

Weekly CHOICES News Alert

Volunteer State Health Plan

February 2, 2011

Provider Hotline

Provider Hotline for Nursing Facilities

Did you know that Nursing Facilities have a separate provider hotline to assist with claims and billing questions? The number is 1-866-502-0056.

Care Coordination Line

Care Coordination Phone Number

For questions concerning authorizations, care coordination, plans of care, or items of that nature, please contact 1-888-747-8955. You may also send your authorization questions to the providerauthissues_gm@bcbst.com mailbox.

Network Representatives

CHOICES Network Representatives

Nathan Key – Middle TN
Phone: 1-615-760-8707
Email: Nathan_Key@bcbst.com

Buffy Bass-Douglas – East TN
Phone: 1-423-535-3856
Email: Buffy_Bass-Douglas@bcbst.com

Sheldon House – West TN
Phone: 1-901-544-2170
Email: Sheldon_House@bcbst.com

CHOICES Claims

Timely Filing Limitations

Timely filing has been extended for all CHOICES providers until Feb. 28, 2011. Please remember to send in your claims as soon as possible to avoid any delays in payment. If you have any questions regarding claims submission, please contact your network representative.

CHOICES Eligibility and Level of Care

If your facility has been encountering eligibility issues or level of care conflicts with CHOICES members, please compile the information onto a spreadsheet and send it to your network representative. Please be sure to indicate the information listed below for each member so it may be verified with the Bureau of TennCare.

- Indicate the level of care the member is now and what level of care the member should be (1A, 1B, 2A, etc.)
- Confirm the member has received the CHOICES eligibility letter from DHS
- Provide a copy of the approved PAE

If you have any questions, please contact your network representative.

Authorization Reminders

In-Home Respite

The member/caregiver or the provider should notify Care Coordination at least 24 hours prior to the need for in-home respite. There have been several incidents where the usual respite provider could not provide the respite due to short notice from the members. The member/caregiver may call in the request with specific days and hours, or the provider can fax in the request sheet with the member's name, member ID number, days and times requested and the Provider ID number. Please remember in-home respite authorizations are now spanned. The more notice provided to care coordination, the better. This will allow

time for the authorizations to crossover into the EVV system for the provider to view, schedule and bill appropriately. Please only fax requests to Care Coordination Support Center. Do not email these requests to the provider auth mail box.

Home Delivered Meals

All meals are authorized as one meal per day, even if you deliver several meals at one time. Meals cannot be billed until they are consumed. Please refer to the Sandata Documentation Library for helpful hints.

Pest Control

Every new member to the CHOICES program will receive authorization for two sprays at the beginning of their service. If more sprays are required, the provider will need to call the Care Coordination call center and request additional authorizations. This only applies to new CHOICES members. For continuation of services, the providers will need to call in and request additional sprays/authorizations as needed. Please remember, Pest Control authorizations are now spanned.

Assisted Living Facility Authorizations

Authorization is required for all ACLF services. Services are authorized on a monthly basis unless the provider notified care coordination otherwise. Please remember if a patient is discharged or put into a nursing facility during their monthly ACLF stay, you must contact the care coordination department immediately in order to update the authorization for services so that you are able to bill the daily HCPCS code T2031 versus the monthly HCPCS code T2030. Please remember to bill for the ACTUAL dates of service the patient received treatment at the facility in order to avoid any authorization conflicts.

EVV Reminders

Claims Submission

An error has been identified in which claims are processing under the incorrect provider number when submitted by Sandata. If you recognize that your claims were processed or denied incorrectly, please contact your local network representative immediately so he or she can work with Sandata to ensure your claims are resubmitted correctly. Sandata hopes to have this issue resolved by the beginning of February, and we apologize for any inconvenience this may cause.

Scheduling EVV Services

Please remember to schedule staff according to the timeframes specified in the authorization in order to avoid conflicts on visits and denials on claims. If you are aware of an authorization timeframe that needs to be updated or rescheduled, please contact the Care Coordination department immediately to ensure proper changes are made.

