

# Around the Neighborhood

Neighborhood Health Plan

Winter 2011

## Raising Awareness on Breast Cancer Screening

When compared to women of other races, Black and African-American women are diagnosed with breast cancer later, and therefore are more likely to die from it. To address this disparity, NHP has launched a community service ad campaign aimed at raising awareness of the issue and creating a call to action.

Look for newspaper and transit ads, as well as posters and printed pamphlets with facts and resources about breast cancer and mammography.

As part of this campaign, NHP now also has a Mammography Hotline (1-866-455-1344) to help women find Boston area health centers equipped for mammograms.

Information is also available at [www.nhp.org](http://www.nhp.org).



## NHP Timeline for Health Care Reform Changes

The Patient Protection and Affordable Care Act (PPACA) is a federal law that took effect on March 23, 2010. Among other provisions, the law puts into place comprehensive health insurance reforms that are intended to lower health care costs, guarantee more health care choices, and enhance the quality of health care for all Americans.

PPACA will not be implemented all at once. Parts of the law have already taken effect. Other changes will be implemented through 2014 and beyond.

### Child Dependent Coverage

One of the first changes (effective October 1, 2010) is that dependent children will no longer lose coverage upon loss of IRS dependency status. Rather, all dependent children will be allowed to remain covered until they reach age 26. This change applies to all standard NHP Business Choice and Commonwealth Choice HMO plans.

### Preventive Services

Under PPACA, certain preventive services must be covered without any cost-sharing (deductible, copayment, or coinsurance) when rendered by NHP network providers.

Covered preventive care services include those specified by the United States Preventive Services Task Force (USPSTF), the Advisory Committee on Immunization Practices (ACIP) and the Bright Futures recommendations for Pediatric Preventive Health Care. A list of services eligible for this cost-sharing exemption is available at [www.nhp.org](http://www.nhp.org).

For Commercial (including Commonwealth Choice) members enrolled in a new commercial plan with NHP on or after October 1, 2010, a provider copayment, or a deductible for select preventive care and medical screenings, is not required. For most existing

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## 2010 Provider Satisfaction Survey

“Thank you” to all the providers who completed last year’s survey. We’ve been analyzing results and evaluating process improvements; our goal is to continuously exceed your expectations.

Overall, most respondents are satisfied enough to recommend NHP to others. NHP also exceeded satisfaction goals specific to Utilization Management.

As a result of survey feedback, combined with initiatives already in progress, we’ve implemented the following procedures:

- New provider self-service options, including claims status check and searchable Explanation of Payments (EOPs)
- Online provider form completion for enhanced accuracy

- Enhanced prior authorization requests tracking with a virtual fax tool—and now, online prior authorization submissions
- Faster notification to providers of available reference materials with NHP’s monthly electronic “Provider News”
- Significant reductions in the turnaround of provider credentialing and enrollment transactions (with a new tool that allows the systematic processing of over 75 percent of all incoming transactions)
- Product knowledge and other role-specific curriculum for provider service and staff
- Metrics tailored for specific member and provider follow-through
- Enhanced tracking mechanisms for other provider documents and transactions

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## Doing Business with NHP

### Provider Manual Updated

Earlier this year, NHP's *Provider Manual* was revised to include important updates on doing business with NHP.



In the spirit of "going green" NHP's *Provider Manual* is available exclusively online.

The *Provider Manual* is updated throughout the year, so visit [www.nhp.org](http://www.nhp.org) often to keep up-to-date on NHP's policy and procedure changes. ■



## Ask NHP

"How do I register for NHPNet?"

To register, visit the Provider section of [www.nhp.org](http://www.nhp.org) and click on the NHPNet tab, then follow the instructions to complete the new user registration. The request will be submitted to the provider entity's designated User Administrator for approval. The User Administrator is systematically notified by email of the new access request, pending his/her approval. ■

## Preparing for the Change from ICD-9 to ICD-10

The health care industry will transition to accommodate the tenth revision of the International Classification of Diseases (ICD-10). These transitions will require system and business changes throughout the health care industry. ICD-10 will affect coding for everyone covered by the Health Insurance Portability and Accountability Act (HIPAA), not just those who submit Medicare claims. Providers should start preparing now to ensure a smooth transition.

