

CONNECTION

Important information for Fallon Health Weinberg physicians and providers

April 2016

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Let's connect

A message from our Executive Director

Welcome to the first edition of *Connection*! I'm excited to share with you this valuable resource containing information about Fallon Health Weinberg's policies, procedures, benefits and other important industry and organization news.

I'd like to take this opportunity to thank you for your partnership in caring for our families, friends and neighbors who have Fallon Health Weinberg coverage. We're pleased to offer products that provide care coordination, benefits and features that help our members to live their life at their best.

Fallon Health Weinberg had an exciting first year. We launched two health plans, Fallon Health Weinberg-HMO SNP, a Medicare Advantage Special Needs Plan and Fallon Health Weinberg-MLTC, a Managed Long-Term Care plan. These health plans provide comprehensive coverage to Medicare and/or Medicaid eligible people who live in Erie and Niagara counties.

And, last month we opened our PACE (Program of All-Inclusive Care for the Elderly) program. This comprehensive medical and social services program uses a team approach to address each participant's unique



medical care and social needs. Fallon Health Weinberg-PACE is the 9th PACE program in New York State and is an independent solution for individuals who are nursing home eligible, but wish to remain living at home.

Also this year, we've welcomed Charles Yates, M.D., to the Fallon Health Weinberg team as Medical Director. Dr. Yates has strong ties to the community—he grew up in Rochester, received his doctor of medicine degree from the University at Buffalo and has practiced medicine in Buffalo since 1999. With a decade of care focused on the field of geriatrics, we are excited for the expertise and care that he brings to our members.

Your role in providing care and guidance to our members is important to us and we want to make working together easy and rewarding. I hope you take advantage of our online tools designed to assist you in doing business with us. These tools reduce paperwork, save time and improve communication—and they're available at no cost to you. If you haven't yet registered for [Provider Tools](#), [download the registration form](#) to get started.

We look forward to working together with you to ensure Fallon Health Weinberg members get the care they need to be as healthy as possible.

Sincerely,



Courtney Fasolino
Executive Director
Fallon Health Weinberg ■

Product spotlight

Fallon Health Weinberg-PACE (new program!)

Fallon Health Weinberg-PACE, a Program of All-Inclusive Care for the Elderly, provides medical care, health insurance, social supports and in-home services to older adults so that they can remain living in their homes. Care is coordinated and provided by a team of geriatric professionals who work with each participant and their caregivers to create an individualized care plan. To enroll, individuals must be 55 or older, live in Erie County and meet a nursing home level of care criteria as determined by New York State Department of Health. ■

Fallon Health Weinberg-HMO SNP

Fallon Health Weinberg-HMO SNP is a Medicare Advantage Special Needs Plan that provides coordinated medical, prescription and support care for individuals who are 21 or older, live in Erie or Niagara counties and are enrolled in both Medicare and New York State Medicaid. The goal of our HMO SNP is to help participants stay healthy and continue living safely at home in the community, through the coordination of your Care Team. ■

Fallon Health Weinberg-MLTC

Fallon Health Weinberg-MLTC is a Managed Long Term Care plan for individuals who need long-term care services and who have Medicaid or are Medicaid eligible. For individuals 21 or older and living in Erie or Niagara counties, this program is designed to keep participants living safely and independently in the comfort of their own home. ■

Quality focus

Fallon Health Weinberg Clinical Practice Guidelines

Fallon Health Weinberg has adopted evidence-based clinical practice guidelines for the following medical and behavioral health conditions:

- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)
- Depressive disorders
- Diabetes care
- High blood cholesterol
- Immunization
- Preventive care

These guidelines can be found at fallonweinberg.org/providers/working-with-us/clinical-guidelines.aspx. For a paper copy, please contact Robin Byrne at 1-508-368-9103. ■

2016 Clinical Practice Initiatives

Providers in our network have the convenience of viewing the updated Clinical Practice Initiatives for 2016 from the provider section of our website, and can easily print PDF versions of each topic. On fallonweinberg.org/providers/working-with-us/clinical-initiatives.aspx, you'll find the most current version of the following initiatives:

- Abuse and neglect, identification of
- Alcohol abuse prevention and treatment
- Care for older adults
- COPD
- Dementia

- Depression
- Diabetes
- Heart failure
- Medication management
- Osteoporosis
- Preventive screening for adults

While on our site, please take a few minutes to browse our various tools and resources that can help you stay informed and interact with us smoothly. If you have any questions, please contact your Provider Relations Representative for assistance at 1-855-827-2003, option 4. ■

Coding corner

Clinical Documentation Improvement and ICD-10

With the implementation of ICD-10, there is an increased need for providers to focus attention on the level of clinical detail supported in the medical record. Clinical documentation provides an opportunity to demonstrate the quality of care that is provided to a patient, and also supports the corresponding submitted encounter. Risk adjustment and claim coding depend on provider documentation. All billed diagnoses should be supported in the medical record. The primary role of a Clinical Documentation Improvement (CDI) program is to facilitate the accurate representation of the severity, acuity and complexity of the healthcare services provided.

