



# 2009 Provider Publication Cumulative Index

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*Note: Partners in Health Update<sup>SM</sup> articles are specific to a provider type. The audience is identified by the following indicators:*

- P – Professional
- F – Facility
- A – Ancillary

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## ADMINISTRATIVE

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|  |         |
|--|---------|
| <b>An updated <i>Provider Manual</i> is coming soon</b><br>September 2009  | P       |
| <b>Call 1-800-275-2583: One number for all of your needs</b><br>August 2009 (Medical)<br>September 2009<br>October 2009<br>November 2009 | P, F, A |
| <b>ClaimCheck<sup>®</sup> upgrade scheduled</b><br>December 2009   | P, A    |
| <b>CMS compliance training deadline is December 31, 2009</b><br>December 2009  |         |
| <b>Complete your CMS compliance training by December 31, 2009</b><br>November 2009   | P, F, A |
| <b>Elimination of authorization approval letters for NaviNet-enabled providers</b><br>October 2009                                       | P, F, A |
| <b>Elimination of authorization approval confirmation letters for NaviNet<sup>®</sup>-enabled providers</b><br>November 2009             | P, F, A |
| <b>HMO/PPO Flex products require precertification for comprehensive outpatient pain management</b><br>December 2009                      | P       |
| <b>Identifying your Network Coordinator</b><br>September 2009  | P, F, A |
| <b>Interactive Voice Response (IVR) system enhancements scheduled for July</b><br>July 2009  | P, F, A |
| <b>Keep your information up to date</b><br>July 2009   | P, F, A |
| <b>Precertification is required for select procedures</b><br>October 2009  | P, F, A |

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ADMINISTRATIVE (CONTINUED)

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|   |         |
|---|---------|
| <b>Process changes for Baby FootSteps<sup>®</sup> prenotification and inpatient routine maternity services status letters</b><br>October 2009 | P, F, A |
| <b>Reminder: Timely submission of <i>Initial Maternity Patient Questionnaire</i> important for early outreach</b><br>December 2009            | P       |
| <b>Routine costs associated with qualifying clinical trials (NJ only)</b><br>November 2009  | P       |
| <b>The IVR's name is changing to the Provider Automated System</b><br>December 2009   | P, F, A |
| <b>Your CMS Compliance training must be completed by December 31, 2009</b><br>September 2009<br>October 2009                                  | P, F, A |

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ANNOUNCEMENTS

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|  |         |
|--|---------|
| <b>A message from Provider Communications</b><br>April 2009  | P, F, A |
| <b>Clear Claim Connection<sup>™</sup> service interruption scheduled for May 2, 2009</b><br>May 2009 | P, F, A |
| <b>Important H1N1 (swine flu) information</b><br>November 2009                                       | P, F, A |
| <b>Introducing shorter, reader-friendly web addresses</b><br>June 2009                               | P, F, A |
| <b>Keep your information up to date</b><br>January 2009  | P, F, A |

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APPEALS

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|  |         |
|--|---------|
| <b>Mandated provider claim appeals process (NJ only)</b><br>January 2009 | P, F, A |
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### BILLING

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|   |         |
|---|---------|
| <b>Billing requirements for administration of the H1N1 vaccine</b><br>December 2009   | P, F, A |
| <b>Billing updates for dental anesthesia services</b><br>September 2009   | P, F, A |
| <b>Clarification on the use of modifier -50</b><br>October 2009   | P, F, A |
| <b>Correction: Laboratory services indicator</b><br>March 2009  | P, F, A |
| <b>How to bill claims with multiple units</b><br>March 2009   | P, F, A |
| <b>Important information regarding hospice billing and services (PA and NJ only)</b><br>March 2009                          | P, F, A |
| <b>Laboratory services clarification for Level I, II, and III outpatient laboratory testing services</b><br>January 2009    | P, A    |
| <b>Laboratory services reminder</b><br>January 2009   | P, F, A |
| <b>New professional and ancillary reference guides available online (NJ only)</b><br>February 2009                          | P, A    |
| <b>No separate fee for surgical trays (PA only)</b><br>October 2009   | P       |
| <b>Payment rationale for Medicare-eligible commercial members without Medicare Part B</b><br>December 2009                  | P, F, A |
| <b>Professional Injectable and Vaccine Fee Schedule updates effective April 1, 2009 (PA and NJ only)</b><br>March 2009      | P, F, A |
| <b>Professional Injectable and Vaccine Fee Schedule updates effective January 1, 2010 (PA and NJ only)</b><br>December 2009 | P       |

