

WEDNESDAY WORKSHOP:
MEDICAL BILLING SUCCESS CALL

April 17th, 2024

AGENDA

- Review/Follow-Up
 - 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
- Vaccine Safety Counseling Updates
- Q&A with Ely Drugs
- Open discussion

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

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>

CAQH REQUIRED INFORMATION

- Name
- Personal Address
- DOB
- Email
- SSN
- NPI Number
- License number with exp date
- Professional school information and degree type
 - Start and end dates (MM/YYYY)
 - Graduation Date (MM/DD/YYYY)
- Professional Training
 - Residency/Fellowship
 - Institution Name
 - Start and end date (MM/YYYY)
 - Department
 - Completion date (MM/DD/YYYY)
- Board certification
 - Name of Board
 - Initial Certification date (MM/DD/YYYY)
 - Exp date and last recertification date (MM/DD/YYYY)
- Certifications (BLS, ACLS, CPR)
 - Type, certification number, certification date and exp date (MM/DD/YYYY)

CAQH REQUIRED INFORMATION

- Practice Location
 - Name
 - Address
 - Phone Number
 - Tax ID
 - Organization NPI
- Liability Insurance Information
 - Policy number
 - Current effective and expiration dates
 - Carrier name and address
 - Amount of coverage per occurrence
 - Amount of coverage aggregate
 - Upload proof of insurance
- Employment Information
 - Employer name and address
 - Start and end date(s) (MM/YYYY)
 - Reason for departure

CONTRACTING

- Please see meeting materials from Feb 28th for details on contracting with Anthem and Caresource Marketplace
- Any success?
- Questions?



The screenshot shows the website of the Kentucky Pharmacists Association. The logo, featuring a caduceus and the text "KENTUCKY PHARMACISTS ASSOCIATION Est. 1879", is in the top left. The top right navigation bar includes links for "CE", "Join", "Renew", "Login", and "Search". A secondary navigation bar contains "Membership", "About KPhA", "The Foundation", "Advocacy", "Events", and "Resources". The main content area features a large green banner with the text "Wednesday Workshop: Medical Billing Success C" and a call to action: "Click here to join the Medical Billing Email Distribution List to learn more!". On the right side, a dropdown menu is open, listing various resources such as "Resource Center", "Board Authorized Protocols", "Pharmacy Technicians", "E-Store", "Apparel Store", "Medical Billing Workshop" (which is highlighted in yellow), "Harm Reduction", "COVID-19", "Relief Pharmacists", "Naloxone Requests For Kentucky Agencies", "Kentucky Naloxone Copay Program", "Naloxone For Law Enforcement", "Naloxone Request - FR-CARA", "KY Rx Podcast", and "Vaccination Resources".

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.

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

VSC UPDATES

- Plans on Availity:
 - Anthem – claims are going through successfully and claims can be reconciled in the claim status function
 - Passport – claims have been paid successfully – claims status function should be on now
 - Humana – select “Humana” when billing, not “Humana Caresource” → claims are rejecting for invalid referring provider’s NPI
 - Wellcare – Rejecting claims for missing referring provider
- Plans not on Availity
 - Aetna – utilizes Office Ally
 - No claims have been tested
 - United Healthcare - UHC - Pharmacist Provider Enrollment Form
 - Note: KY Pharmacists do not have to (can not) enroll in Medicaid, but the pharmacy does.
 - Only paid claims have been billed through third party billing software

VSC DOCUMENTATION

- Patient Name:
- Patient Medicaid ID:
- Patient DOB:
- Patient gender:
- Primary reason(s) for encounter:
- Vaccine(s) discussed:
- Vaccine question(s)/hesitation(s) addressed:
- Counseling points provided:
- Outcome of encounter:
- Time spent counseling:

Q&A – ELY DRUGS

With Krista Ross & Travis Hudnall

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
- Set up an Availity account and familiarize yourself with eligibility & benefits and/or claim submissions

- Next Meeting – May 15th at 7p/6p ET/CT
 - <https://uso2web.zoom.us/j/87944448334?pwd=YUpIT3laK3YzeDMwajZzc2lpMnhPdzo9>
 - [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
- List of current suggestions:
 - Audits
 - Implementation
 - Billing companies
 - Consultations/Vaccines
 - Process and promotion