Retro Authorizations

As retro authorizations are added to the EVV system, please remember to work and schedule them within 24-hours to avoid the authorizations disappearing in the system. For any questions on this, please contact Care Coordination or your network representative.

Reminders

Eligibility Verification

To verify a member's CHOICES eligibility and their MCO, please request a copy of the member's card for your files. The identification card will identify the MCO and will say CHOICES on the front of the card. To verify dates of eligibility, please call the customer service number on the back of the card. Tennessee Anytime may also be used to verify MCO (www.TennesseeAnytime.org/tncr/).

Remittance Advice

Do not forget to work your remittance advice as soon as they are received.

Adult Day Care Transportation

Prior to CHOICES, TennCare did not pay for transportation to Adult Day Care (ADC) facilities in the HCBS Waiver Program. However, if a facility provides transportation as a part of their ADC service and without additional charge to TennCare, then the Bureau did not prohibit waiver enrollees from being transported by the vendor. It was considered a non-covered benefit that was being offered at no cost to the enrollee.

When CHOICES was implemented, the Bureau carried forward the same policy. Transportation to ADC is not reimbursed, but the provider may offer it to their participants if they want; however, the MCO will not cover these charges.

If the provider is offering transportation to ADC participants at no additional cost to the MCO, Non-Emergency Medical Transportation (NEMT) requirements and standards do NOT apply. It is not a benefit provided by the MCO.

However, the MCO must provide NEMT to members receiving Adult Day Care services if: (1) due to network inadequacy, we had to transport the member due to distance constraints, or (2) it was deemed an overall cost effective alternative as indicated in TennCare Rules 2.11.1.8.1 and 2.6.5.2.6. Only in these two instances is NEMT a fully applicable benefit for ADC participants.

Town Hall Meetings

February 2011 Town Hall Meetings

Volunteer State Health Plan (VSHP) has scheduled Town Hall Meetings to assist with various provider questions related to the CHOICES program. Each Town Hall meeting will be held in two different sessions, one in the morning and one in the afternoon. Each morning session will be designed specifically for Sandata EVV providers. A representative from Sandata will be present to assist with questions pertaining to the EVV system. Each afternoon session will be designed specifically for Nursing Facility, Assisted Care Living, PERS, Pest Control, Assistive Technology, and Home Modification providers. During each session, we will discuss in detail billing for services, and how to obtain authorizations for services.

To register for the Town Hall meeting, please email AncillaryNetworkDevelopment_GM@bcbst.com.

Nashville

Hampton Inn & Suites, Green Hills
Iroquois Room
2324 Crestmoor Rd
Nashville, TN 37215
February 16, 2011
Morning Session – 9 to 11 a.m. EST
Afternoon Session – 1 to 3 p.m. EST

Knoxville

Hilton Garden Inn Knoxville West
Garden Room
216 Peregrine Way
Knoxville, TN 37922
February 17, 2011
Morning Session – 9 to 11 a.m. EST
Afternoon Session – 1 to 3 p.m. EST

Memphis

BlueCross BlueShield of Tennessee
85 N. Danny Thomas Blvd.
Memphis, TN 38103
February 23, 2011
Morning Session: 9 to 11 a.m. CST
Afternoon Session: 1 to 3 p.m. CST

Webinars

Monthly Webinars

VSHP is conducting their monthly webinar session on February 24, 2011. For more information on one of the sessions below, please contact AncillaryNetworkDevelopment_GM@bcbst.com.

Morning Session for EVV Providers

When: February 24, 2011
10 a.m. to Noon (ET)

URL:

<https://www.livemeeting.com/cc/bcbstemeeting/join?id=MQPT6F&role=attend&pw=s%3F%5E%5B53H7W>

Meeting ID: MQPT6F
Access Code: s^[53H7W
Phone No.: 1-877-540-9892
Access code: 113365

Afternoon Session for Non-EVV Providers

When: February 24, 2011
2 to 4 p.m.(ET)

URL:

https://www.livemeeting.com/cc/bcbstemeeting/join?id=7JF373&role=attend&pw=fNkcr*%5B2n

Meeting ID: 7JF373
Access Code: fNkcr*[2n
Phone No.: 1-877-540-9892
Access code: 113365