## Partners in Health Update<sup>SM</sup>

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### BILLING (CONTINUED)

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|  |         |
|--|---------|
| <b>Professional Injectable and Vaccine Fee Schedule updates effective July 1, 2009 (PA and NJ only)</b><br>June 2009             | P, F, A |
| <b>Professional Injectable and Vaccine Fee Schedule updates effective October 1, 2009 (PA and NJ only)</b><br>September 2009     | P, F, A |
| <b>Reminder: Billing for Part B vs. Part D home infusion drugs</b><br>March 2009   | P       |
| <b>Reminder: Claims submitted without a valid, registered NPI will reject</b><br>January 2009                                    | P, F, A |
| <b>Reminder: Important messages on your SOR (NJ only)</b><br>January 2009  | P, F, A |
| <b>Reminder: Submit Coordination of Benefits information electronically</b><br>March 2009<br>April 2009<br>May 2009              | P, F, A |
| <b>Reporting services using modifier -50</b><br>September 2009<br><br><i>Reminder article was published in:</i><br>December 2009 | P       |
| <b>Revenue codes that will require a HCPCS/CPT<sup>®</sup> code January 1, 2010</b><br>December 2009                             | F       |
| <b>Upcoming audits to investigate trends in questionable billing</b><br>July 2009  | P, F, A |
| <b>Updated billing requirements for Avastin<sup>®</sup> in ophthalmological use</b><br>October 2009                              | P, F, A |
| <b>Updated claims tool kit now available</b><br>December 2009  | P       |

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### CONSUMERISM

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|   |         |
|---|---------|
| <b>AmeriHealth Healthy Lifestyles<sup>SM</sup> Keys to Wellness encourages and supports healthy behaviors in members (PA and DE only)</b><br>September 2009 | P, F, A |
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CONSUMERISM (CONTINUED)

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|  |         |
|--|---------|
| <b>AmeriHealth Healthy Lifestyles<sup>SM</sup> Rewards: A new approach to wellness by incenting members (NJ only)</b><br>August 2009 | P, F, A |
| <b>Enhanced consumer website including new hospital comparison and locator tool</b><br>November 2009                                 | P, F, A |
| <b>How our member portal helps your patients</b><br>May 2009   | P, F, A |

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CONTRACTING

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|   |         |
|---|---------|
| <b>Important notice regarding AmeriHealth affiliates</b><br>June 2009 | P, F, A |
|---|---------|

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CREDENTIALING

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|  |         |
|--|---------|
| <b>New credentialing procedure effective January 1, 2010 (PA and DE only)</b><br>October 2009<br><i>Reminder article was published in:</i><br>November 2009<br>December 2009 | P, F, A |
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ICD-10

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|   |         |
|---|---------|
| <b>ICD-10 implementation timeline update</b><br>February 2009 | P, F, A |
| <b>Update on the ICD-10 timeframe</b><br>January 2009         | P, F, A |

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MANUAL UPDATES

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**A new *Hospital Manual* is coming soon (NJ only)** P, F, A  
January 2009

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MEDICAL

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**Autism law reminder and provider list now available (PA only)** P, F, A  
October 2009

**Baby FootSteps<sup>®</sup> goes green** P, F, A  
August 2009

**Change and opportunity when converting hospital payments to a DRG reimbursement method (PA and DE only)** F  
August 2009

