

CHNCT HAS NEW CLAIMS PROCESSING ADDRESS



Effective immediately, all completed paper medical/surgical claims should be sent to our new claim processing center at:

Community Health Network of Connecticut, Inc.
Claim Processing Center
PO Box 830704
Birmingham, AL 35283-0704

These claims include:

- Completed single CMS1500 and UB04 claim forms
- Completed CMS 1500 and UB04 claim forms with attachments to support the claims
- Completed CMS 1500 and UB04 claim forms with other insurance EOB attached for coordination of benefit
- All corrected medical/surgical claims

All other correspondences should be sent to the following address:

Community Health Network of Connecticut, Inc.
11 Fairfield Blvd., Suite 1
Wallingford, CT 06492

Providers submitting paper claims must use original red CMS-1500 and UB-04 claim form, as these claims will be electronically scanned.

Providers interested in submitting claims electronically to CHNCT should contact CHNCT's Management Information Systems (MIS) department at 1.203.949.4000 for more information.

CHNCT WILL BE CLOSED ON THE FOLLOWING DAYS IN 2011



April 22, 2011 - Good Friday

May 30, 2011 - Memorial Day

July 4, 2011 - Independence Day

September 5, 2011 - Labor Day

November 24, 2011 - Thanksgiving

November 25, 2011 - Day after Thanksgiving

December 26, 2011 - Christmas

Community Health Network of Connecticut, Inc.
"The One With the Sun"



1.866.998.7109
Fraud Reporting Hotline
TO REPORT SUSPECTED FRAUD OR ABUSE, PLEASE CALL CHNCT'S

PRRST STD
AUTO
U.S. Postage
PAID
Marion, CT
Permit No. 17

Community Health Network of Connecticut, Inc.
11 Fairfield Blvd., Suite 1
Wallingford, CT 06492

Network News

Community Health Network of Connecticut, Inc.

A Newsletter for CHNCT Providers

December 2010

OIG EDUCATIONAL MATERIALS

Roadmap for New Physicians: Avoiding Medicare and Medicaid Fraud and Abuse

The Health and Human Services' Office of Inspector General (OIG) has developed a *Roadmap for New Physicians: Avoiding Medicare and Medicaid Fraud and Abuse* in response to survey results from medical schools regarding educational materials that would be useful. The Roadmap is available on the OIG's website at the following address: <http://oig.hhs.gov/fraud/PhysicianEducation/> and may be printed or downloaded for your reference.

This document includes the following topics:

1. **Fraud and Abuse Laws:** The five main federal fraud and abuse laws are summarized, including the False Claims Act, the Anti-Kickback Statute and the Stark law.
2. **Physician Relationships with Payers:** The OIG provided tips for physicians on accurate coding and billing for services, physician documentation, enrolling as a provider with CMS, prescription authority and assignment issues in Medicare reimbursement. **Physician Relationships with Vendors:** Guidance is provided on physician investments in health care business ventures and physician recruitment arrangements.
3. **Compliance Programs for Physicians:** The OIG has identified the elements that establish an effective compliance program, as well as a link to the OIG's Compliance Program Guidance for Individual and Small Group Physician Practices.
4. **Where to go for Help:** This section includes resources for physicians who need assistance in evaluating potential compliance problems.



5. **What to do if you think you have a Problem.** Information is included on what steps should be taken if a problem is detected and how to report issues through the OIG Fraud Hotline. A link to the OIG Provider Self-Disclosure Protocol is also included.

CHNCT's Providers are encouraged to review this document, which provides very useful information, case examples and links to other reference materials that are important to all physicians.

REMINDER: INCLUDING CLIA NUMBERS ON CLAIMS

CHNCT requires providers to include their Clinical Laboratory Improvement Act (CLIA) certification number on its claims for laboratory services billed by an entity performing CLIA covered procedures. Please remember to enter your 10-digit CLIA number on your paper and electronic claims as follows:

Paper

PRIOR AUTHORIZATION NUMBER
(10 digit CLIA number)

Electronic

2300 or 2400	REF01	X4 = CLIA Reference Qualifier
	REF02	CLIA Certification Number

MEMBER RIGHTS AND RESPONSIBILITIES

Community Health Network of Connecticut, Inc. (CHNCT) is committed to treating members in a manner that respects their rights. Participating providers are expected to treat members in the same fashion. By working together, we can help our members and their families meet their health care needs.

