



A NEWSLETTER FOR COMMUNITY HEALTH NETWORK OF CONNECTICUT, INC. PROVIDERS / SPRING 2007

What's Inside:

FORMS NEWS
PAGE 2

NEW!
PROVIDER
CALL CENTER
PAGE 2

REMINDER:
MEMBER ACCESS
PAGE 2

IMPORTANT CHNCT
PHONE & FAX NUMBERS
PAGE 3



TO REPORT
SUSPECTED
FRAUD OR ABUSE,
PLEASE CALL
CHNCT'S
Fraud Reporting
Hotline
1-866-700-6109

Hello Healthcare Providers! Check out what we've been up to...

As you know, Community Health Network of Connecticut, Inc., "The One with the Sun," is a not-for profit managed care organization that provides statewide health care services such as HUSKY A, HUSKY B, and SAGA for the state of Connecticut. A small company with a big heart, it is very important to us that all of our members develop a sincere interest in their personal health and well-being. Community Health Network is dedicated to going above and beyond what is expected of us to provide innovative age-appropriate programs and initiatives for our members. The Marketing and Community Relations Department has been very busy bringing great events to Connecticut's communities. Here are the most recent updates on some of our programs. We've added a few new ones too!

We KHAIR about your hair!

On January 29, 2007, CHNCT launched our new initiative KHAIR (**K**ids' **H**air), by holding a press conference at Hair's Kay Beauty Salon in New Haven. Present at the event were our partners from the Clifford Beers Clinic, two young KHAIR members, other participating hair salons, and Veronica Douglas from New Channel 8. CHNCT and the KHAIR program were featured on Ms. Douglas's news segment, Wednesday's Child, on January 30, 2007. As a result, several more salons have joined this initiative to provide foster children with the dignity and the respect that they deserve, and to enhance their levels of confidence through care that they might not otherwise receive. We "KHAIR" about kid's hair! To find out more about this program, visit our website at www.chnct.org/khair.htm.



Life Haven

CHNCT hosted a two-part nutrition workshop at Life Haven in New Haven on March 22, 2007 and April 5, 2007 as part of our Adopt-A-Shelter program and our CHOICES program. Highlights from the workshop included a healthy soul food dinner, a presentation from holistic health counselor Dr. Jeanne Fuqua, a presentation from Tina Dugdale, RD, RN from the Connecticut Department of Public Health, and a special "toast to change". Some topics discussed were the importance of reading food labels, the importance of incorporating fruits and vegetables into one's diet, the benefits of eating organic foods, and a discussion about the effects of fat, sugar and salt on the body. As a result of the popularity of the workshop, CHNCT will be returning to Life Haven to conduct another workshop at a later date. Life Haven is a temporary shelter that provides a safe and nurturing environment for homeless pregnant women and women with young children. Life Haven is committed to assisting these women in developing skills that will enable them to live independently. For more information on Life Haven, please visit their website at www.lifehaven.org.



faithfully fit

Calling all churches!

Calling all those who want to be Faithfully Fit! Do you belong to a church with a health ministry? Do you enjoy healthy competition? Do you want to get in shape? We're looking for churches in the Bridgeport area with active health ministries to participate in our new faith-based initiative, Faithfully Fit. Contestants will compete in a series of health and nutrition-based events and activities for cash prizes that will contribute to their church's health ministries. We're kicking off in September, so if you and your church are interested, call Fitzgerald Heslop at 203-949-4044 to find out more.

Want to find out more about our programs and initiatives? Call us anytime at 1.888.SUN.2345!



FORMS NEWS

Prenatal Care Registration Forms

CHNCT has a robust case management program for its maternity members. We call every pregnant member to encourage regular prenatal care visits, and provide an incentive for them to follow up with their postpartum visits as well. High risk members receive more intensive management by a maternity nurse. This program is dependent upon early identification of members, which is largely done through provider submission of prenatal care registration forms. We would like to urge obstetricians to submit the forms, completed as fully as possible, after the first prenatal visit with our member.



