

Provider Bulletin

Vol. 19 No. 12 • December 2010



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IN THIS ISSUE

- EHR Incentive Programs
- New Tools for Promoting Healthy Weight
- Optometry and Optician Benefit Clarification
- Nebulizer Update for DME Providers
- Procedures Requiring a Treatment Authorization Request (TAR)
- Explain Code 34, Duplicate Claim Denial
- Positron Emission Tomography (PET) Scans Policy Update
- Annual CPT & HCPCS Code Updates
- Holiday Closures
- Gold Coast EMR Resource Center (Attachment)

EHR INCENTIVE PROGRAMS

Under the Health Information Technology for Economic and Clinical Health Act (HITECH), federal incentive payments are available to eligible providers when they adopt electronic health records (EHRs). Providers must demonstrate meaningful use in ways that can improve quality, safety and effectiveness of care. Providers can choose to participate either in Medi-Cal or Medicare's EHR incentive program, but can only participate in one of the programs at any given time.



Eligible Providers

- Physicians
- Nurse practitioners
- Certified nurse-midwives
- Dentists
- Physician assistants who are working in a Federally Qualified Health Center (FQHC) or Rural Health Clinic (RHC) that is led by a physician assistant.

Incentive Payments

Medicare	Medi-Cal
<ul style="list-style-type: none">• Maximum of \$44,000 over five-year period.• Eligible providers who do not demonstrate meaningful use by 2015 will be subject to payment adjustments.	<ul style="list-style-type: none">• Maximum of \$63,750 over six-year period.• First year payment of \$21,250 if provider adopts, implements or upgrades certified EHR technology.• Must demonstrate meaningful use after first year for continued incentive payments.

For more information regarding EHR incentive programs providers can contact James Coburn or Philip Dodson at Gold Coast EMR Resource Center at 805.512.9999 or visit <https://www.cms.gov/EHRIncentivePrograms/>.

NEW TOOLS FOR PROMOTING HEALTHY WEIGHT

Two new tools are available to refer children and families to community resources that promote healthy weight. The Wellness Card and Resource Guide were developed collaboratively by CenCal Health, Santa Barbara County Public Health Department, Sansum Diabetes Research Institute, and the Diabetes Resource Center of Santa Barbara County.

These tools focus on four key areas: nutrition education, physical activity, support/counseling, and medical services. Once a provider identifies a child who is overweight, they can make a referral using the following:

- **Wellness Card/Prescription for Wellness** – This is given to the family from the physician or other community provider. BMI and Blood Pressure can be recorded, as well as programs that the child/family can attend. This becomes a useful tracking tool to let you know if the family follows through on your recommendations.
- **Resource Guide** – This lists key programs in Santa Barbara County that offer services in the four key focus areas. A large 11”x17” reference guide was created for providers, and a one-page handout was created for families.



To access the Wellness Card or the Resource Guides, go to the CenCal Health website, <http://www.cencalhealth.org> and look under For Providers, Health Education, then Healthy Weight Tools or call our Health Promotion Educator for assistance at 805.562.1662.

OPTOMETRY AND OPTICIAN BENEFIT CLARIFICATION

In July 2010 the Department of Health Care Services (DHCS) reinstated optometry **services** as a covered benefit for all Medi-Cal Members and CenCal Health followed suit. This means that optometry services, including diagnostic, ancillary and supplemental procedures used for the evaluation of the visual system, are once again a covered benefit for all CenCal Health Santa Barbara Health Initiative (SBHI) and San Luis Obispo Health Initiative (SLOHI) Members. **Please note, optician services including eye glasses, eye appliances, and related services such as eyeglass fittings are NOT covered benefits for most members ages 21 and older.**

Members in the following categories **are exempt and eligible** for eyeglasses, eye appliances, and related services in addition to optometry services:

1. Members 20 years old and under.
2. Members residing in a skilled nursing facility.

In addition the following authorized services are still covered benefits:

1. Services authorized by the California Children’s Services (CCS) Program.
2. Crossover claims for Members also covered by Medicare. If the service is unable to be billed to Medicare, i.e., Medicare non-covered items, then the service will not be covered by CenCal Health.
3. Bandaged contact lenses, HCPCS code V2599.

For more information about vision benefit coverage, please contact the Provider Services Department at 805.562.1676 and ask to speak with your Provider Services Representative.

NEBULIZER UPDATE FOR DME PROVIDERS

Previously, CenCal Health enacted a policy regarding HCPCS code E0570, nebulizer with compressor. In order to waive the TAR requirement, the reimbursement rate for purchase was adjusted to \$85.00 plus tax. This adjustment also restricted the nebulizer to a purchase-only item.



