

# the network news

Community Health Network of Connecticut's Provider Newsletter

Volume 4, Issue 3 September 2003

## CHNCT Announces Its Newborn Processing Overview

When an expectant mother is close to her delivery date, in order to **have her newborn covered** under our plan, she must complete an application for HUSKY coverage for the newborn.

**Upon completion of the application, the newborn will be accepted** on CHNCT HUSKY, even without a name and will **be assigned a valid member identification (ID) number** that will enable authorizations and claims to be processed.

**Upon delivery, the newborn's name is updated to the existing member record.**

The majority of issues that effect claim payment to providers occurs when a newborn is **not** added on to the member's coverage. The following scenario typically occurs with these newborns:

- **The newborn is delivered**, but the **mother has not notified** the Department of Social Services (DSS) of the delivery. (CHNCT becomes aware of the delivery through our Care Management department.)
- The **newborn is assigned a temporary ID number**, for tracking purposes, to allow Care Management to follow the delivery process.
- The **newborn is identified by the temporary ID number**, for follow-up by the Enrollment and Outreach departments.

**All enrollment additions must flow through the State's HUSKY enrollment Broker** to the designated carrier. (CHNCT has no authority to add the newborn simply because we know that an existing member is the mother).

Once the **newborn's application is complete**, the HUSKY enrollment broker assigns a **permanent ID number to the newborn**. Now the newborn is a **valid member** and our records are updated, to pay claims on the newborn. **Claims will not pay under a temporary ID number, until the newborn is a valid member with a permanent ID.**

**A Welcome Call is conducted on the newborn**, by the Outreach department and the Head of Household (HOH) is **asked to confirm the newborn's Primary Care Provider (PCP)** selection.

The **newborn's PCP selection is entered effective from date of birth**, unless the HOH informs us that it is a **new choice of insurance carriers**.

CHNCT's Claims department runs a retro-enrollment report and **identifies and reviews any members who have been retro-enrolled**. Claims pertaining to these newborn members are automatically reviewed, thus the retro-enrollment process may **result in a longer turn-around time for claims payment for newborns than for existing members**.

Connecticut law mandates that certain State residents must report to the Department of Children and Families when they encounter incidents of suspected child abuse and neglect.



### CHNCT DISTRIBUTING NEW ID CARDS FOR 2003

CHNCT and AdvancePCS, our partner company for prescription coverage, have redesigned the member ID cards. The cards are now being distributed only to new members and to existing members who either make a PCP change or need a lost card replaced. The new card combines both medical and prescription coverage through the following design:

#### Credit Card-style:

New ID cards are thicker, with the AdvancePCS logo on the top left and CHNCT's logo on the top right.

#### New Rx Information:

RxBIN, Rx Grp & Issuer information appears above the member name and ID # for pharmacists to fill new member prescriptions easily.

#### PCP Information:

PCP name and phone # appear below the member name and ID #, across from the member's date of birth.

#### Back of Card:

The new toll-free phone # for member transportation is listed. The claims address, and new key referral and/or authorization information is also included, for providers.

Members may continue to use their old cards until new ID cards have been sent out to every eligible member.

If you have any questions about the new ID cards, please contact the Call Center at 1-800-859-9889 to address your concerns.

# REPORTING SUSPECTED CHILD ABUSE/NEGLECT

All residents of the State who work in professions or occupations directly involving children, or primarily focusing on children, are considered mandated reporters. **All mandated reporters are bound by law to report suspected child abuse and neglect.** By reporting suspicious incidents, they are immune from all civil and criminal liability; however, their failure to report suspected abuse/neglect could result in being fined up to \$500 for their disregard toward the situation.

