



## Arkansas Medical Society

11<sup>th</sup> Annual Insurance  
Conference 2014

## Agenda



- CHI announcement
- URAC Accreditation
- Health Insurance Marketplace
- ARBenefits
- Arkansas Health Care Payment Improvement Initiative
- Comprehensive Primary Care Initiative
- Quality Initiatives
- Appeals
- Helpful Tips and Reminders
- Provider Manual
- Quality Results
- Medical Policies
- Lab Reminders
- Electronic Funds Transfer
- Territory Map
- Questions?

## QualChoice Now Part of CHI



**QualChoice®**  
is proud to be part of the  
caring mission of



URAC Accreditation



great news!  
QCA Health Plan  
is URAC accredited.



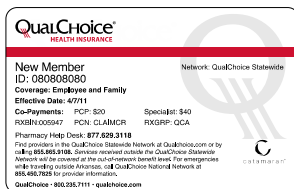
Health Insurance Marketplace



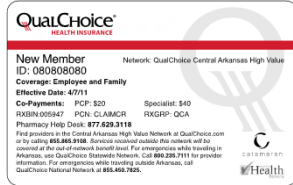
The Arkansas Insurance Department has issued this notice for plans purchased through the federal or state of Arkansas exchange:

- *Member is responsible to pay any co-payments, coinsurance, or deductible related to any non-essential health benefit despite any participation in a federal or state government-run program offering subsidies or premium assistance*
- *Payments related to non-essential health benefits will not count toward the maximum out-of-pocket benefit.*
- *Member must pay the cost share (coinsurance) listed in Member's plan even if they are getting a government subsidy or help with paying their premiums.*

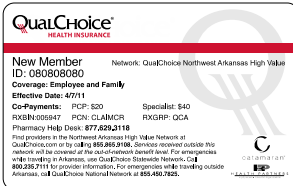
Health Insurance Marketplace Member ID Cards  
Full QualChoice Network



Health Insurance Marketplace Member ID Cards  
Central Arkansas High Value Network



Health Insurance Marketplace Member ID Cards  
Northwest Arkansas High Value Network



ARBenefits: 2014 Silver Plan Updates



- **Effective June 1, 2014**
  - Medical policies for ARBenefits State and Public School Employees Silver Plan members are maintained at [QualChoice.com](http://QualChoice.com).
- **Prior to June 1, 2014**
  - Medical policies for dates of service prior to 6/01/14 can be accessed at [ARBenefits.org](http://ARBenefits.org).
- **Questions? Call Customer Service at 855.299.6035.**

ARBenefits: 2014 Silver Plan Updates



- Effective **July 1, 2014**
  - ARBenefits requires notification of all newly diagnosed malignancies.
  - Providers confirming the diagnosis of malignancy for members must call 877.815.1017, opt. 2.
- Effective **September 1, 2014**
  - Certain medications require pre-authorization by EBRx when obtained from the pharmacy or administered in the physician's office.
  - Dates of service on or after 9/01/14 will be denied by QualChoice if prior-authorization is not first obtained from EBRx. Call 866.564.8258.

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ARBenefits: 2015 Updates



- Effective **January 1, 2015**
  - ARBenefits will require pre-certification of all outpatient oncology related treatments.
  - Providers initiating new treatment regimens will be required to call 877.815.1017, opt. 2.

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ARBenefits: 2015 Updates



- QualChoice will administer plans for state and public school retirees with a Medicare-eligible family member.
- Health Advantage will administer ASE/PSE Plans in 2015 to active employees and pre-Medicare retirees.
- The Silver Plan currently administered by QualChoice will **no longer exist**.

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## Arkansas Healthcare Payment Improvement Initiative



- Reports for hip, knee, perinatal, cholecystectomy episodes can be located on AHIN (Advanced Health Information Network)
- Providers can log into AHIN to download their historical report.
- Contracted providers must sign an episode payment amendment in order to be eligible for gain sharing.

### Episodes In Development:

- Lumbar fusion
- Colonoscopy

## Comprehensive Primary Care Initiative



QualChoice is participating in the **Comprehensive Primary Care (CPC)** Initiative. It is one of seven four-year multi-payer initiatives aimed at strengthening PCP practices' critical role in promoting health, improving care, and reducing overall health care costs.

### For Participating CPC Providers:

1. Attribution reports distributed first week of the month for the previous month. Quality and cost reports distributed quarterly.
2. All reports sent by secure email to the practice contact name.
3. Payments made quarterly.
4. Payment made by the 15<sup>th</sup> of the month for the previous quarter.
5. Payments mailed with paper check.

## Quality Initiatives



## Quality Initiatives



How will the Arkansas state initiatives such as the PCMH and the HIX obtain quality data?



## Appeals



- All participating providers have a right to request reconsideration of any payment/non-payment determination made by QualChoice.
- A *Request for Reconsideration* form must be submitted within the contracted time frames stated in the Provider Agreement.



## Appeal Time Frames



Contracted time frames in your Provider Agreement supersede time frames in the online Provider Manual.

