

THE NEW YORK EYE AND EAR INFIRMARY PHO NEWSLETTER

The NYEE PHO Newsletter disseminates articles of interest and classifieds to participating physicians only.



On August 1, 2008, CenterCare merged fully into Fidelis Care. As you know, Fidelis Care was the parent company for CenterCare for three years. The operations of CenterCare have been fully integrated with Fidelis Care since early 2006.

Your current Provider Relations Representative continues as your main contact. You continue to serve your current

CenterCare members as a Fidelis Care provider.

As soon as possible, but no later than November 1, 2008, you must use Fidelis Care payer ID 11315 for electronic claims and the following address for the submission of paper claims: **Specialists Claims**—Fidelis Care New York, PO Box 825, Amherst, NY 14226—**Faculty Claims**—Fidelis Care New York, PO Box 845, Amherst, NY 14226.

Clyde Locke, MD, President
Mr. Kessler, Vice President
Jackee C. Namwila, Director

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PHO updates:

- Fidelis Medicare Amendment
- WellCare Medicare
- The Next PHO Seminar—Early December
- WellCare on CAQH
- HealthPlus on CAQH



Provider Update

AMERIGROUP uses ClaimCheck, a comprehensive nationally recognized code auditing system, to help ensure consistent physician and facility reimbursement. Utilizing ClaimCheck aligns with AMERIGROUP's fraud waste and abuse program in that it ensures correct coding and billing practices are being followed. AMERIGROUP is upgrading to Version 42 of ClaimCheck and the changes included in the upgrade will become effective December 1, 2008.

For questions regarding ClaimCheck edits that you receive on your Explanation of Payment (EOP), please call Provider Services at the National Contact Center at 1-800-454-3730 and select the appropriate prompt.

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As you know, Great-West Healthcare is part of CIGNA. To support the delivery of quality care, they have combined the following CIGNA and Great-West Healthcare Medical Management policies:

- **Coverage Policies:** CIGNA and Great-West Healthcare coverage policies for many services have been combined as of September 15, 2008.
- **Precertification Policy:** A combined precertification list is being developed and changes will be available on October 1, 2008. The new, integrated list will become effective on January 1, 2009.
 - All inpatient admissions still require precertification
 - Specific outpatient services require precertification
 - Fewer services require precertification

For more information you can visit the online resources listed below.

CIGNA

Great-West Healthcare

www.cignaforhcp.com

www.greatwesthealthcare.com/providers



Updates

Changes to Claims Policies

Health Plus is introducing new, enhancements to the claims payment policies.

They will continue to follow the guidelines set by the national Correct Coding Initiative (CCI). They will implement the following nationally accepted guidelines:

- Medicare's national bundling edits, including the CCI
- Medicare's modifier usage
- Medicare's global surgery rules
- AMA CPT coding guidelines
- Regional Medicare policies
- National specialty academy guideline (coding and clinical)

For more information you can visit the Health Plus website at www.healthplus-ny.org and click on "Providers" then select the "Claims Policy & EDI" option from the drop menu.

CAQH

Health Plus is pleased to announce that it has joined forces with the Council for Affordable Quality Healthcare (CAQH) and is now processing credentialing and re-credentialing applications online, through the Universal Credentialing Datasource (UCD) system.

CAQH Help Desk 1-888-599-1771

www.caqh.org/cred