

WEDNESDAY WORKSHOP: MEDICAL BILLING SUCCESS CALL

February 28th, 2024

AGENDA

- Resources
- Contracting
- Billing
- Vaccine Safety Counseling
- Q&A and open discussion

Disclosure: This is for information purposes only, not to be understood or relied upon as legal advice, guidance, or counsel.

HB48 REFRESHER

- Passed March 2021, HB48 allows pharmacists to bill and be compensated by commercial medical insurances.
- HB48 requires payment for pharmacist services be no less than payment to a non-physician practitioner for the same service.
- Service must be within the pharmacist's scope of practice and otherwise a covered service if provided by another provider.

RESOURCES

- NPI: <https://nppes.cms.hhs.gov>
- CAQH: <https://proview.caqh.org/Login/Index?ReturnUrl=%2f>
 - Anthem currently does not require CAQH profile or an individual NPI. The contract is completed at the group (pharmacy) level.
 - CareSource utilizes CAQH.
- Center for the Advancement of Pharmacy Practices (CAPP):
<https://pharmacy.uky.edu/capp/resources-research/internalresources>
- NASPA: A Guide to Implementing Point-of-Care Testing Services in Community Pharmacy - <https://ncpa.org/poct-implementation-guide>

DISTRIBUTION LIST

- Communication outside of monthly meetings
 - Meeting reminders
 - New resources
 - Ask questions or share struggles
 - Share success stories or tips and tricks
- <https://forms.office.com/r/3eidEES2Tj>

ANTHEM CONTRACTING

- Note: Contract will be at the the group level, not individual pharmacist.
- Email: kyprovidercontracting@anthem.com

- Example:

Hello,

I am a pharmacist practicing at Capital Pharmacy & Medical Equipment located at 662 E. Main St in Frankfort, KY. I am interested in enrolling as a pharmacist provider for commercial Anthem plans. I am reaching out to request an application and seek further guidance.

Thank you,
Emily Gatewood, PharmD, RPh

- Response with “Professional Provider Enrollment Form”, terms & conditions, and W9.

ANTHEM CONTRACTING CONT.

- Return enrollment form & W9.
 - Complete using pharmacy information (i.e. NPI, not individual)
 - Nowhere does it require you to add information for additional pharmacists
- Receive email with access to contract to read and sign via a secure portal.
- Return signature page to kyprovidercontracting@anthem.com.
 - If not returned within 30 days, restart request.
 - Loading process begins and can take 30-60 days to be completed.
- Receive Anthem Welcome Information with executed contract

CARESOURCE CONTRACTING

- You will need an NPI and complete CAQH profile.
- Visit <https://www.caresource.com>.
 - Hover over the “Providers” tab. A purple box appears on the right with a link to “Become a CareSource Provider!”.
 - Click on “Marketplace” then on “Kentucky”.
- Fill out the “New Health Partner Contract Form.”
- Under the “General Information” tab, in the “How Can We Help You Today” dropdown box, select “I am not in the CareSource network and would like to create a contract request”.
 - Note: If your practice (or pharmacy) already has a contract, and you’d like to modify it or add an additional pharmacist, instead choose “I am a contracted CareSource Health Partner and would like to: add a provider, add a location, update demographic information.”

CARESOURCE CONTRACTING CONT.

- Documentation Guidance
 - Prepare and maintain documentation of services rendered.
 - Documentation must support services provided and billing codes submitted.
 - At a minimum, documentation should include reason for encounter, relevant history, examination findings, test results, clinical impressions, plan of care and progress. CareSource reserves the right to audit documentation.
- If you don't have billing software, CareSource partners with Availity to offer electronic claim submission and real-time transactions at no charge through the Availity Portal.
 - You can use the Availity Portal Registration Guide to sign up.

CARESOURCE CONTRACTING CONT.

- If you have any questions about the process of contracting or credentialing, call CareSource's Provider Services at 1-855-852-5558. Once you receive your Welcome Letter from CareSource with your CareSource ID number, you have completed the contracting and credentialing process.
- If you have further questions or suggestions specific to pharmacist provider status, please send an email to: rphclinicalservices@caresource.com.