**ClaimCheck<sup>®</sup> upgrade scheduled** P, A  
April 2009

**Clarification for billing fluids with injections and infusions** P  
June 2009

**Clinical criteria used for utilization management determinations** P, F, A  
December 2009

**CMS compliance training required for all providers** P, F, A  
June 2009  
August 2009

**CMS has changed its policy on stamped signatures** P, F, A  
March 2009

**Convenient access to seasonal flu and H1N1 flu vaccinations for HMO, POS, and PPO members** P, F, A  
November 2009

**Coverage under Michelle's Law** P, F, A  
September 2009

**Coverage under Michelle's Law effective October 9, 2009** P, F, A  
October 2009

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MEDICAL (CONTINUED)

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|   |         |
|---|---------|
| <b>Enhancements made to the provider interactive voice response system</b><br>March 2009<br><i>Reminder article was published in:</i><br>April 2009   | P, F, A |
| <b>Guidelines for spinal surgical procedure requests</b><br>November 2009   | P       |
| <b>Implementation of scalp hair prosthesis mandate (DE only)</b><br>April 2009<br>May 2009  | P, F, A |
| <b>Mandated coverage for autism spectrum disorders (PA only)</b><br>June 2009<br><i>Reminder articles were published in:</i><br>July 2009<br>August 2009  | P, F, A |
| <b>Medicare members must receive notice of noncovered/excluded services and member payment responsibility (PA and NJ only)</b><br>January 2009<br><i>Enclosure</i> – Notice of Denial of Medical Coverage | P, F, A |
| <b>Network Coordinator Locator Tool now available on amerihealth.com (NJ and DE only)</b><br>May 2009<br><i>Reminder article was published in:</i><br>June 2009   | P, F, A |
| <b>New federal mental health and substance abuse parity mandate</b><br>July 2009  | P, F, A |
| <b>New federal mental health and substance abuse parity mandate effective October 3, 2009</b><br>October 2009   | P, F, A |
| <b>New hearing aid mandate for children under 16 (NJ only)</b><br>April 2009  | P, A    |
| <b>OB/GYN copayment and product information for routine and nonroutine services</b><br>July 2009  | P       |
| <b>Observation services appropriate for acute medical conditions</b><br>September 2009  | P, F    |



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MEDICAL (CONTINUED)

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|   |         |
|---|---------|
| <b>Place of service for diagnostic coronary procedures</b><br>November 2009   | P, F    |
| <b>Policy notifications posted as of December 16, 2008</b><br>January 2009  | P, F, A |
| <b>Policy notifications posted as of January 15, 2009</b><br>February 2009  | P, F, A |
| <b>Policy notifications posted as of February 17, 2009</b><br>March 2009  | P, F, A |
| <b>Policy notifications posted as of March 16, 2009</b><br>April 2009   | P, F, A |
| <b>Policy notifications posted as of April 16, 2009</b><br>May 2009   | P, F, A |
| <b>Policy notifications posted as of May 18, 2009</b><br>June 2009  | P, F, A |
| <b>Policy notifications posted as of June 17, 2009</b><br>July 2009   | P, F, A |
| <b>Policy notifications posted as of July 20, 2009</b><br>August 2009   | P, F, A |
| <b>Policy notifications posted as of August 17, 2009</b><br>September 2009  | P, F, A |
| <b>Policy notifications posted as of September 17, 2009</b><br>October 2009   | P, F, A |
| <b>Policy notifications posted as of October 19, 2009</b><br>November 2009  | P, F, A |
| <b>Policy notifications posted as of November 18, 2009</b><br>December 2009   | P, F, A |
| <b>Reminder: Changes to precertification requirements for most outpatient mental health services (PA and DE only)</b><br>January 2009 | P       |
| <b>Reminder: Check precertification requirements for durable medical equipment</b><br>August 2009                                     | A       |
| <b>Reminder: New look for member ID cards (PA only)</b><br>January 2009   | P, F, A |

## Partners in Health Update<sup>SM</sup>

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### MEDICAL (CONTINUED)