### About the ICD-10 Transition on October 1, 2013

ICD-10 codes must be used on all HIPAA transactions, including outpatient claims with dates of service, and inpatient claims with dates of discharge on and after October 1, 2013. Otherwise, your claims and other transactions may be rejected, and you will need to resubmit them with the ICD-10 codes. This could result in delays and may impact your reimbursements, so it is important to start now to prepare for the changeover to ICD-10 codes.

This change does not affect CPT coding for outpatient procedures.

### About the Version 5010 Transition on January 1, 2012

On January 1, 2012, standards for electronic health care transactions change from

Version 4010/4010A1 to Version 5010.

These electronic health care transactions include functions like claims, eligibility inquiries, and remittance advices. Unlike the current Version 4010/4010A1, Version 5010 accommodates the ICD-10 codes, and must be in place first before the changeover to ICD-10. The Version 5010 change occurs well before the ICD-10 implementation date to allow adequate Version 5010 testing and implementation time.

If providers do not conduct electronic health transactions using Version 5010 as of January 1, 2012, delays in claim reimbursement may result. If health plans cannot accept Version 5010 transactions from providers, they may experience a large increase in provider customer service inquiries affecting their operations.

Preparing for ICD-10 and Version 5010—including potential updated software installation, staff training, changes to business operations and workflows, internal and external testing, reprinting of manuals and other materials, and more—will take time.

For more information, go to the Centers for Medicare and Medicaid Services (CMS) ICD-10 website at [www.cms.gov/ICD10](http://www.cms.gov/ICD10). ■

## Payment Guidelines

The following provider payment guidelines have been added to our website:

- Allergy Testing and Immunotherapy
- Home Health Care Agency
- Hospice
- Newborn Care (Inpatient)
- Preventive Services
- Robotic Assisted Surgery

For the complete list of payment guidelines, go to [www.nhp.org](http://www.nhp.org). ■

## Member Volunteers Needed for Council

NHP has established a new Member Advisory Council to better understand how we are meeting patients' needs. This group has been offering invaluable feedback on member materials and the NHP website. To inform NHP of any patients interested in volunteering for this Member Advisory Council, please call our Customer Care Center at 1-800-462-5449, or email [memberservices@nhp.org](mailto:memberservices@nhp.org). ■

## Timeline for Health Care Reform Changes

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NHP Commercial and Commonwealth Choice members, the copayment and deductible exemption begins for services rendered on or after January 1, 2011.

### Also Effective January 1: DME Changes

NHP considers Durable Medical Equipment (DME) to be an essential health care benefit as defined by this new regulation, and therefore is removing calendar year limits for all NHP Business Choice HMO and Commonwealth Choice plans within our Commercial line of business, effective January 1, 2011. Custom plans will change upon renewal.

To minimize premium increases after these DME coverage limits are removed, NHP is adding a 20 percent coinsurance to the DME benefit. This change is effective April 1, 2011, and also applies to most standard Business Choice HMO and Commonwealth Choice plans as noted above.

DME coverage varies by specific plan. More plan-specific information is available at [www.nhp.org](http://www.nhp.org).

### Future Updates

NHP will continue to update providers of additional PPACA changes through this newsletter as well as our monthly "Provider News" email, our website, and site visits by Provider Relations representatives.

Member ID cards are being re-issued with updated copayment information. We're also educating all affected members about PPACA provisions through the mail, the NHP member newsletter *Our Neighborhood*, and our website.