SUBMITTING CLAIMS

- Availity: <https://www.availity.com/> allows you to set up an account and process claims for free.
 - Most insurances work closely with Availity and have resources available for utilizing the system.
 - Quick claims feature for more efficient claim processing (must search for patient in the “eligibility and benefits inquiry”)
 - For step-by-step instructions: [Availity Walk Through](#)
- Pay a billing service – there are several on the market.
 - KPhA is developing a guide to compare market vendors.

Name of Company	Billing			Workflow							Administrative					Notes	Contact Information
	Patient Eligibility Verification	Medical Billing Capability	Claim Reconciliation	Documentation Capability	Custom Documentation Template Capability	Cloud-based HIPPA Complaint Storage	Provider to Provider Communication	Supports Health Information Exchange (HIE) with other systems	Secure online patient portal	Secure Video Visit Capability	Assist with payor credentialing/enrollment	Scheduling Capability	Reminder Phone Calls for Scheduling	Interface with dispensing software	Reporting and analytic capability		
DocStation	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	No	Yes	Yes		samm@docstation.com
Mobile Medicaid	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		mpettigrew@mobilemedicaid.com
Prescribe Wellness		Yes															
RXNT									Yes								jmayes@rxnt.com
CSS Health																	apnsupport@csshealth.com
EnivenHealth																	nikki.miller@omnicell.com
Redsail Technologies	Yes	Yes	Yes	No	No	No	No	No	No	No	No	No	No	Yes	Yes	If the pharmacy is using a RedSail PMS (PioneerRx, QS/1, etc.), RedSail Medical Billing is well-integrated and some of the non-billing services can be delivered by the PMS.	
Electronic Billing Services, Inc.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes		mstoner@ebsservice.com

VACCINE SAFETY COUNSELING

Medicaid Medical Billing



Applicable to all Medicaid patients.



Claims are submitted as medical claims.



Intended for counseling on vaccine safety when hesitancy is present, not for routine immunization counseling.



For FFS patients, you can bill via EDI submission, KYHealthNet online portal, or submit a paper claim.



For MCO patients, claims are submitted individually to each MCO.



Reimbursement amount may vary per MCO but is approximated to be \$25 per encounter up to 4x per calendar year.



Must use ICD-10 code Z71.85 and CPT Code 99401

VSC FAST FACTS

WHAT QUALIFIES AS "SAFETY COUNSELING"?

- ICD-10 code Z71.85: Encounter for immunization safety counseling
 - Used for counseling of the patient or caregiver regarding the safety of a vaccine
 - NOT used for general information regarding risks and potential side effects during routine encounters for the administration of vaccines.
- CPT code 99401: At an encounter separate from a preventive medicine visit, the provider offers counseling related to subjects appropriate for the patient's age, family history, and areas of concern. The subjects covered relate to prevention and risk factor reduction
 - A session lasting roughly 15 minutes; should be at least 8 minutes.

VSC BILLING

- The only MCO requiring pharmacy to join their network prior to a claim submission is United HealthCare.
 - UHC - Pharmacist Provider Enrollment Form
 - Note: KY Pharmacists do not have to (can not) enroll in Medicaid, but the pharmacy does.
- Bill for the counseling provided regardless of the outcome of the encounter.
- The procedure code 99401 is limited to one unit per date of service per member and 4 units per calendar year per member.

ACTION ITEMS

- Sign up for the distribution list: <https://forms.office.com/r/3eidEES2Tj>
- Create and complete your CAQH profile
- Request contracts from Anthem and/or CareSource

- Next Meeting – March 20th at 7p/6p ET/CT
 - <https://uso2web.zoom.us/j/87944448334?pwd=YUpIT3laK3YzeDMwajZzc2lpMnhPdzog>
 - [Add to Google Calendar](#)
 - [Add to Outlook Calendar](#)

FUTURE TOPICS

- What would you like to know more about?
 - Please email me at Emily@kphanet.org with suggestions for future topics or speaker suggestions