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|   |         |
|---|---------|
| <b>Reminder: Referrals not needed for services provided through Direct Access OB/GYN<sup>SM</sup></b><br>January 2009 | P, F    |
| <b>Reminder: Transition to all-electronic authorization inquiry and submission continues</b><br>January 2009          | P, F, A |
| <b>Retail health clinics offer convenient access to care (DE only)</b><br>March 2009                                  | P, F, A |
| <b>Take Care Clinics now available to AmeriHealth PPO members</b><br>September 2009                                   | P, F, A |
| <b>Timely submission of maternity patient questionnaires important for early outreach</b><br>January 2009             | P       |
| <i>Reminder articles were posted in:</i><br>April 2009<br>June 2009<br>August 2009<br>December 2009 (Administrative)  |         |
| <b>Updated prosthetics and orthotics mandate (NJ only)</b><br>December 2009   | P, A    |
| <b>Updates to the hearing aid mandate for children under 16 (NJ only)</b><br>December 2009                            | P, A    |

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### NAVINET<sup>®</sup>

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|---|---------|
| <b>Change your practice information through the NaviNet web portal</b><br>December 2009 | P       |
| <b>Clinical Alerts – Helping providers identify gaps in care</b><br>November 2009       | P       |
| <b>Clinical Alerts coming soon to NaviNet</b><br>February 2009                          | P, F, A |
| <i>Reminder article was posted in:</i><br>April 2009                                    |         |

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### NAVINET<sup>®</sup> (CONTINUED)

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|--|---------|
| <b>Clinical Alerts now available on the NaviNet web portal</b><br>May 2009                         | P, F    |
| <b>Clinical Alerts to be introduced on NaviNet</b><br>March 2009                                   | P, F, A |
| <b>Electronic Funds Transfer feature available through the NaviNet web portal</b><br>December 2009 | P, F, A |
| <b>New Clinical Alerts are now available</b><br>December 2009                                      | P       |
| <b>Provider Satisfaction Survey: Deadline extended until December 18</b><br>December 2009          | P, F, A |
| <b>Removal of estimated length of stay</b><br>May 2009   | P, F, A |
| <b>The benefits of using the NaviNet web portal</b><br>May 2009                                    | P, F    |

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### ON THE WEB

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|  |         |
|--|---------|
| <b>Easy online access to new and updated policy information</b><br>August 2009                             | P, F, A |
| <b>Enhanced AmeriHealth Medicare website to launch later this month</b><br>September 2009                  | P, F, A |
| <b>Enhancements to the provider search tool</b><br>August 2009   | P, F, A |
| <b>Good 2 B Me website educates adolescents and their parents on health and wellness</b><br>September 2009 | P, F, A |
| <b>New search feature available on amerihealth.com</b><br>July 2009 (Web News)                             | P, F, A |
| <b>Redesigned “For Providers” section of amerihealth.com coming soon</b><br>September 2009                 | P, F, A |

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PHARMACY

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|  |         |
|--|---------|
| <b>All members must obtain self-injectable Low Molecular Weight Heparin through pharmacy benefit</b><br>December 2009  | P, F, A |
| <b>Announcing new preferred diabetic test strips effective October 1, 2009</b><br>August 2009  | P, F, A |
| <b>Annual Synagis<sup>®</sup> (palivizumab) distribution program</b><br>September 2009<br>October 2009   | P, F, A |
| <b>Changes to self-injectable drug coverage effective January 1, 2010</b><br>December 2009<br><i>Enclosure</i> – Specialty Drugs Requiring Precertification  | P, F, A |
| <b>Important changes about self-injectable drug coverage coming January 1, 2010</b><br>January 2009 (Specialty Pharmacy)<br><br><i>Reminder articles were posted in:</i><br>February 2009<br>March 2009<br>April 2009<br>May 2009<br>June 2009 | P, F, A |
| <b>Medicare Part D formulary changes</b><br>May 2009   | P, F, A |
| <b>NDC code submission changes effective January 1, 2009</b><br>February 2009<br><br><i>Reminder articles were posted in:</i><br>March 2009<br>April 2009<br>May 2009<br>June 2009   | P, F, A |
| <b>NDC submission information for compound drugs</b><br>November 2009  | P, F, A |
| <b>New billing requirements for Avastin<sup>®</sup> in ophthalmological use (NJ only)</b><br>June 2009   | P, F, A |
| <b>New preferred diabetic test strips effective October 1, 2009</b><br>October 2009  | P, F, A |