Under the Connecticut General Statutes, **mandated reporters** include the following:

- |                                 |   |
|---------------------------------|---|
| <b>Physician</b>                | <b>Physical/Occupational Therapist</b>  |
| <b>Physician Assistant</b>      | <b>Osteopath/Chiropractor</b>   |
| <b>Dentist</b>                  | <b>Psychologist</b>   |
| <b>Dental Hygienist</b>         | <b>Mental Health Professional</b>   |
| <b>Nurse Practitioner</b>       | <b>Substance Abuse Counselor</b>  |
| <b>Registered Nurse</b>         | <b>Domestic Violence Counselor</b>  |
| <b>Licensed Practical Nurse</b> | <b>Sexual Assault Counselor</b>   |
| <b>Medical Examiner</b>         | <b>and any person paid to care for children in a public or private facility, or day care or family center</b> |
| <b>School Teacher</b>           |   |
| <b>School Principal</b>         |   |
| <b>School Paraprofessional</b>  |   |
| <b>Guidance Counselor</b>       |   |
| <b>Clergy</b>                   |   |
| <b>Family/Marital Therapist</b> |   |
| <b>Social Worker</b>            |   |
| <b>Police Officer</b>           |   |
| <b>Pharmacist</b>               |   |

Anyone who suspects a child has been abused or neglected, or appears to be in danger of abuse and/or neglect, is encouraged to call the **Child Abuse and Neglect Hotline** directly, at **1-800-842-2288**; or to address their suspicion to any mandated reporter for their assistance in keeping the child out of danger.

Once a **mandated reporter** calls the **Hotline**, the highly-skilled DCF professionals determine if the report meets the State's legal criteria for child abuse/neglect. The reports meeting the criteria are forwarded to a DCF Investigator, who is bound by Connecticut law to begin an investigation within 72 hours of the report. If there is apparent risk of imminent physical harm to the child, an investigation is begun within the first two hours of the report, to take the child out of harm's way and into a safe situation as soon as possible.

**Mandated reporters** are required by law to submit a written report to DCF on a **DCF-136** form. The form is available on the State's Department of Children & Families website Homepage, by downloading the **Reporting Form for Mandated Reporters**. Or, call the Hotline at **1-800-842-2288**, ask for form **DCF-136**.

**YOUTH ADVISORY GROUP**

Attention Primary Care Providers!!

CHNCT'S  
**ADOLESCENT HEALTH INCENTIVE PROGRAM**  
kickoff date coming this Fall!

For more information, please call  
Natalie Lemieux, @ 1-800-440-5071 x3141

## CLAIMS CORRECTIONS MADE EASY

Providers who submit electronic claims that require correction may now do so electronically, rather than resubmitting on hard copy. Late charges can also be included in corrected claims.

Facilities using UB92's for billing, as well as professional services using HCFA's, may now submit their corrected bills to CHNCT electronically, just as they did their original claims. Whereas the original claim was submitted with bill type 131, the resubmission must be billed under type 137. Type 137 is the electronic code that identifies the claim as a correction. Our system will see the bill-type 137 and will trigger a re-check of the original claim to compute any payment changes.

Providers who choose to resubmit their corrections on paper must note "Corrected Claim" across the top of the form in large, RED print. This corrected claim notice in Red will result in the manual re-adjudication of the claim. If "Corrected Claim" does not appear across the top of the resubmission, it will not be manually processed, but will go through the system and deny as a duplicate.

Any questions or concerns on electronic claim submission can be addressed to Ray Hastings at 203-213-4218. Questions concerning paper resubmissions can be addressed to Lois Avery at 203-317-3139.

## Provider Relations Representative Territory Assignments

CHNCT changed territory assignments for the Provider Relations Representatives on April 1, 2003. The list below reflects the Community Health Centers that each Representative is responsible for. All school-based health clinics, in schools statewide, are the responsibility of Mary Ellen Dobruck at (203) 317-3116.

### **Connie Burzinske (203) 317-3009**

Charter Oak Health Center, 21 Grand St., Hartford  
Community Health Services, 500 Albany Ave., Hartford  
East Hartford Community Health Care, 94 Connecticut Blvd., E. Hartford  
Staywell Community Health Center, 232 North Elm St., Waterbury  
Staywell CHC (South End), 1302 South Main St., Waterbury

