

Provider Bulletin

Good News and Important Announcements!

♥ WELCOME HealthXnet!

LOVELACE HEALTH PLAN CLAIMS STATUS INQUIRIES: Lovelace Health Plan is pleased to announce that **Lovelace Claims Status** inquiries will be available to subscribers of the HealthXnet Claim Status module by **April 2nd, 2007!** HealthXnet is the only online source of claims status information for Lovelace Health Plan providers. This additional payor functionality comes *at no additional base cost* to subscribers of the HealthXnet Claims Status module.

Additional information regarding HealthXnet is enclosed. HealthXnet allows healthcare providers to access information from multiple health plans in a single user-friendly website. If you would like to subscribe to HealthXnet, please contact HealthXnet.

HealthXnet:

Mon - Fri, 8am - 5pm

Local: (505) 346-0290

Toll Free: (866) 676-0290

Fax: (505) 346-0278

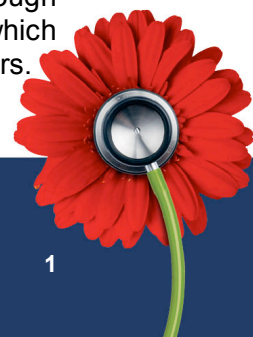
healthxnet@nmhsc.com

♥ WELCOME HealthCare Insight!

Effective 4/1/07, Lovelace Health Plan (Lovelace) in conjunction with HealthCare Insight (HCI), a Salt Lake City based company, will begin a retrospective overpayment identification and recovery process, which is designed to help reduce health care costs and ensure your claims are paid accurately. HCI utilizes advanced software and clinical analysis of suspect claims and billing patterns, with detailed reviews by RN and MD coding specialists. HCI maintains a nation-wide data bank of all coding and billing rules and their sources are based on CPT, ICD-9, CMS and CCI guidelines.

HCI services include review and analysis of physician and ancillary claims, hospital inpatient and outpatient claims, dental, and pharmacy claims. At this time, HCI will partner with Lovelace to provide support of retrospective physician claim coding review and analysis, support with Appeals related to coding discrepancies and other analyses to identify potential coding discrepancies. In the future, Lovelace plans to consider hospital inpatient, outpatient, and pharmacy claim reviews.

HCI has already analyzed Lovelace's physician claims data for 2005 and 2006 in preparation of 2007 claim reviews. Providers may be contacted to review and respond to variations of specific claim coding and billing patterns discovered through the analysis. Lovelace will work closely with providers on identified claims which require adjustment. We look forward to sharing information and educating providers.



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♥ Double Sided Explanation of Payments

In an effort to reduce the amount of paper we send to providers, **beginning 4/16/07**, Explanation of Payment (EOPs) will be double sided. If you receive checks and EOPs at a lock box or central location and copy EOPs for distribution and posting, please be sure to copy both sides of each page of the EOP for distribution.

♥ National Provider Identifier (NPI) REMINDER

If you have not already submitted your National Provider Identifier (NPI) number to Lovelace Health Plan, please do so as quickly as possible. **A reminder that this number is required for all claims submitted on or after May 23, 2007.** Upon receipt of your NPI, please fax the e-mail or mailed confirmation of the NPI number for **both** Individual Provider(s) in the practice and the Organization if your office was required to obtain separate NPIs. NPIs can be faxed to the Lovelace Health Plan Network Operations department at (505) 262-3806.

If your office is unclear regarding what type(s) of NPIs are required for your practice or to learn more about NPI numbers, please call 1-800-465-3203 or visit <http://nppes.cms.hhs.gov>.

♥ Gardasil Reminder for Medicaid Patients

As a helpful reminder, Gardasil should be billed as noted below. Please make a note of when the modifier "HB" should be used based on the patient's age. Also, please note that the CPT code of 90649 should always be billed, even for those patients in which reimbursement will be made through the NM Vaccines for Children.

Medicaid patients ages 9-10 & 12-26

90471 or 90742 (Administration) – Reimbursed at Lovelace Community Health Plan Rate

90649 HB (Gardasil) – Reimbursed at Lovelace Community Health Plan Rate

Medicaid patients ages 11

90471 or 90742 (Administration) – Reimbursed at Lovelace Contracted Rate

90649 (Gardasil) – Reimbursement will be "\$0". Obtain vaccine through the NM Vaccines for Children program



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♥ Access and Availability/After Hours Survey

Springtime is here! This means more outdoor activities, more allergies and, of course, more doctor visits. Therefore, it's time for Lovelace's annual access and availability/after hours survey which will begin on March 29, 2007. Please note that your office may be called and asked to participate in a quick survey to assess the access and availability as well as the after hours standards of your practice. If your office is selected, we would like to thank you for your participation in the survey.

♥ Thank You!

Lovelace values our partnership and thanks you for providing quality care to our Members. We encourage your office to share this communication with your entire staff including any satellite offices. If you have any questions regarding any of the above announcements or would like additional copies of this communication, please visit www.lovelacehealthplan.com or contact your Provider Services Representative listed below.

Northern NM	Central NM	Southwestern NM	Southeastern NM	UNM and Lovelace
Sharon Houston (505) 262-3736	Ken Haas (PCP) (505) 262-3763 Gilbert Gallegos (SCP) (505) 232-1700	Christina Bustamante (505) 262-3818	Cindy Chavez (505) 232-1853	Mary Ulibarri (505) 232-1793