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PHARMACY (CONTINUED)

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|  |         |
|--|---------|
| <b>Precertification changes for Avastin<sup>®</sup> in ophthalmological use (PA and DE only)</b><br>June 2009  | P, F, A |
| <b>Reminder: New prescribing procedures for narcotic medications</b><br>April 2009   | P       |
| <b>Prescription drug updates/changes</b><br>March 2009<br>June 2009<br>September 2009<br>December 2009   | P, F, A |
| <b>Prevacid<sup>®</sup> 15 mg capsules will be available OTC</b><br>November 2009  | P, F, A |
| <b>Select Drug Program<sup>®</sup> Formulary updates/changes</b><br>March 2009<br>June 2009<br>September 2009<br>December 2009   | P, F, A |
| <b>Upcoming changes to self-injectable drug coverage</b><br>September 2009<br>October 2009<br>November 2009<br><br><i>Enclosure (September 2009) – Self-Injectable Drug List</i> | P, F, A |
| <b>Upcoming NDC code submission changes for institutional providers</b><br>July 2009<br>September 2009   | F       |
| <b>Updating Safe Prescribing Procedures to include narcotics</b><br>March 2009   | P, F, A |
| <b>Use direct ship for specialty injectable and specialty oral medication therapies</b><br>July 2009   | P, F, A |
| <b>Valid NDC required on claims submitted for drugs (e.g., J codes and other drug codes)</b><br>January 2009 (Specialty Pharmacy)  | P, F, A |

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PREVENTIVE HEALTH / HEALTH AND WELLNESS

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|   |         |
|---|---------|
| <b>AmeriHealth Healthy Lifestyles<sup>SM</sup> programs help members maintain a healthy weight</b><br>July 2009   | P       |
| <b>Cancer screening flyer now available</b><br>September 2009   | P       |
| <b><i>Clinical Insights</i> now available</b><br>November 2009  | P, F, A |
| <b>Clinical Practice Guidelines now available</b><br>November 2009  | P, F, A |
| <b>Connections<sup>SM</sup> AccordantCare<sup>TM</sup> Program assists physicians in providing evidence-based care for complex conditions</b><br>October 2009   | P       |
| <b>Connections<sup>SM</sup> AccordantCare<sup>TM</sup> Resource Specialists provide assistance to patients with complex conditions</b><br>May 2009  | P, F, A |
| <b>Connections<sup>SM</sup> Health Management Program provider survey results for 2008</b><br>May 2009  | P       |
| <b>Connections<sup>SM</sup> Health Management Programs: Supporting our members, your patients</b><br>January 2009      April 2009      August 2009<br>February 2009      June 2009      November 2009<br>March 2009      July 2009      December 2009 | P       |
| <b>Discontinuation of the Connections<sup>SM</sup> AccordantCare<sup>TM</sup> program for Medicare Advantage members effective January 1, 2010</b><br>December 2009   | P, F    |
| <b>Disease management support through the Connections<sup>SM</sup> Health Management Program</b><br>March 2009  | P, F, A |
| <b>Encourage members to receive colorectal cancer screenings</b><br>March 2009  | P, F, A |
| <b>Evolving colorectal cancer screening options: Helping your patients decide</b><br>April 2009   | P       |
| <b>Expanded preventive health efforts</b><br>September 2009   | P       |

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PREVENTIVE HEALTH / HEALTH AND WELLNESS (CONTINUED)

