

OFFICE VISIT

A NEWSLETTER FOR CONNECTICARE PARTICIPATING PHYSICIANS & PROVIDERS

SEPTEMBER 2007

Coverage for FluMist®

For the 2007/2008 influenza season, ConnectiCare will cover FluMist® (MedImmune) in accordance with the Food & Drug Administration indications and the Center for Disease Control recommendations. FluMist® is a live, attenuated influenza vaccine indicated for the active immunization of healthy children and adolescents, ages 5-17, and healthy adults, ages 18-49.

The safety of FluMist® is not established for individuals of any age who are:	FluMist® is contraindicated in the following individuals:
<ul style="list-style-type: none">• Pregnant• Have asthma, reactive airway disease or other chronic conditions of the pulmonary or cardiovascular systems• Have underlying medical conditions, such as chronic metabolic diseases (including diabetes), renal dysfunction and hemoglobinopathies• In close contact with immunocompromised individuals (home or workplace)	<ul style="list-style-type: none">• Persons allergic to eggs, egg products, or any of the components of the vaccine• Children or adolescents (ages 5-17) receiving aspirin or aspirin-containing therapy• Persons with a history of Guillien-Barre syndrome• Persons with known or suspected immune deficiency diseases or persons receiving immunosuppressive therapy

ConnectiCare will reimburse for FluMist® (CPT 90660) along with the appropriate administration codes under the following circumstances:

- FluMist® administered to children and adolescents (ages 5-17) **without pre-authorization**
- FluMist® administered to adults (ages 18-49) **with pre-authorization**. Pre-authorization requests may be faxed to Pharmacy Services at (860) 674-2851 or 1-800-249-1367.

Note: Pre-approval will depend upon the absence of any of the safety issues or contraindications listed above, as well as documented inability to tolerate or allergy to both regular and preservative-free injectible influenza vaccine. Needle phobia will not be considered as a reason to approve the use of FluMist®.

ConnectiCare will continue to monitor the FDA and/or CDC recommendations regarding FluMist® age restrictions, contraindications and safety. If these recommendations change over the course of the influenza season, ConnectiCare will consider modifications to pre-authorization criteria and/or claims payment policies. Necessity determinations, call one of our medical directors at (860) 674-2292.

Update: Claims In Process Reports

Upon review of our process for sending Claims in Process Reports, we have decided to revise the current specifications for the report. Currently, the report includes claims data for claims that are 10 days or older. Effective September 1, 2007, the report will include only claims that are 30 days or older. We believe that this change will provide more useful and timely information. The report will continue to be provided to you on a monthly basis.

Coding Notice

CPT code 36410 should be billed only when billing for blood work that cannot be drawn by the phlebotomist, or when the blood has to be drawn from some place other than the arm (e.g., neck, groin, etc.). Please refer to the CPT Manual for additional information.

Reminder: Online Forms

Please be sure you are using the most current forms when submitting information to ConnectiCare. All of our forms are available at <http://www.connecticare.com/Provider/OnlineForms.asp>, including pharmacy pre-authorization request forms, the administrative appeal/adjustment form, and the claims status request form.

If you have any questions about the information provided in this newsletter, contact Provider Services at 1-800-828-3407. Or, visit our website at www.connecticare.com.

ConnectiCare, Inc. & Affiliates
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New Special Care Case Management Program

ConnectiCare is pleased to introduce the Special Care Case Management Program, a new case management program. This program is designed to help members understand and better manage their health. It also provides information that can give members confidence when making health care decisions. This program is a covered ConnectiCare benefit—at no additional cost to members.

When members enroll in the program, a case manager (registered nurse) will be assigned to help them. The case manager will call the members to ask questions and get a picture of their current health situation. Based on the answers, the case manager may provide members with educational information about their health condition, or discuss any questions or concerns that they may have.

Members may enroll in the Special Care Case Management Program themselves, or they may have you or another member of your staff call us. Your ConnectiCare patients may be a good candidate for the Special Care Case Management Program if they have three or more of the following conditions, and they have gone to the emergency room in the past year, or have stayed overnight in a hospital within the past year:

- Asthma
- Back pain
- Cancer
- Chronic bronchitis or emphysema
- Chronic pain
- Depression
- Diabetes
- Heart problems
- High blood pressure
- High cholesterol
- Migraine headaches
- Stroke
- Chronic Renal Disease

Call 866-897-1038 during normal business hours to learn more or to enroll a member in the program.

Satisfaction With Your Doctor Survey

This fall ConnectiCare will provide our members the opportunity to give participating physicians valuable feedback on the care they give to their ConnectiCare patients. This survey is part of our commitment to quality, and our goal of the survey is to provide a means for members to let physicians know how they are doing. Depending upon the level of participation in the survey, we hope to be able to give each physician who has been rated a summary of the feedback he/she receives. More details will be available online soon.

The Doctor is In

Practitioners may contact a reviewer to discuss prior authorization determinations based on medical appropriateness. To discuss a pharmacy-related, medical necessity determination, call a pharmacist reviewer at 1-800-828-3407. For all other medical necessity determinations, call one of our medical directors at (860) 674-2292.

Coding Initiative

ConnectiCare, Inc. works to offer a high-quality, cost effective health plan to our employers and members. One way we do this is by monitoring patterns of claim activity throughout our network. As a result of such analysis, we have observed an increasing trend of office visits coded at high levels of service (level 4 and 5).

Some providers have already been contacted and informed that they are coding more frequently at high levels in comparison to similar, specialty providers. These providers have been notified by mail, were sent educational materials to help with correct coding, and have been asked to evaluate their office coding practices. A copy of the ConnectiCare Guide to Evaluation and Management Coding and Documentation is available online at <http://www.connecticare.com/Provider/CodingCorner.asp>.

ConnectiCare hopes that your office will review their E&M coding, discuss any necessary changes with your staff and practice partners, and verify that the medical record appropriately reflects the level of service billed. We will provide periodic updates regarding this coding initiative. There should be documentation that specialist consultation notes received by the PCP have been reviewed, and that appropriate actions have been taken. This also includes review of documents from facilities such as hospitals, physical therapy, or home health agencies.

Reminder: "1-800" FAX Numbers
ConnectiCare has toll-free FAX numbers for both Medical Operations and Pharmacy:

Medical Operations: 1-800-923-2882
Pharmacy: 1-800-249-1367