After an in-depth analysis of this policy, **effective immediately**, CenCal Health allows nebulizers to our membership as a purchase or a rental to be reimbursed at the current allowable for HCPCS code E0570 as set forth in the Medi-Cal Manual. Purchases for E0570 are now reimbursed at \$154.56, and rentals reimbursed at \$12.88 per month. **The TAR requirement for HCPCS code E0570 will continue to be waived.**

If you have any questions or concerns regarding the above, please contact Tess Limjoco at 805.562.1679.

PROCEDURES REQUIRING A TREATMENT AUTHORIZATION REQUEST (TAR)

If you are unsure about whether or not a procedure requires a TAR, there is a quick and easy way to find out on CenCal Health's website.

To check if a procedure requires a TAR, visit www.cencalhealth.org, click on the For Providers tab, then select Procedures Requiring a TAR. After some brief instruction, the page will ask you to select a health plan, enter a procedure code or a key word if you do not know the code, select a date of service (date should be entered YYYYMMDD), and click on the Submit Form button. If the response to your query comes back, "no matching procedures found," a TAR is not required for that procedure. If a procedure is found, a TAR is required for that procedure.

As always, TARs can be submitted online via CenCal Health's website in the Providers Only (Restricted) section, or by using the paper TAR form. Should you have questions please contact our Provider Services Department at 805.562.1676.

CLAIMS

ORNER

EXPLAIN CODE 34, DUPLICATE CLAIM DENIAL

When following up on a claim, corrections and resubmissions should be sent to CenCal Health, Attn: Adjudication, 4050 Calle Real, Santa Barbara, CA 93110 with the original Claim Control Number (CCN) noted.

When a correction or resubmission is received online or by our Claims Center at PO Box 1818, Bellflower, CA 90707 the automated system will interpret the correction or resubmission as an additional claim and deny with explain code 34, Duplicate Claim.

In order to receive payment on the original claim, providers must note the original CCN to follow up, not the CCN for the claim that denied as a duplicate (34). The duplicate claim cannot be corrected or adjusted.

Exceptions:

- The original claim submitted was denied as a duplicate in error.
- A service was performed more than once on the same date of service at different times of day (usually ER visits). Must include adequate documentation to justify service.

To obtain claim status or a claim control number, please visit our website, www.cencalhealth.org or contact your Claims Representative.

(continued on page 4)

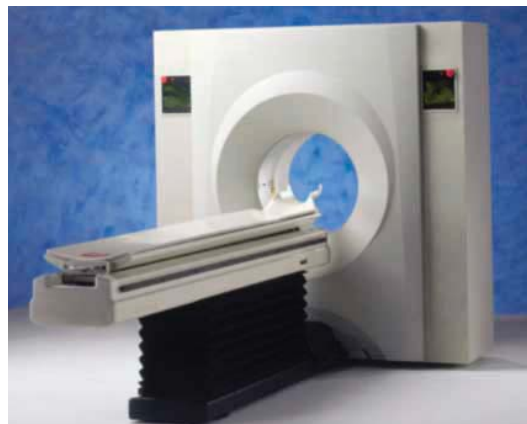
POSITRON EMISSION TOMOGRAPHY (PET) SCANS POLICY UPDATE

CenCal Health has adopted the State Medi-Cal change in policy for the reimbursement of Positron Emission Tomography (PET) scans for all of our programs. The effective date for this new policy was December 1, 2010.

Beginning December 1, only one PET scan, (CPT-4 codes 78459, 78608, 78609 and 78811 –

78816) may be reimbursed to any provider for the same recipient and same date of service. If more than one PET scan is billed for the same member on the same date of service, the second and subsequent claim(s) will be denied.

Please remember to review the monthly Medi-Cal updates for a complete list of changes from the State as Medi-Cal continues to become HIPAA compliant.



ANNUAL CPT & HCPCS CODE UPDATES

We would like to remind you that the Department of Health Care Services has not yet set rates or benefit status for 2011 CPT and HCPCS codes. Please do not use these codes when submitting claims to our Medi-Cal programs, Santa Barbara Health Initiative (SBHI) and San Luis Obispo Health Initiative (SLOHI). Providers must continue to use 2010 CPT or HCPCS codes that may be deleted on December 31 when billing these programs until further notice.

CenCal Health will adopt the 2011 CPT and HCPCS code changes (additions and deletions) for dates of service beginning January 1, 2011 for our non-Medi-Cal programs only. CenCal Health non-Medi-Cal programs include Healthy Families (HF), Healthy Kids (HK), Prenatal Plus 2 (PP2) and In Home Support Services (IHSS).

