

2010 Provider Publication Cumulative Index



The image displays six overlapping 'Partners in Health' update newsletters from AmeriHealth. Each newsletter features a central photograph and a table of contents. The newsletters cover various topics including HIPAA 5010 standards, provider updates, member benefits, and quality management programs. The dates of the newsletters are: January 19, 2010; June 2010; and December 2010.

Partners in Health Update - January 19, 2010

- Implementation of HIPAA 5010 standards** page 6
- Policy notifications posted as of January 19, 2010** page 9

Partners in Health Update - June 2010

- Participation in Healthways SilverSneakers® Fitness Program shown to lower risk of depression in Medicare members** page 8
- Reminder: New prior authorization requirements for members taking insulin** page 5

Partners in Health Update - December 2010

- New fall prevention and chronic pain programs** page 11
- Annual Synagis® (palivizumab) distribution program** page 14
- Member benefits changes and clarifications (PA only)** page 10
- Enhancement made to the Navinet® web portal** page 8

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Note: Partners in Health Update 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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SilverSneakers® is a registered mark of Healthways, Inc.

SMART® is a registered trademark of Health Dialog Services Corporation.

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ADMINISTRATIVE

Additional HMO/PPO Flex products requiring precertification for comprehensive outpatient pain management (PA and DE only) January 2010	P
Call 1-800-275-2583: One number for all of your needs January 2010	P, F, A
Changes to CMS compliance training for 2010 January 2010	P, F, A
Changes to home health authorization requests April 2010	A
ClaimCheck[®]: Upgrade scheduled and edit clarification June 2010	P, A
ClaimCheck[®] update and edit clarification scheduled December 2010	P
CMS compliance training no longer required July 2010	P, F, A
CMS compliance training for 2010 April 2010	P, F, A
Get important information delivered right to your email March 2010 <i>Reminder articles were posted in:</i> May 2010 June 2010 August 2010	P, F, A
Online precertification process now available for patients with AmeriHealth Administrators ID cards February 2010	P, F, A
Please complete all prior authorization forms in their entirety October 2010	P, F, A
Precertification changes effective January 1, 2011 (NJ only) October 2010	P
Provider Services user guide now available January 2010	P, F, A
Provider Supply Line: For office supplies and resources August 2010	P, F, A
Reminder to provide notice of Medicare non-coverage May 2010	A

ADMINISTRATIVE (CONTINUED)

Request your office supplies online September 2010 <i>Reminder article was posted in:</i> October 2010	P, F, A
Requirements for submitting changes to your office information June 2010 <i>Reminder article was posted in:</i> July 2010	P
Submit the <i>Initial Maternity Patient Questionnaire</i> for early outreach to our pregnant members October 2010	P
Submitting accurate contact information reduces waste February 2010	P, F, A
Timely submission of Medicare Advantage HMO members' medical records February 2010 <i>Reminder article was posted in:</i> May 2010 August 2010 November 2010	P, F, A
Updated Provider Services instruction guide available April 2010	P, F, A

ANNOUNCEMENTS

2009 Cumulative Index now available February 2010 <i>Enclosure – 2009 Provider Publication Cumulative Index</i>	P, F, A
AmeriHealth announces early extension of dependent care coverage May 2010 <i>Reminder article was posted in:</i> June 2010	P, F, A
AmeriHealth statement on the House passage of health care reform April 2010	P, F, A
Catalyst Health Solutions and our parent company announce agreement on sale of FutureScripts® September 2010	P, F, A

BILLING

Billing for office-based services January 2010	P, F
Billing guidelines for observation services May 2010	P
Change to member copayment applicability for second inpatient admissions within ten days (PA and DE only) October 2010	F
Claims preprocessor enhancements December 2010	P, F, A
Emergency room follow-up care reminder October 2010	P, F
Enhancements to the interest payment process begins mid-October 2010 October 2010	P, F, A
Implementation of HIPAA 5010 standards January 2010	P, F, A
Laboratory services reminder (PA and DE only) October 2010	P
Laboratory services reminder (NJ only) October 2010	P
New Jersey Minimum Standards Mandate September 2010	P, F, A
New payment rationale for Medicare-eligible commercial members without Medicare Part B January 2010	P, F, A
New professional fee schedules and revised reimbursement for all Delaware and Maryland PCPs October 2010	P
Options for submitting claims overpayment requests August 2010	P, F, A
Process for requesting claims adjustments and/or retractions January 2010	F, A
Professional Injectable and Vaccine Fee Schedule updates effective April 1, 2010 (PA and NJ only) March 2010	P

