental instrumentation (e.g., Harrington rod)
22851	Application of intervertebral biomechanical device(s) (e.g., synthetic cage(s), methylmethacrylate) to vertebral defect or interspace (List separately in addition to code for primary procedure)
L5703	Ankle, Symes, molded to patient model, socket without solid ankle cushion heel (SACH) foot, replacement only
L5706	Custom shaped protective cover, knee disarticulation
L5971	All lower extremity prosthesis, solid ankle cushion heel (SACH) foot, replacement only
L8400	Prosthetic sheath, below knee, each
L8410	Prosthetic sheath, above knee, each
L8415	Prosthetic sheath, upper limb, each
L8417	Prosthetic sheath/sock, including a gel cushion layer, below knee or above knee, each
L8420	Prosthetic sock, multiple ply, below knee, each
L8430	Prosthetic sock, multiple ply, above knee, each
L8435	Prosthetic sock, multiple ply, upper limb, each
L8440	Prosthetic shrinker, below knee, each
L8460	Prosthetic shrinker, above knee, each
L8465	Prosthetic shrinker, upper limb, each
L8470	Prosthetic sock, single ply, fitting, below knee, each
L8480	Prosthetic sock, single ply, fitting, above knee, each
L8485	Prosthetic sock, single ply, fitting, upper limb, each ■

Have you seen your Connection?



Please pass this along to the
next person on the list.

Date received _____

Please route to:

- Office manager
- Physician
- Billing department
- Receptionist
- Referral site
- Other

Get connected



Connection online ■ July 2011

Your online supplement to *Connection* at
fchp.org/Providers/connection-newsletter.aspx contains:

- MH: Billing for a behavioral health screen (U-modifier)
- New hospice benefit for MH members
- Formulary updates: Commercial and Medicare Part D
- Payment policy updates and links

Connection is a bimonthly publication for all FCHP ancillary and affiliated providers. The next copy deadline is **July 6, 2011**.

Send information to

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Questions?

Call 1-866-ASK-FCHP
(1-866-275-3247)