Please be sure to watch for updates in 2011 as to when CenCal Health will begin accepting 2011 CPT and HCPCS codes for our Medi-Cal programs.

If you have any questions regarding articles in the Claims Corner, please contact the Claims Department at 805.562.1083.



HOLIDAY CLOSURES

CenCal Health will be closed on Friday, December 24th and Friday, December 31st in observance of the Christmas and New Year's Holidays.

The Provider Bulletin is produced as a timely supplemental information service for provider office staff and is published monthly by the Provider Services Department. Questions and/or suggestions for articles may be made to psrgroup@cencalhealth.org or by calling 805.562.1676.



ANNOUNCING

The Gold Coast EMR Resource Center

A collaborative effort between the Santa Barbara Medical Society, the Ventura County Medical Association, the San Luis Obispo County Medical Association and CenCal Health, the Gold Coast EMR Resource Center will Serve Providers in Santa Barbara, Ventura and San Luis Obispo Counties

EMR Implementation and Project Management

Support Services:

- Application Training
- Work Process Analysis
- System Customization
- Infrastructure Support

Meaningful Use

Incentives:

Beginning in 2011, eligible providers who demonstrate meaningful use of EHR will be able to receive between \$44,000-\$64,000 from either Medicare or Medi-Cal. And, since EHR incentive payments will end in 2014, the faster providers can demonstrate meaningful use, the sooner they will receive funding and the larger their total incentive pay will be.

- Free EMR/EHR implementation support services for Primary Care (FP/IM/PED/OBG) practices with less than 10 eligible providers (MD/DO/NP/PA) – the free core services are funded by the ARRA Stimulus Bill
- Deep discounts for all practices including those with over 10 providers and specialists
 - Assistance selecting qualified EHR vendors
 - Access group purchasing discounts
 - Project management services
 - Access to extensive training to optimize your EHR
 - Assistance to achieve Meaningful Use
- Services Provided under contract to the California Health Information Partnership and Services Organization (CalHIPSO)
- Why Join? You want assistance to achieve EMR/EHR Meaningful Use (and receive your incentive payment)

For more information complete the following and **FAX to 888-745-1115:**

Print Name: _____ Office Phone: _____

Email: _____

Number of Providers (MD,NP,PA) : _____ Using EMR: Yes ____ No ____

Questions? Call James Coburn @ the Gold Coast EMR Resource Center 805-512-9999



**EMR Implementation and
Project Management
Support Services:**

- Direct Education and Technical Assistance Services
- Work Process Analysis
- System Customization
- Infrastructure Support

**Meaningful Use
Incentives**

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Announcing an EMR Resource Center for Providers in Ventura, Santa Barbara and San Luis Obispo Counties



The Gold Coast EMR Resource Center working with support from Cencal Health, the Santa Barbara County Medical Society, Ventura County Medical Association and the San Luis Obispo County Medical Association is pleased to announce the receipt of a \$1.5 million Grant for the formation of an EMR Local Extension Center. We are committed together to assist our health care providers achieve Meaningful Use of Electronic Health Records and to receive maximum benefit from the incentives authorized by the Stimulus Bill of 2009.

As our providers enroll and move forward to achieve Meaningful Use of their EMR systems, Our Local Extension Center will receive incremental funding from California Health Information Partnership and Services Organization (CalHIPSO), a federally-designated Regional Extension Center. Those monies will be used for direct service to physicians and hiring of Center staff that will serve as the resource for physicians on an on-going basis.

The Gold Coast EMR Resource Center will offer a number of services, including: **Direct outreach, education, and technical assistance services to health care providers in our Geographic Area**

- The Gold Coast EMR Resource Center, a Local Extension Center Working under the authority of the California Health Information Partnership and Services Organization (CalHIPSO, www.calhipso.org)
- Providing services to eligible providers in Ventura, Santa Barbara and San Luis Obispo Counties

Service Area. Focusing most intensively on the physicians, physician assistants, and nurse practitioners who work as part of individual and small group medical practices.

On-site technical assistance will be a key service offered by the Resource Center. We will assist providers who have not adopted EMR/EHRs, as well as those who have but need help progressing to meaningful use. We will also help providers keep health information private and secure.

The Gold Coast EHR Resource Center and CalHIPSO's products and services are designed to help providers navigate through the complicated world of electronic health record (EHR) implementation.

For more information contact:
James Coburn
Philip Dodson
(805) 512-9999