BILLING (CONTINUED)

Professional Injectable and Vaccine Fee Schedule updates effective July 1, 2010 (PA and NJ only) June 2010	P
Professional Injectable and Vaccine Fee Schedule updates effective October 1, 2010 (PA and NJ only) September 2010	P
Revenue codes that require a HCPCS/CPT[®] code January 2010	F
Revised capitation rates and \$0 copayment for certain preventive services (PA only) October 2010 <i>Reminder article was posted in:</i> November 2010	P
Updated UB-04 claim form and instructions available January 2010	F, A
Upcoming CFID provider audits November 2010	P, F, A

CONSUMERISM

Enhanced Personal Health Record allows members to track claims and lab data online August 2010	P, F, A
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CREDENTIALING

Independence Healthcare Management certified as a Credentials Verification Organization July 2010	P, F
New credentialing procedure (PA and DE only) January 2010	P
New credentialing procedure went into effect January 1, 2010 (PA and DE only) August 2010	P, F, A
New email address replaces the Network Credentialing Support Services Hotline (PA and DE only) October 2010	P

HEALTH AND WELLNESS

Case management: Helping you care for your patients March 2010	P, F, A
Clinical Insights now available December 2010	P, F, A
Clinical Practice Guidelines now available December 2010	P, F, A
ConnectionsSM AccordantCareTM Program transition to AmeriHealth care management department will be completed by December 31, 2010 November 2010	P
ConnectionsSM AccordantCareTM Program will transition to AmeriHealth Care Management and Coordination department April 2010	P
ConnectionsSM Complex Care Management Program seeks panelists for Physician Advisory Board June 2010	P
ConnectionsSM Health Management Programs: Supporting our members, your patients January 2010 April 2010 July 2010 November 2010 February 2010 May 2010 August 2010 December 2010 March 2010 June 2010 October 2010	P
ConnectionsSM wants to hear from you October 2010	P, F
Educational tools can help your patients understand breast cancer treatments May 2010	P
Healthways SilverSneakers[®] Fitness Program proven to reduce health care costs of members with diabetes June 2010	P
Help to educate your patients about back pain with health coaching February 2010	P
Importance of dilated retinal eye exams in patients with diabetes December 2010	P
New fall prevention and chronic pain programs September 2010	P, F
Overview guides available for substance-use disorders, depression, and suicide September 2010	P, F

HEALTH AND WELLNESS (CONTINUED)

Participation in Healthways SilverSneakers[®] Fitness Program shown to lower risk of depression in Medicare Advantage HMO members April 2010	P, F, A
PSA testing to detect prostate cancer: A patient's decision August 2010	P
Promoting self-care for patients with heart failure August 2010	P
Seasonal flu vaccine recommendations October 2010	P, F
SilverSneakers[®] Fitness Program helps Medicare Advantage HMO members stay healthy and independent – even with chronic conditions December 2010	P, F, A
SMART[®] Registry release for January 2010 January 2010	P
SMART[®] Registry release for June 2010 June 2010	P
The <i>ConnectionsSM Health Management Programs 2010 Annual Update</i> is now available September 2010 <i>Enclosure – ConnectionsSM Health Management Programs 2010 Annual Update</i>	P

MANUAL UPDATES

A revised <i>Provider Manual</i> is now available May 2010	P
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MEDICAL

Changes for adult preventive services November 2010	P
Changes for AmeriHealth Administrators pregnancy and delivery admission notifications November 2010	P, F

MEDICAL (CONTINUED)

Changes to our self-injectable drugs policy December 2010	P
Choosing the most appropriate site of service September 2010 <i>Reminder article was posted in:</i> November 2010	P, F, A
Clarification of criteria required for billing with modifiers -25 and -59 April 2010	P
Coverage for home blood pressure cuffs November 2010	P, A
Coverage position change on ESWT for musculoskeletal conditions October 2010	P, F
Guidelines for in vitro allergy testing March 2010	P, F, A
Guidelines for spinal surgical procedure requests January 2010	P
Medical necessity evaluation for certain elective surgical procedures May 2010	P, F
Medicare Advantage HMO members must receive notice of noncovered/excluded services and member payment responsibility January 2010	P, F, A
New Jersey mandates coverage for autism (NJ only) February 2010	P, F, A
New requirements for precertification and user guide available December 2010	P, F, A
Our policy on concierge-style practices November 2010	P, F
Our policy on private duty nursing October 2010 <i>Reminder article was posted in:</i> November 2010	P, F, A
Policy notifications posted as of December 18, 2009 January 2010	P, F, A