### **Mary Ellen Dobruck (203) 317-3116**

Bridgeport CHC, 471 Barnum Ave., Bridgeport; 982 East Main St., Bridgeport  
Community Health Connection, 15 West Main St., Ansonia  
Dixwell Health Center, 226 Dixwell Ave., New Haven  
Fair Haven CHC, 374 Grand Ave., New Haven  
Hill Health Center, 400-428 Columbus Ave., New Haven  
Norwalk CHC, 121 Water St., Norwalk  
Park City Primary Care, 64 Black Rock Avenue, Bridgeport  
School-Based Health Centers (Clinics in Schools throughout State of CT)  
Southwest CHC, 510 Clinton Ave., Bridgeport; 361 Bird St., Bridgeport  
Stamford CHC, 137 Henry St., Stamford; 245 Selleck St., Stamford  
Stratford CHC, 727 Honeyspot Rd., Stratford  
West Haven HC, 28 Main Street, West Haven

### **Natalie Lemieux (203) 317-3141**

Community Health Center, Inc. / CHC, Inc.:

- CHC of Clinton, 114 East Main St., Clinton
- CHC of Groton, 333 Long Hill Rd., Groton
- CHC of Meriden, 134 State St., Meriden
- CHC of Middletown, 635 Main St., Middletown
- CHC of New Britain, 1 Washington St., New Britain
- CHC of New London, One Shaw's Cove, New London
- CHC of Old Saybrook, 263 Main St., Old Saybrook

Generations Family Health Center, Inc./Generations FHC:

- Generations FHC, 231 Broad St., Danielson
- Generations FHC, 330 Washington St., Norwich
- Generations FHC, 1315 Main St., Willimantic

United Community & Family Services, 47 Town St., Norwich  
Vernon/Rockville CHC, 43 West Main St., Vernon

**W  
E  
L  
C  
O  
M  
E**

Jack Huber became CHNCT's Director of Provider Relations on May 5, 2003, bringing a vital background in health care administration and knowledge of Medicaid services from past career associations. Jack most recently was the Medicaid Managed Care Auditor for Qualidigm, Connecticut's peer review organization. He managed the auditing activities in reviewing the MCOs providing HUSKY benefits to DSS program enrollees. Jack was also the Assistant Director of Operations with the State of Connecticut, Office of Health Care Access in Hartford. While there, he directed the planning and organizational functions for the State's Certificate of Need (CON) Program. Prior to his State affiliation, Jack acquired contract management experience working in three of CT's acute care hospitals: Waterbury, Milford and Park City Hospitals. We are pleased to welcome Jack Huber as a new member of the CHNCT staff.