Common areas of opportunity for CDI improvement include:

The provider may document signs, symptoms, and historical data, and not record a diagnosis.

Opportunity: *All diagnoses/conditions that are being monitored, evaluated, assessed or treated (M-E-A-T) should be documented within the medical record.*

Providers often choose a diagnosis listed on a super bill or software system without it having been recorded in the progress note.

Opportunity: *Diagnoses associated with a problem list must be incorporated into the body of the note to meet the criteria for supporting documentation. Avoid the common error of using ICD-10 code titles to support code selection, or simply writing ICD-10 code numbers in the medical record.*

With established patients, there is a greater potential that a complete review of signs and symptoms is omitted, therefore clinical documentation is incomplete.

Opportunity: *Status conditions should be captured at the annual wellness or annual physical exam, and can be monitored in the review of systems. Status conditions often overlooked include: ostomy status; morbid obesity; amputation; quadriplegia/ paraplegia; and dialysis status.*

Providers will often gravitate to Not Otherwise Specified (NOS) or Not Elsewhere Classifiable (NEC) codes to expedite documentation efforts.

Opportunity: *Code to the greatest level of specificity.*

If you or anyone in your office are interested in assistance with CDI, please contact your Provider Relations Representative at 1-855-827-2003 or at askfhw@fallonweinberg.org. ■

S0189 Testosterone Pellets reminder

As a reminder, when obtaining prior-authorization and billing Fallon Health Weinberg for testosterone pellets, we require the use of code S0189 – Testosterone Pellet, 75mg. We will not allow J3490 – Unclassified Drug for this item. If you have questions, please contact Provider Relations at 1-855-827-2003, option 4.

Effective October 1, 2015, the following codes *will be covered and will require plan prior authorization*:

Code	Description
C9456	Injection, isavuconazonium sulfate, 1 mg
Q9979	Injection, Alemtuzumab, 1 mg ■

New 2016 CPT/HCPCS codes

All new codes will require prior authorization until a final review is performed by Fallon Health Weinberg. Fallon Health Weinberg will review and assign the appropriate coverage and determine prior authorization requirements for all new codes. We will notify all contracted providers of this determination via the next issue of the *Connection* newsletter and on the Fallon Health Weinberg website in the [Provider Manual](#). ■

Payment policy updates

Payment policies this issue

Revised policies—effective March 1, 2016:

Details about the changes are indicated on [the policies](#):

- **Anesthesia**—Updated reimbursement and billing/coding sections.
- **DME**—Updated policy section and clarified language regarding reasonable useful lifetime.
- **Hearing Aid and Hearing Aid Exam**—Updated reimbursement and billing/coding guidelines sections and moved to new Plan template.
- **Transportation Services**—Updated reimbursement section to clarify transportation coverage during rehabilitation stays.

Policies—Annual Review (1 policy)

We have completed an annual review of the following policy and have reformatted it in our new Plan template without any content changes:

- **Serious Reportable Events** ■

Claims processing

Effective January 1, 2016, Fallon Health Weinberg has a new P.O. Box for all paper claim submissions, adjustments and appeals. Paper claims *will now be processed through Smart Data Solutions (SDS) and should be sent to:*

Fallon Health Weinberg
P.O. Box 211308
Eagan, MN 55121-2908

Member ID cards will be updated with the new claims address as members' policies renew.

When shipping paper claims that are *not deliverable* to a P.O. Box, (via FedEx/overnight/air etc.), please send to the following street address:

Fallon Health Weinberg Claims
Smart Data Solutions*
2401 Pilot Knob Road, Suite 140
Mendota Heights, MN 55120

** Smart Data Solutions (SDS) is Fallon Health Weinberg's vendor for paper claims. SDS keys the claims into an electronic claims file (HIPAA 837) for processing at Fallon Health Weinberg. ■*

Connection is an online publication
for all Fallon Health Weinberg
ancillary and affiliated providers.

Courtney Fasolino
Executive Director

Charles Yates, M.D.
Medical Director

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fallonweinberg.org/providers

Questions?
1-855-827-2003