New Claim Forms

The deadline for submitting UB-92 claim forms is May 22, 2007. Beginning May 23 the UB-92 will be discontinued. Only the UB-04 form should be used. All re-billing of claims must use the UB-04 from this date forward, even if earlier submissions may have been on the UB-92.

The deadline for submitting claims on the current HCFA 1500 (08-05) version is March 30, 2007. As of April 1, 2007 the revised HCFA 1500 (12-90) version is to be used for all claims, including re-submissions.

Provider Call Center

CHNCT is improving our service standards for our providers. On January 29th, CHNCT's Claims and Provider Relations Department joined together to create a Provider Call Center. Here, all of your Claims and Contracting questions can be answered. The Provider phone number will remain the same (800) 440-5071.



Human Papilloma Virus Vaccine

90649 Human Papilloma Virus Vaccine (HPV) types 6, 11, 16, & 18. Criteria followed is:

1. Husky member
2. Female ages 9-26
3. Ages 9-18 VFC/DPH Program (effective Feb., 1, 2007)
4. Ages 19-26 paid
5. Over age 27 and it will be denied as not a covered service.
6. Saga denied as not a covered service

Reminder: Member Access

Dear HUSKY Provider:

CHNCT would like to take this opportunity to remind you about your contractual appointment access standards. They are as follows:

TYPE OF CARE	REQUIRED TIMEFRAMES
Emergency	Immediate or refer to Emergency facility
Urgent	Within 48 hours of notification
Routine	Within 10 days of notification
Well check-ups and EPSDT	Within 6 weeks of notification
Dental	According to Periodicity/HealthTrack schedule
Specialists	Within 6 weeks of notification
	Within professionally accepted promptness standards

Our goal as a health plan and practitioner network is to provide access to high quality care for our membership. As you may know, results of a study the Department of Social Services (DSS) conducted last spring of appointment availability for new members did not meet all of our expectations. We hope that you will work with us to ensure that all our existing and new members have access to care.

We hope this letter clarifies the State's standards, and assures you that we would like to assist your office staff in any way we can.

Please contact our Provider Relations Department at 800.440.5071 if you have any questions.

NPI AND TAXONOMY CODES

**MAY
23**

May 23, 2007, It's almost here!!!! That is the effective date of the utilization of the NPI numbers. If you now have an assigned NPI number please forward the information to CHNCT so we can update our system.

The Taxonomy Code, which is an important part of the new HIPAA electronic transaction standards should also be assigned. Please also forward the Taxonomy Code information to CHNCT. You may fax it to 203-265-3609 or call (800) 440-5071 for Provider Relations.



Free Glow Ducks!

We all love free stuff, so be one of the first 150 callers and receive a free duck that lights up from our marketing department! This is a perfect addition to any desk! **1-800-859-9889**



www.chnct.org

We're getting a makeover! We are redesigning our website to be bigger, better and brighter than ever. New and easy-to-navigate, all of the information you need to find will be right at your fingertips. Check out the new www.chnct.org in the coming months to see the changes!

Important Phone Numbers

DEPARTMENT	PHONE	FAX
Main Switchboard	(203) 949-4000	(203) 265-2970
Provider Relations	(800) 440-5071	(203) 265-3609
Care Management	(800) 440-5071	(203) 265-3994
Claims	(800) 440-5071	(203) 265-3590
HUSKY Member Services	(800) 859-9889	(203) 265-3197
SAGA Member Services	(866) 361-7242 (SAGA)	
Fraud Reporting	(866) 700-6109	

The Network News Provider Newsletter is a publication of Community Health Network of Connecticut, Inc. (CHNCT). It offers new policies and tips on following procedures for CHNCT, for administering both the HUSKY A and B and SAGA 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 healthcare status and well being of our members and their families that have entrusted us with their care.

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