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|  |         |
|--|---------|
| <b>How the Connections<sup>SM</sup> program can help your patients with antihypertensive treatment</b><br>November 2009        | P       |
| <b>New weight gain guidelines for pregnancy</b><br>December 2009   | P, F, A |
| <b>Nutrition counseling benefit available for New Jersey members</b><br>December 2009  | P, F, A |
| <b>October is breast cancer awareness month</b><br>October 2009  | P       |
| <b>Online immunization schedules for newborns and children now available</b><br>July 2009                                      | P       |
| <b>Osteoporosis and osteopenia: Preventing fractures</b><br>May 2009   | P       |
| <b>Preventing HPV and cervical cancer</b><br>April 2009  | P       |
| <b>Quit&amp;Fit<sup>®</sup> selected as new tobacco cessation program for special populations</b><br>November 2009             | P       |
| <b>Recommendations from the CDC on adolescent immunization</b><br>August 2009  | P       |
| <b>Resources and tools available to help manage cholesterol</b><br>October 2009  | P       |
| <b>Shared decision-making legislation may shape informed consent and help doctors collaborate with patients</b><br>August 2009 | P, F, A |
| <b>SMART<sup>®</sup> Registry release for January 2009</b><br>January 2009   | P, F    |
| <b>SMART<sup>®</sup> Registry release scheduled for June 2009</b><br>June 2009   | P       |
| <b>Supporting the benefits of breastfeeding</b><br>September 2009  | P, F, A |

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PREVENTIVE HEALTH / HEALTH AND WELLNESS (CONTINUED)

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|   |                |
|---|----------------|
| <b>The Connections<sup>SM</sup> Health Management Programs 2009 Annual Update is now available</b><br>September 2009<br><i>Enclosure</i> – the Connections <sup>SM</sup> Health Management Program 2009 Annual Update | <b>P</b>       |
| <b>Two vaccines for the upcoming influenza season</b><br>October 2009   | <b>P</b>       |
| <b>Updated overview guides now available for substance-use disorders, depression, and suicide</b><br>September 2009   | <b>P, F, A</b> |

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PRODUCTS

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|   |                |
|---|----------------|
| <b>Clarification on referrals for AmeriHealth Direct Point-of-Service benefits plan (PA only)</b><br>April 2009   | <b>P, F, A</b> |
| <b>Get your Medicare Advantage patients moving with the SilverSneakers<sup>®</sup> fitness program (NJ only)</b><br>May 2009  | <b>P, F, A</b> |
| <b>Medicare Advantage product name and logo changes</b><br>October 2009<br><i>Enclosure</i> – 2010 Medicare Advantage products flyer<br><i>Reminder article was posted in:</i><br>December 2009 | <b>P, F, A</b> |
| <b>Member benefits changes and clarifications (PA and NJ only)</b><br>December 2009<br><i>Enclosure</i> – Specialty Drugs Requiring Precertification  | <b>P, F, A</b> |
| <b>New Jersey benefits clarification (NJ only)</b><br>April 2009  | <b>P, F, A</b> |
| <b>Reminder: AmeriHealth 65<sup>®</sup> Basic plan is discontinued (PA only)</b><br>January 2009  | <b>P, F, A</b> |
| <b>Reminder: AmeriHealth Direct Point-of-Service offers members more direct access to participating providers (PA only)</b><br>February 2009  | <b>P, F, A</b> |



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PRODUCTS (CONTINUED)

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**Reminder: Upcoming precertification changes (PA and DE only)** P, F, A  
April 2009  
June 2009  
*Enclosure* – Specialty Drugs Requiring Precertification

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QUALITY MANAGEMENT

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**2008 General Medical Record Review, clinical appropriateness, and continuity of care assessment (NJ only)** P, A  
March 2009

***Clinical Practice Guidelines* study results for asthma and diabetes (NJ only)** P  
March 2009

**Our Quality Management Program supports quality of care and service** P, F, A  
November 2009

**PCP satisfaction with information received from organizational providers and specialists (NJ only)** P, F, A  
December 2009

**Policy reminder regarding utilization management decisions** P, F, A  
November 2009

**The Provider Satisfaction Survey coming soon to the NaviNet<sup>®</sup> web portal** P  
October 2009