

WEDNESDAY WORKSHOP:
MEDICAL BILLING SUCCESS CALL

May 15th, 2024

AGENDA

- Workflow Services by Image Mover: Shannon Brenkendorff
- Review Previous Information As Needed
 - Contracting
 - CAQH
 - Submitting Claims
 - Vaccine Safety Counseling
- Open discussion

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

WORKFLOW SERVICES BY IMAGE MOVER

Shannon Brenkendorff, VP of Technical Solutions

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 "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" (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".

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.

VSC UPDATES

- Meeting Requested with All MCOs to work through issues
- Plans on Availability:
 - Anthem – claims are going through successfully and claims can be reconciled in the claim status function
 - Passport – claims have been paid successfully however still encountering issues with rejecting claims
 - 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 Availability
 - 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

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>

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 – June 19th 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