Members have the right to:

- Receive information about CHNCT, its services, practitioners, providers, and members' rights and responsibilities.
- Be treated with respect and recognition of your dignity and right to privacy.
- Choose primary care providers, within the limits of the plan network, including the right to refuse care from specific providers.
- Participate with your providers in decision-making regarding your health care.
- Refuse treatment and also to participate in treatment decisions.
- Respectful, personal attention regardless of your race, origin, and religion, physical or mental handicap.
- An open discussion of appropriate or medically necessary treatment options and alternatives or your conditions, regardless of cost or benefit.
- Voice complaints or express grievances regarding any violation of your rights, about CHNCT or the care provided by its providers.
- Make Advance Directives.
- Personal Health Information being kept confidential by CHNCT employees and agencies it contracts with. As a member of CHNCT, you have the right to confidentiality of all records and communications to the extent required by law.
- Contact your provider in order to advocate on your behalf for medical services.
- Get a copy of your medical records. In certain situations under the HIPAA privacy rule, you may also have the right to request that the records be corrected.
- Be free from any form of retaliation from CHNCT or freedom to exercise the rights explained above without any negative effect on your treatment from CHNCT, subcontractors or network providers.
- Be free from any form of restraint or seclusion used as means of coercion, discipline, convenience, or retaliation.
- If the newly enrolled member is living in a rural area, and you have an established relationship with a PCP who is not in our network, you may continue to receive services from the PCP for 60 days if you are in active treatment.
- Obtain a second opinion from an appropriately qualified health care professional.
- Post stabilization services, or those services that may be needed as a follow up after receiving emergency care.

Members have the responsibility to:

- Provide information that CHNCT and their health care providers need in order to care for them.
- To follow the plans and instructions for care that has been agreed on with their providers.
- Choose a Primary Care Provider (PCP).
- Carry their CHNCT membership and state-issued CONNECT cards at all times and present it at the time of a medical visit.
- Let CHNCT and assigned DSS case worker know about changes to their name, home address, telephone number, marital status, number of dependents or if they have other insurance coverage.
- Call the PCP before receiving care unless they have an emergency or need family planning.
- Call the doctor's office in advance if they cannot keep their appointments. If they do miss an appointment, they should call the doctor's office to set up another visit.
- Call CHNCT at 1.800.859.9889 if they have questions on their plan coverage/benefits or if there are ways we can serve them better.

Members right to make a decision about their health care

Advance Directive

Members have a right to make decisions about their health care. Members have a right to talk with their doctor and tell him or her what type of services they would like to have or not have.

An Advance Directive is a legal document that tells the member's doctor and family what treatments they would like to have or not have if they are not able to tell them themselves.

If a member would like to have an Advance Directive, they should talk with their doctor, call a lawyer or the Attorney General's office.

For more information about Advance Directives, you can contact:

Office of the Attorney General
55 Elm St.
Hartford, CT 06106
1.860.808.5318
<http://www.ct.gov/ag/cwp/browse.asp?a=2130&bc=0&c=19278>

REMINDER: QUEST DIAGNOSTICS



Quest Diagnostics is CHNCT's Preferred Independent Laboratory Provider. CHNCT would like to encourage you to refer our members to a Quest Diagnostics facility for all laboratory services. Hospital affiliated and provider-based laboratories remain participating with CHNCT and may continue to provide services to our members.

Should you have additional questions regarding our laboratory network, please contact our Provider Call Center at 1.800.440.5071. Our call center representatives will be able to confirm for you whether or not a laboratory remains in network. Quest Diagnostics has an extensive network of drawing stations available throughout the state. Please refer to Quest Diagnostics at www.questdiagnostics.com for a complete listing. If you are a new provider looking to set up an account with Quest Diagnostics, you may contact a Quest Diagnostics Physician Representative at 1.800.982.6810.



REMINDER: QUEST DIAGNOSTICS



CHNCT requires prior authorization for all genetic testing performed at hospital affiliated and provider-based laboratories. Laboratory testing that is performed through Quest Diagnostics is excluded from the prior authorization requirement.



QUEST DIAGNOSTICS IS CHNCT'S PREFERRED LABORATORY

Move to the front of the line with online appointment scheduling from Quest Diagnostics

We're partnering with Quest Diagnostics to provide your patients with quality lab testing and added convenience through services like online appointment scheduling.

- 24/7 online appointment scheduling lets your patients sign on at their convenience to confirm the lab testing times that are right for them
- Lab test appointments help your patients turn wait time into free time

Your patients can also schedule their lab testing appointments online at:
www.QuestDiagnostics.com/appointment.