**New Providers / Practitioners:**

Joseph Anthony, MD, Cardiology, St Mary's Hospital, Waterbury  
 Elizabeth Aronow, MD, Ob/Gyn, Stamford Ob/Gyn Associates, Stamford  
 Jeanne Bedard, APRN, Ob/Gyn, David L. Yeager, MD, Putnam  
 Constantin Carseli, MD, Endocrinology, Norwich Internal Medicine, Norwich  
 Robert Ciotola, MD, Family Practice, Sound Medical Associates, Ledyard  
 Kristen Cushing, PA, Internal Medicine, Hill Health Center, New Haven  
 Robert Cushing, OD, Advanced Optometry, Fichman Eye Center, Manchester  
 Susan Davey, LNM, Nurse Midwife, Ob/Gyn of Middletown, Middletown  
 Deanna Deauseault, PA, Dr Phillip A. Mongelluzzo, Jr, Waterbury  
 Jennifer Dempsey, Audiologist, The Hearing Center, Ansonia  
 Monique Deveaux, MD, Pediatrics, Staywell Pediatrics, West Haven  
 Amanda Dill, MD, Geriatrics, DOPS, Danbury  
 Benjamin Doolittle, MD, Internal Medicine, St Mary's Hospital, Waterbury  
 David Eagle, MD, Pediatrics, Staywell Pediatrics, West Haven  
 Ahmed Elnaggar, MD, Pulmonary Medicine, Woodland Physician Associates, Hartford  
 Thomas Etkin, MD, Pediatrics, Staywell Pediatrics, West Haven  
 Leonard Ferrucci, MD, Ob/Gyn, Stamford Ob/Gyn Associates, Stamford  
 Susan Frigo, APRN, Ob/Gyn, St Mary's Hospital, Waterbury  
 Bosha Gordon, APRN, Family Practice, Community Health Center, Middletown  
 Kathryn Harnish, PT, Physical Therapy, Physiotherapy Associates, Watertown  
 Pamela Jackson, MD, Internal Medicine, Fair Haven Community Health Center, New Haven  
 Anna Kazanskaya, MD, Internal Medicine, Windham Medical Group, Willimantic  
 David Lastomirsky, MD, Internal Medicine, Stationhouse Square, Stratford  
 Stephen Leach, MD, Internal Medicine, Windham Medical Group, Willimantic  
 Vincent Lenczewski, MD, Anesthesiology & Pain Management, DOPS, Danbury  
 Panos Livadiotis, MD, General Surgery, Bloomfield  
 Judy Mamaclay, MD, Internal Medicine, United Community & Family Service, Norwich  
 Kathleen McGuire, MD, Pediatrics, Park City Primary Care Center, Bridgeport  
 Cezarina Mindru, MD, Internal Medicine, DOPS, Danbury  
 Margaret Moffitt, APRN, Geriatrics, Franklin Medical Group, Waterbury  
 Laurence Nair, MD, Pulmonary Medicine, Giosa & Brown Pulmonary Associates, Meriden  
 Timothy Pratt, MD, Internal Medicine, Greater Bristol Primary Care, Bristol  
 Melissa Prodis, CNM, Nurse Midwife, Hill Health Center, New Haven  
 John Reheis, MD, Urology, Enfield  
 Kim Robbins, MD, Ophthalmology, Robbins Eye Center, Bridgeport  
 Hadeer Shaikhly, MD, Diagnostic Radiology, Windham Radiology Associates, Willimantic  
 Heather Sung, MD, Internal Medicine, DOPS, Danbury  
 Steven Tu, MD, Ophthalmology, Fichman Eye Center, Manchester  
 Linda Vasile, Audiologist, The Hearing Center, Ansonia  
 Stephanie Welsh, LNM, Nurse Midwife, Mansfield Ob/Gyn Associates, Mansfield  
 Amber Wiesehan, PT, Physical Therapy, Physiotherapy Associates, Watertown  
 Jessie Williams, MD, Internal Medicine, Park City Primary Care Center, Bridgeport  
 Ronald Zlotoff, MD, Gastroenterology, Waterbury



**Providers No Longer Participating:**

Matthew Ardison, PA, Internal Medicine, New Haven  
 Lina Aris-Abdo, MD, Pediatrics, Bridgeport  
 Sherie Bender, PA, Pediatrics, FamilyCare, Waterbury  
 Andrea Calderon, PA, Family Practice, CHC Meriden  
 Eugene Corley, MD, Ob/Gyn, Bridgeport  
 Michael D'Aiuto, MD, General Surgery, Bridgeport  
 Beatrice Desper, MD, Ob/Gyn, Plainville  
 Charles Emerson, MD, Endocrinology, UMass, Putnam  
 Russell Gee, MD, Orthopedics, Grove Hill, New Britain  
 Marjorie Jimenez, PA, Pediatrics, New Haven  
 Camille Kanaan, MD, Obstetrics, UMass, Putnam  
 David Levien, MD, General Surgery, Bridgeport

Jared Licciardello, MD, Hematology/Oncology, New Britain  
 Anne Lule, MD; Pediatrics, Bridgeport  
 Theresa Nicoladse, LNM, Nurse Midwife, CHC Norwalk  
 Dominic Nompleggi, MD, Gastroenterology, UMass, Putnam  
 Catherine Phillips, MD, Neurology, UMass, Putnam  
 Ellen Salurand, MD, Neurology, UMass, Putnam  
 Marth Sierra-Diaz, PA, Family Practice, CHC Bridgeport  
 Sudowski Chiropractic Office, Waterford  
 Julie Vernon, MD, Internal Medicine & Cardiology, Plainville  
 Almarie Walczak, APRN, Family Practice, Fair Haven CHC  
 Josiah Wedgwood, MD, Pediatrics, New Haven  
 Robert Zurier, MD, Rheumatology, UMass, Putnam

# ask the editor

**Q:** How do I bill for services, in a Pediatric practice, which include time-consuming, lengthy phone calls to try to obtain necessary outside services, and/or additional meetings to confer privately with parents, at which visits the child/patient is not present? Is there a Pediatric code that reflects these services, even though they do not include the age-appropriate pediatric patient?

