

CAPSULE

Time for Spring Cleaning (GO GREEN!)

The HealthLink website and many other resources were updated in 2008. Now's a good time to pitch outdated, printed provider manuals and directories, quick reference guides, network consultant territory listings and old HCFA1500 and UB92 claim forms. Why not GO GREEN at the same time – instead of replacing outdated materials with printed documents, create a desktop shortcut for www.healthlink.com. You'll be one click away from always-up-to-date information about doing business with HealthLink.

Remember, as of 01/01/10 all HealthLink communications will be available online only. No Internet yet? To request information, please use the tear-off card on this newsletter.



How Multiple Payors Affect Your HealthLink Agreement

When multiple payors offer coverage to your patient, your HealthLink agreement is active whenever a patient who is enrolled in a HealthLink contracted plan receives services from you, and the HealthLink contracted payor considers the services as covered services under its health benefit plan.

IN-TOUCH

PHYSICIAN UPDATE

PREPARED BY HEALTHLINK FOR PARTICIPATING HEALTH CARE PRACTITIONERS 2nd QTR 2009

Autism Public Awareness Campaign: "Learn the Signs. Act Early."

The following is information from the CDC about its public awareness campaign, "Learn the Signs. Act Early."

The CDC's National Center on Birth Defects and Developmental Disabilities (NCBDDD) launched a public awareness campaign called "Learn the Signs. Act Early." The campaign aims to educate parents about childhood development, including early warning signs of autism and other developmental disorders, and encourages developmental screening and intervention. The following materials are a sampling of those available to health care providers:

Health Care Provider Resource Kit

(www.cdc.gov/ncbddd/actearly/freematerials.html) Contains informational cards and stand, fact sheets, posters and a growth chart.

Milestone Checklists

(www.cdc.gov/ncbddd/actearly/milestones/index.html) Parents complete and discuss with physician – useful for reviewing child's development.

Developmental Screening

(www.cdc.gov/ncbddd/child/screen_provider.htm) Information about developmental screening, includes facts, research and intervention as well as how to incorporate screening into practice.

Developmental Screening Tools

(http://www.medicalhomeinfo.org/screening/DP/scr_eeningtoolgrid.pdf) A list of screening tools, both general and specific to autism.

M-CHAT

(www2.gsu.edu/~psydlr) Modified checklist for autism in toddlers includes instructions and permissions for use, scoring instructions and follow-up interview designed to reduce false positive rate.

Identification and Evaluation of Children with Autism Spectrum Disorders

(www.ncbi.nlm.nih.gov/pubmed/17967920)

Detailed information about signs and symptoms so pediatricians can recognize and assess ASDs in their patients – from the American Academy of Pediatrics (AAP).

Act Early on Developmental Concerns: Partnering with Early Intervention

(www.aap.org/commpeps/resources/teleconf_EI.html) General overview of early intervention services as well as practical tips, resources and tools from the AAP.

Illinois bill SB0934 mandating coverage of autism detection and treatment was made law on 12/12/08. In general, the bill mandates health insurance coverage of up to \$36,000 per year, with no limit on the number of visits to a service provider. Pre-certification requirements were not affected.

Please note, HealthLink is not an insurance carrier and does not determine benefit coverage. Check with the benefit administrator listed on the back of the patient's health ID card to determine whether the patient's health plan provides coverage for the detection and/or treatment of autism.



PROVIDER SPOTLIGHT

Meet Glen P. Aylward, PhD, ABPP of Southern Illinois University School of Medicine



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Glen P. Aylward, PhD, ABPP 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. Dr. Aylward also serves as executive director of the Children's Evaluation Clinic and as an adjunct professor of psychology at the University of Illinois, Springfield.

Aylward earned his doctorate from Georgia State University in Atlanta. He earned his master's degree at Fairleigh Dickinson University and his

bachelor's degree at Rutgers University. He completed his residency at the University of Maryland.

He 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, the Society of Pediatric Psychology, the Society for Developmental and Behavioral Pediatrics and the scientific research society Sigma Xi. He is associate editor of the *Journal of Developmental & Behavioral Pediatrics*.

Dr. Aylward's research interests include developmental follow-up of low birthweight infants, neurodevelopmental assessment, attention deficit disorders/learning disabilities and the interrelationships between disorders of memory and attention.

WE'RE PROUD OF OUR NETWORK!

The numbers are in! Many thanks to HealthLink contracted providers for their attention to detail in submitting patient claims during 2008. Once again, your excellent work made it possible for HealthLink to price and turn around claims quickly and accurately.

2008 Paper and Electronic Claims

PPO & COMP	7,756,733
HMO	719,813
TOTAL	8,478,546

Electronic Claim Processing

PPO	75.2%
COMP	48.2%

Turnaround Time

PPO	96.4% All in 7 days
COMP	100% All in 7 days
HMO	98.7% All in 30 days

Accurate Claims: A Win-Win Proposition

HealthLink's ability to successfully price and forward claims depends on accuracy of submission with regard to coding, current patient information and proper assignment of network administrator.

Remember, the payor of benefits is listed on the HealthLink member's ID card. Capturing the end payor correctly when you submit a claim will not only facilitate claim processing, it will also help you track payments.

