

The State Administered General Assistance (SAGA) Program



Effective August 1, 2004, Community Health Network Of Connecticut became the program administrator for State Administered General Assistance (SAGA).



The SAGA program provides medical assistance to indigent individuals and families in all Connecticut towns who do not qualify for standard Title 19 Medicaid. Qualification for SAGA is based on income and assets and is determined by eligibility workers at the regional DSS offices.

Once a person or family is eligible for SAGA, the benefit package covering all SAGA recipients includes:

- Primary Care Services, provided primarily at an FOHC (Community Health Center), where available
- Dental Services
- Specialty Services, provided only with a referral from the Primary Care Practice and authorization from CHNCT
- Acute Impatient Rehab Care at any participating Rehab Facility
- Rehabilitation Services (OT, PT, Speech Therapy, Podiatry, Audiology, Chiropractic or Naturopathy) performed only at FOHCs, outpatient clinics or hospitals
- Emergency Transportation (Ambulance) and Regularly Scheduled Transportation for Radiation Oncology, Chemotherapy and Renal Dialysis only
- Pharmaceutical Drugs
- DME and required medical supplies

There are coverage exclusions under the SAGA program, which do not exist under the HUSKY program.

The services, which are NOT covered for SAGA recipients are (please contact CHNCT for further exclusions):

- Home Care
- Routine Vision Care
- Rehabilitation Services (OT, PT, Speech Therapy, Podiatry, Audiology, Chiropractic or Naturopathy) performed by independent providers who are **NOT** located at FOHCs, outpatient clinics or hospitals
- Non-Emergency Transportation
- Non-Medical Procedures and Conditions, or excessive procedures than deemed medically necessary

CHNCT will manage all other medical services (listed above) for the practitioner/provider network, as mandated by the State of Connecticut, including hospital outpatient clinics. **DSS will continue to manage all Hospital Care and Behavioral Health and Substance Abuse Services, except for out patient clinics.**

For information on provider participation in the SAGA program, or for reimbursement questions, contact CHNCT's Provider Relations Department at 800-440-5071 or www.chnct.org and refer to Providers and SAGA.

Enhancements to the Asthma Disease Management Program HUSKY A & B



CHNCT is pleased to announce some enhancements to its asthma disease management program. Until recently, the program consisted of educational mailings to all members with asthma and quarterly medication usage reports to physicians whose members were taking rescue medications exclusively based upon pharmacy utilization reports.

Enhancements to the program include:

- Updated mailing materials to all members with asthma.
- Continuation of the quarterly medication usage reports.
- Telephonic educational interventions by a nurse for select members who have multiple emergency room and/or inpatient hospital stays with a primary diagnosis of asthma, consisting of educational topics and support of the physician's treatment plan.
- Preliminary depression screening and appropriate referral for those members eligible for the educational interventions.

All physicians will be receiving a letter announcing the program, and physicians caring for members who are eligible for telephonic interventions will receive an additional communication listing the names of the members who are eligible. The program is scheduled to begin in December of 2004.



Provider Appeals Process

Providers may request and must be granted an appeal to any Community Health Network of Connecticut decision, action, or unresolved complaint within 60 days of notice of denial.

For further appeal information please visit our website at www.chnct.org, Provider Policies and Procedures or contact Providers Relations at . . .

1-800-440-5071

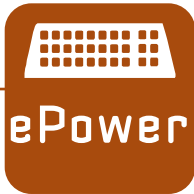
Referrals & Authorizations

The members PCP must follow CHNCT policy and procedures to initiate a referral and authorization in order for a member to be seen by a specialist.



The specialist must call CHNCT at **1-800-440-5071** prior to the first appointment for an authorization number if written confirmation has not been received by CHNCT.





ePower Reminder!

ePower is a free on-line service that CHNCT offers to its participating providers. Through ePower, providers can look up eligibility history, claim status and history. Billing staff no longer needs to spend valuable time making telephone inquiries. Providers can obtain information on ePower by visiting our website at www.chnct.org and click on the ePower provider link, or by calling your Provider Relations Representative line at 1-800-440-5071.

Electronic Claim Submissions

We have noticed an increase in paper claim submissions. Please consider the following:



1. Paper claims take longer to process therefore slowing down your reimbursement
2. Sending paper versions of claims that you have submitted electronically will slow down the processing and result in duplicate claim rejections

We accept claims electronically via our clearinghouse or by direct connection.

Our WebMD payer number is 62149.

If you have questions, contact us at 1-800-440-5071.



We are now located in Wallingford
Please send paper claims to:

Community Health Network Of Connecticut, Inc.
11 Fairfield Boulevard
Wallingford, CT 06492

Grace Period for Deleted CPT Codes

Beginning January 1, 2005, any CPT procedure codes deleted from the 2005 CPT code book will not be allowed to be used for the 90-day grace period, as allowed in previous years. The State of Connecticut



will no longer honor the 90-day grace period, whereby practitioners/providers could continue to bill deleted CPT codes through the first quarter of a new calendar year. Codes deleted for 2005 must be

discontinued as of January 1st and must be replaced immediately with the appropriate new codes noted in the 2005 CPT code book. In the event a deleted code has no replacement, or has been replaced with more than one new code, contact CHNCT's Provider Relations Department at 1-800-440-5071 for assistance.

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MCO's are required to provide participating providers with the DSS Marketing Guidelines. A copy of these guidelines have been included within this newsletter for your reference.

IMPORTANT CHNCT PHONE & FAX NUMBERS

<u>DEPARTMENT</u>	<u>PHONE</u>	<u>FAX</u>
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
Member Services	800-859-9889	203-265-3197
SAGA Member Services	877-361-SAGA	

The Network News Provider Newsletter is a quarterly publication of Community Health Network Of Connecticut, Inc. (CHNCT). It offers policy new 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 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 health care status and well being of our members and their families that have entrusted us with their care.



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