Type of Claim Dispute	Time Frame to Submit
Claim dispute over timely filing requirements	See Provider's Agreement
Claim dispute over contracted rate	180 days from the date on the original RA
Claim dispute over CPT Codes	180 days from the date on the original RA
Claim denied - failure to obtain pre-authorization	60 days from the date on the original RA
Claim dispute over medical determinations	See Appeal for Medical Determinations

## Timely Filing Appeals



### Timely Filing Requirement

For timely filing reconsideration requests, we must have a copy of your **clearinghouse acceptance report**, showing the claim was received and accepted by QualChoice.

**Screen shots from your billing software will not be accepted.**

## Helpful Tips and Reminders



### Hospital Admission

- Network facilities are required to notify QualChoice of all hospital admissions.

### Claim Submission

- EDI is the best way to submit your claims electronically to QualChoice.

### Claims Transmission

- Do not fax claims. The forms are not readable in our claims system.

### QualChoice accepts **ONLY** original paper claims for:

- *Secondary claims.* Submit claim and attach copy of primary EOB.
- *Corrected claims.* Send paper only, not electronically. Must include initial claim number listed on the *Request for Reconsideration* form.

## Provider Manual



Online Provider Manual contains operational information for physicians, hospitals and other healthcare providers who participate in the QualChoice network.



## Provider eNews – Quality Results



- Quarterly Provider e-Newsletter: *Quality Results*
- Provider Action e-Alerts

Newsletter and Action Alerts offer:

- ✓ Medical Policies — new, amended
- ✓ New program announcements
- ✓ Network activities
- ✓ Healthcare Reform updates



## Medical Policies



- New and amended medical policies electronically accessible in *Quality Results*
- Procedure descriptions, what's changed, and effective dates outlined in detail.

NEW POLICIES	REVISIONS	EFFECTIVE DATE
B010 Breast Cancer Prophylaxis		09/09/2014
B012 Prostate Cancer		09/15/2014
B013 Adult Respiratory Infection/Influenza		02/06/2013
B014 Intensive or Multi-Organ Transplant		09/15/2013
AMENDED POLICIES	REVISIONS	EFFECTIVE DATE
B019 Transcatheter	Additional diagnosis added to criteria	09/15/2014
B020 Transcatheter		09/15/2014
B021 Transcatheter (Cardiology)	Revised pre-auth	09/15/2014
B022 Transcatheter (Cardiology)		09/15/2014
B023 Transcatheter (Cardiology)		09/15/2014
B024 Transcatheter (Cardiology)		09/15/2014
B025 Transcatheter (Cardiology)		09/15/2014
B026 Transcatheter (Cardiology)		09/15/2014
B027 Physical & Occupational Therapy Services		07/01/2014
B028 Physical & Occupational Therapy Services		09/15/2014
B029 Physical & Occupational Therapy Services		09/15/2014

## Medical Policies



Search for a medical policy by entering a keyword, policy number or code.





## In Network Lab Reminder



Referring lab/pathology services to an **out-of-network** laboratory or pathology group causes patients to pay significantly more for these services.

When services are not available through an in-network laboratory, participating providers can submit an **Out-of-Network Authorization Request Form** prior to services.

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## In-Network National Reference Laboratories



- LabCorp of America
- Quest Diagnostics Inc.
- Genoptix
- Dianon Systems Inc
- Medical Diagnostic Laboratories
- Millennium Laboratories, LLC
- Esoterix Genetic Laboratories, LLC
- Ameritox, LTD
- Alere Toxicology Services, Inc

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## OON Reference Laboratories



Reference labs **not** in the QualChoice Network

- Berkeley HeartLab
- Bostwick laboratories
- Capital Toxicology
- Genomic Health Inc.
- Genova Diagnostics
- Genzyme Genetics
- **Myriad Genetic Laboratories**
- Prometheus Labs
- US Labs
- Veracyte

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## Electronic Funds Transfer (EFT)



### Electronic Funds Transfer (EFT)

- Fast, confidential and secure claims payments deposited directly into one or more designated bank accounts
- **Required for participating providers** and available to non-participating providers

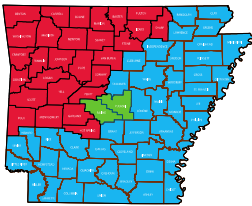
#### To Enroll

Call: Alegeus Technologies at **877.389.1160**

Email: [WCO.Provider.Registration@alegeus.com](mailto:WCO.Provider.Registration@alegeus.com)

Website: [providernet.adminisource.com](http://providernet.adminisource.com)

## Provider Relations Representatives



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	Arkansas • Missouri	Arkansas • Missouri • Tennessee • Mississippi • Texas	Arkansas • Missouri • Tennessee • Mississippi • Texas
QualChoice Participating Providers	Arkansas • Missouri	Arkansas • Missouri • Tennessee • Mississippi • Texas	Arkansas • Missouri • Tennessee • Mississippi • Texas
Non-Participating Providers	By Region Location	By Region Location & National Offices	By Region Location

## Questions?