To keep the process running smoothly, it is our policy to return incomplete claims without delay.

This allows you to identify problems quickly and make the corrections necessary to help ensure prompt adjudication.

Please consult your Network Consultant if you need further information about claim processing.



Stimulus Bill "HITECH ACT" Expands HIPAA Privacy and Security Rules

The American Recovery and Reinvestment Act of 2009, the "Stimulus Bill," includes Title XIII—"Health Information Technology," also known as the "Health Information Technology for Economic and Clinical Health Act" or "HITECH Act." The HITECH Act contains significant expansions of the Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security Rules and numerous other changes that will have a major impact on the health care information and technology sector. Virtually every health care provider and third-party service provider that stores or accesses individuals' medical information will be affected by this new federal law. If you are a HealthLink participating provider, you have a business associate agreement in place with HealthLink – either by amendment to or as an exhibit to your HealthLink Agreement. You may want to ensure that you have similar agreements in place with service providers that perform other services for your practice, including billing or medical record management.

CODING CORNER

Q: Our hospital radiology department performed a cervical facet joint injection with fluoroscopic guidance. We billed this with 64470-26 and 77003-26, but only received payment for the fluoroscopy. Was this billed incorrectly?

A: Yes. Surgical CPT codes in the range of 10021-69990 do not have a professional and technical component, as the whole service is inherently professional. Modifiers 26 and TC cannot be used with these codes. HealthLink's claim editing software may exclude lines containing inappropriate modifiers requiring additional action on your part to be reimbursed for services. Refer to the Medicare RVU file for information on when specific modifiers (i.e. 26, TC, 50, 62, 66, 80, 81, 82, and AS) can be used. Another common modifier mistake is not using modifier 25 on E&M services performed the same day as a procedure. When a separately identifiable E&M service above and beyond the usual preoperative and postoperative care associated with the procedure exists, use modifier 25 with the E&M service, or modifier 57 when a decision for surgery is made during the visit.

Source: CPT 2009, Medicare RVU information available at <http://www.cms.hhs.gov/PhysicianFeeSchedule/PFSRVF/list.asp>

Please Note: HealthLink has recently updated its system to include certain devices needed for office procedures in the global surgical allowable for the procedure. This change is in accordance with Medicare guidelines. Examples of this change are catheters used for uterine ablation and devices used to occlude the fallopian tubes (i.e. Thermachoice catheters and the Essure device). These will no longer be eligible for separate reimbursement.

If you have any questions or concerns you would like to see addressed in this section, please notify your Network Consultant.

Welcome to “Business Practice HELP! Desk” – a new regular feature of HealthLink’s IN TOUCH newsletter. This instructional column will help your practice better utilize HealthLink’s value-added resources for providers. Please let your Network Consultant know if you have ideas for future topics.

How to Use *ProviderInfoSource* to Access Patient Eligibility and Claim Information

ProviderInfoSource is an online suite of administrative tools that: enables your practice to obtain patient eligibility and claim information; allows you to utilize the “My HealthLink Messages” feature for secure messaging between you and HealthLink; and provides a wealth of information about HealthLink that you can access, download and print – or just reference online.

Remember, HealthLink will GO GREEN on January 1, 2010. Please complete the tear-off card included with this newsletter to get more information about electronic access to HealthLink communications.



Allows you to verify eligibility online for a single patient or for all of your HealthLink network patients.

Allows you to access claim status and payment information online – even if HealthLink isn’t the payor.

Keeps track of current requests you submit to the payor and viewed/unviewed responses received from the payor.

Enables secure messaging between your practice and HealthLink.

Allows you to find contact information for your HealthLink Network Specialist.

You can access *ProviderInfoSource* via a link on the Physician/Hospital homepage of *www.healthlink.com*. The next issue of IN TOUCH will feature detailed information about the Patient Eligibility function.

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.

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 web site, www.healthlink.com to update your information. From the main menu, go to the “Physician/Hospital” home page and in the “Forms and Manuals” section, click on the “Physician Address/Name/TIN” 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.

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Welcome to IN-TOUCH!

IN-TOUCH is created by HealthLink specifically for participating physicians, hospitals and other health care professionals. Our goal in creating IN-TOUCH is to bring HealthLink and participating physicians 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

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Celebrating 25 Years of Business *Thank You, HealthLink Providers!*

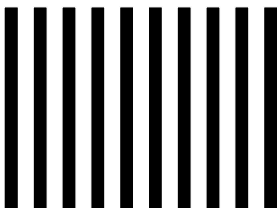


HEALTHLINK IS GOING GREEN!

Help us save the environment! As of January 1, 2010 all HealthLink newsletters, manuals and other communications will be available online only. Reducing our carbon footprint is an important step toward minimizing the load on our landfills.

If you do not have Internet access or if you would prefer to receive communications by mail, please complete the information below or contact your Network Consultant.

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CONTACT EMAIL (IF APPLICABLE)

MAIN OFFICE ADDRESS/CITY/STATE/ZIP

CONTACT PHONE

CONTACT FAX

TAX ID NUMBER

NPI NUMBER

GOING GREEN HELPS THE EARTH.
THANKS FOR YOUR HELP IN THIS INITIATIVE!