MEDICAL (CONTINUED)

Policy notifications posted as of January 19, 2010 February 2010	P, F, A
Policy notifications posted as of February 15, 2010 March 2010	P, F, A
Policy notifications posted as of March 18, 2010 April 2010	P, F, A
Policy notifications posted as of April 15, 2010 May 2010	P, F, A
Policy notifications posted as of May 20, 2010 June 2010	P, F, A
Policy notifications posted as of June 17, 2010 July 2010	P, F, A
Policy notifications posted as of July 19, 2010 August 2010	P, F, A
Policy notifications posted as of August 18, 2010 September 2010	P, F, A
Policy notifications posted as of September 20, 2010 October 2010	P, F, A
Policy notifications posted as of October 28, 2010 November 2010	P, F, A
Policy notifications posted as of November 17, 2010 December 2010	P, F, A
Policy regarding trigger point injections February 2010	P, F, A
Policy reminder regarding utilization review decisions October 2010	P, F, A
Prescription and documentation requirements for physical and occupational therapy services December 2010	P
Recognizing top freestanding mammography sites (NJ only) August 2010	P, F
Two new components for precertification October 2010	P, F, A

MEDICAL (CONTINUED)

Use of modifier -25 when reporting E&M services with chemotherapy administration and dialysis codes P
October 2010

NAVINET[®]

Clarification: Authorization submission requirements through NaviNet P, F, A
October 2010

Enhancement made to the NaviNet web portal P, F, A
December 2010

Enhancement to the NaviNet web portal now available P, F, A
November 2010

How referrals affect POS members' coinsurance for services requiring Preauthorization P, F, A
October 2010

Preauthorization submission requirements through NaviNet P, F, A
July 2010

Preauthorization submission requirements through NaviNet start October 1 P, F, A
August 2010
Reminder article was posted in:
September 2010

PHARMACY

Addendum to the Annual Synagis[®] (palivizumab) distribution program P, F, A
November 2010

Annual Synagis[®] (palivizumab) distribution program P, F, A
September 2010
Reminder article was posted in:
October 2010

Changes to our specialty pharmacy network P
July 2010

PHARMACY (CONTINUED)

Formulary changes for basal insulin September 2010	P, F, A
New prior authorization requirements for insulin March 2010 <i>Reminder article was posted in:</i> June 2010	P, F, A
Precertification changes for Avastin[®] in ophthalmological use December 2010	P, F, A
Prescription drug updates March 2010 June 2010 September 2010	P, F, A
Requirements for billing NDCs in an 11-digit format March 2010	P, F, A
Select Drug Program[®] Formulary updates March 2010 June 2010 September 2010 December 2010	P, F, A
<i>Specialty Drugs that Require Precertification</i> document updated February 2010	P, F, A
Updates to Safe Prescribing Procedures for opioid withdrawal drugs July 2010	P, F, A
Zostavax[®], Gardasil[®], and Menactra[®]/Menmune[®] vaccines now available through the Direct Ship Specialty Pharmacy Program (PA and DE only) May 2010	P

PRODUCTS

Member benefits changes (PA only) December 2010	P, F, A
Member benefits changes and clarifications (DE only) April 2010	P, F, A
Member benefits changes and clarifications (PA only) November 2010	P, F, A

PRODUCTS (CONTINUED)

New maximum out-of-pocket limit for Medicare Advantage HMO members November 2010	P, F, A
Upcoming 2011 Medicare Advantage HMO benefits changes (NJ only) October 2010	P, F, A
Upcoming AmeriHealth 65[®] NJ HMO benefits changes November 2010	P, F, A

QUALITY MANAGEMENT

2009 General Medical Records Review study findings (NJ only) May 2010	P
2010 PCP satisfaction survey results (NJ only) November 2010	P, F, A
Clinical Practice Guideline care compliance for patients with asthma and diabetes (NJ only) February 2010	P, A
Our Quality Management Program promotes quality of care and service December 2010	P, F, A