



The Network News

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Chiropractic Services

In addition to the chiropractic treatment codes for spinal manipulation (98940, 98941, 98942), chiropractors will now be allowed to bill codes 99201-99203, and 99211-99213 for visits in which a manipulation does not occur. This change is effective 12/10/01.

Reminder of Directory Changes:

CHNCT will be distributing an updated Provider Directory to our members soon. Don't forget to fax all changes in address, phone number, panel size or participation status to CHNCT Provider Relations.

Important Numbers

Main Number
203-237-4000

Provider Relations
800-440-5071
Fax: 203-639-1069

Member Services
800-859-9889

Care Management
800-440-5071
Fax: 203-639-0719

BeneCare- Dental
800-843-4727

Claims
800-440-5071
Fax: 203-630-7990

Visit us on the Web:
www.CHNCT.org

Electronic Claims Submission Update

CHNCT is pleased to announce that we are in the process of finalizing the implementation of our new claims processing system. We have gone "live" and are resolving the final steps necessary for the transition to the new system.

The next major project will be implementing Electronic Claims Submission (ECS). As part of our new claims processing system we have entered into an arrangement with Envoy to act as our electronic claims clearinghouse. We are currently working with Envoy to begin the set-up and testing of ECS.

There are several issues that providers may address at this time if you plan to submit claims electronically to us via Envoy. If you currently use Envoy as your clearinghouse, you should have the ability to submit your CHNCT claims as you do to other Plans. To accomplish this, you will need the following:

1. Our Envoy Payor Number. We will provide this to you after we are set up and have completed the testing process required by Envoy.
2. All providers at your facility or office who will submit claims must be in our system. Please contact your CHNCT Provider Representative to assure that your provider information is correct.
3. Provider numbers that were assigned by CHNCT in the past will not be the same as numbers on the new system. Individual providers with Social Security Numbers on file at CHNCT at the time of conversion have been assigned their SSN as the provider number. Providers with no SSN on file have been assigned a CHNCT generated number. The new number will need to be included on your claims.

CHNCT would like to make certain these changes do not impact your claims payments. Providers who are interested in submitting claims electronically to CHNCT are encouraged to contact your Provider Representative to verify that all of your information is correct. We appreciate your patience in this matter.

Members Held Harmless

A Provider may only bill a HUSKY A member for goods and services which are not covered by Medicaid, when the member knowingly elects to receive the goods or services and enters into an agreement in writing to pay for such goods or services prior to receiving them.

Claims Processing

Due to our recent system conversion our average claim processing time has increased. CHNCT will continue to adhere to all State of Connecticut timely claim payment criteria. Additional resources have been dedicated to resolving this backlog as soon as possible. Until that time, we ask for your patience and understanding. Thank you.

Did You Know???

- It is illegal for providers to balance-bill HUSKY A (Medicaid) members.
- Altered bills, including bills with white out, white tape, marker, etc., will be denied as altered bills.
- CHNCT only accepts bills on HCFA 1500 forms for medical billing and UB forms for facility billing.
- Medicaid is always the payer of last resort.
- Multiple Surgical Procedures: If done through the same incision, CHNCT will pay the Medicaid allowance for the primary procedure. If separate incisions, CHNCT will allow 100% of the primary procedure, 50% of the secondary procedures and 25% of the third procedure.

A REMINDER TO PCP'S

Please let us know when you have a CHNCT newborn in your office for the first visit. Just call our Member Services and Outreach Department at 800-859-9889 and we will follow-up on the enrollment process.



NEWBORNS

- All inpatient bills for newborns should include demographic information on the mother.
- How Newborns can become eligible for HUSKY A:
 - If a newborn has coverage under Medicaid or Healthy Start, the newborn is eligible for HUSKY A at birth, and will be enrolled in the same health plan as the mother.
 - If a newborn's mother is uninsured or the mother has insurance that will not cover the birth of the baby, the family should apply for HUSKY A benefits no later than 30-days after the baby's date of birth.
- Eligibility for HUSKY B is contingent upon determination of the family income being over 185% of the Federal Poverty Level, who are not eligible for Medicaid (HUSKY A). HUSKY B has limited cost sharing with its members and the eligibility process more closely resembles a commercial plan. Newborn eligibility is contingent upon the head of household's timely application (within thirty days of birth) and approval by the HUSKY Program. Patients needing information on the HUSKY B plan should contact HUSKY at 1-877-284-8759.
- Hospitals billing newborn inpatient claims should expect a slight delay in processing from CHNCT. At the time a newborn claim is received, CHNCT may not have received enrollment information on this member from Benova (enrollment broker for the State of Connecticut Department of Social Services). If the newborn is not in our system, our Member Services Department will contact Benova to verify the newborn should be enrolled with our plan and request that the necessary information is forwarded to CHNCT.

A MESSAGE FROM OUR CEO

We would like to thank each of you for serving our members over the past year and providing such high quality of care. You have been essential in making us one of the best plans serving the Medicaid population not only in Connecticut but also in the country! Thanks for being a part of CHNCT. We look forward to working with you again this year.

Sylvia B. Kelly, CEO