**A:** CHNCT does not allow billing for telephone calls, regardless of the length and time spent to telephonically research/obtain services outside of those the practice provides. All such phone calls are considered part of the total care of the patient and are included in the overall case management services. We do not reimburse for case management services, which also includes private meetings with parents, as conferring with the parents of pediatric/minor patients is also part of the total care of the patient. Any physician, PA, or Nurse Practitioner treating the patient him/herself should be providing complete evaluation and management (E&M) services. Whether the practitioner is the physician, PA, or APRN, he or she will be billing with the correct E&M code, thus we will be reimbursing the total patient care/treatment according to that E&M code.

**Q:** What is the filing limit when I want to appeal a denied claim?

**A:** Once the denial has been noted on the Remittance Advice (RA), providers have 60 calendar days from the date of the RA to file an appeal on the denied claim. When filing an appeal, providers must write a letter requesting the appeal. A provider can not merely resubmit the same claim without any written explanation, as just a resubmitted claim will subsequently be denied as a duplicate.

IF YOU HAVE A QUESTION YOU WOULD LIKE AN ANSWER TO, SUBMIT YOUR REQUEST DIRECTLY TO CONNIE BURZINSKE AT [CBURZINSKE@CHNCT.ORG](mailto:CBURZINSKE@CHNCT.ORG), BY FAX AT 203-639-1069, OR CONTACT YOUR PROVIDER RELATIONS REPRESENTATIVE FOR YOUR PRACTICE/AREA DIRECTLY.

## Second Quarter Provider Recognition Awards

CHNCT proudly announces the latest recipients of our Provider Recognition Awards, for the second quarter of 2003, for their high standards of excellence in member care.

CHNCT gratefully acknowledges the high quality of care these providers have extended to our members and we appreciate the dedication and diligence of all of the participating providers who make up our CHNCT health care network.

**Bidarkote Somanath, MD, of Staywell Community Health Center, Waterbury**, has demonstrated outstanding dedication to CHNCT and its members. He became a member of our Pharmacy and Therapeutics Committee, to offer input to the committee in assisting a terminally ill member. Dr. Somanath's involvement in the committee allowed him to ensure, as a result of his suggestions, that all of the necessary pharmaceutical therapies which were required to treat that member's specific condition would be covered under the member's plan.

**Linda Tokarski, PT, of Interim Healthcare of Hartford, Farmington**, has worked diligently with Care Management on a particular homecare case, to enable one of our CHNCT members to progress from infirmity to independence. She had obtained door-to-door transportation to and from vital medical appointments for the member, as well as having acquired the assistance of an escort to accompany the member to health care visits, thus providing both self-sufficiency and added support, when necessary, to the member.

## IMPORTANT CHNCT PHONE & FAX NUMBERS

<u>DEPARTMENT</u>	<u>PHONE</u>	<u>FAX</u>
Main Switchboard	203-237-4000	203-634-8411
Provider Relations	800-440-5071	203-639-1069
Care Management	800-440-5071	203-639-0719
Claims	800-440-5071	203-630-7990
Member Services	800-859-9889	203-317-3972

**The Network News Provider Newsletter** is a bi-monthly publication of Community Health Network of Connecticut, Inc. (CHNCT). It offers policy news and tips on following procedures for CHNCT and the State of Connecticut Department of Social Services (DSS), for administering both the HUSKY A and B programs.

We pledge each member will be serviced with the highest level of respect, dignity, and professional integrity. In partnership with our provider network, we will continually seek to improve the health care status and well being of our members and their families that have entrusted us with their care.

Editor: Connie Burzinske

Contributors: Lois Avery, Connie Burzinske, Mary Ellen Dobruck, Ray Hastings, Jack Huber, Natalie Lemieux, Steve Mackinnon, Kim Pelletier, Stephanie Russell, Tressa Spears

Community Health Network of Connecticut, Inc.  
290 Pratt Street Meriden, CT 06450  
Phone: 203-237-4000 Fax: 203-639-1069 [www.chnct.org](http://www.chnct.org)