A letter to members also explains certain PPACA changes, and asks members to show the letter to providers during preventive care visits. It includes this statement:

Please note that the bearer of this letter is enrolled in a new commercial plan with NHP and therefore is not required

to pay a copayment for the following preventive care services:

- Annual physical exam
- Annual gynecological exam
- Immunization visits
- Well child visits
- Mammograms
- Screening colonoscopies

Please do not charge a copayment for any of the above services.

### If You Have Questions

Providers with questions about these changes can call the Customer Care Center at **1-800-462-5449** (Mon.–Fri. 8:00 a.m.–6:00 p.m., and Thurs. 8:00 a.m.–8:00 p.m.). Providers can also verify a member's status by calling the Customer Care Center (or by using our provider portal, NHPNet). ■

## Provider Survey Results

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- A program for newly-contracted providers to ensure awareness of:
  - Their dedicated Provider Relations representative
  - Critical tools and training for effectively doing business with NHP early in the relationship (and often before seeing their first NHP patient)

Survey participants were entered in a raffle for a \$100 American Express gift check. Congratulations to these winners, chosen at random:

- Colleen Hammond, Bridgewater Pediatrics
- Leonilde Ribeiro, Brockton Neighborhood Health Center
- Jaime Pereyra, Boston Health Care for the Homeless Program

NHP relies on your input. Please feel free to give feedback through your Provider Relations Representative, or by emailing Provider Relations at [prweb@nhp.org](mailto:prweb@nhp.org). ■



### Heywood Hospital Adds New Heart Center

Congratulations to Heywood Hospital on its 72,000 square-foot expansion. Facilities will include a heart center in collaboration with the UMass Memorial Health Care Heart Vascular Center of Excellence. The partnership expands cardiac services in central Massachusetts by using resources at the UMass Center to support the center in Gardner. ■

### New Pharmacy Opens at Codman Square Health Center

Codman Square Health Center has opened a new pharmacy, available to health center patients as well as community members. This new resource is possible due to a partnership with Eaton Apothecary. The pharmacy aims to provide a superior health care experience with convenience, affordable prescription medications, integrated care, and a multilingual staff. ■

### New Site for Whittier Street Health Center

In January 2012, Whittier Street Health Center is expected to move to a six-story new building. With nearly 80,000 square feet of space, the new office will enable the health center to expand its capacity and offer more services, consistent with the health center's vision for the future of serving more. The groundbreaking took place in September, 2010. ■



Please email your news to us at [prweb@nhp.org](mailto:prweb@nhp.org). ■



# Neighborhood Health Plan™

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Director, Provider Relations

**Rhian Gregory**

Director, Marketing and Corporate Communications

**Nicole Fletcher**

Manager, Corporate Communications

**Stephen Kyle**

Marketing Communications Specialist



## NHP welcomes the following new providers

Achieve Physical Therapy  
Aegis Physical Chiropractic and Physical Therapy  
Alida Aska, MD  
Angelo Morales, MD  
Associated Surgeons PC  
Barrett Family Wellness Center  
Beverly M. Shafer, MD  
Billerica Family Practice  
Bridgewater Primary Care & Cardiology  
Brockton Oral and Maxillofacial Surgery, Inc  
Bryant A. Tarr, DPM  
Carlos A. Madrid, MD  
Community Anesthesia, LLC  
Craig S. Gustafson, LLC  
Cynthia Armano, DC  
Dan Seligman, DPM  
Daniel C. Lee, MD  
Daniel Riley, DPM  
Danvers Family Doctors  
David Chen, MD  
David J. Kilroy, DC  
Deborah A. Fudge, DC  
Demian J. Ochoa, OD

Dennis A. Troilo, DC  
DermDx  
Dowd Medical Associates  
Dr. Ted F. Bukowski and Associates  
East Mountain Medical Associates  
Emerson Practice Associates II  
G. Ohri, MD  
Gary Pransky, MD  
Gaudet, Michael P. MD  
Greater New Bedford Physical Therapy  
Greylock Pathology Partners  
Internal Medicine Physicians of the North Shore  
Iraj Aghdasi, MD  
James D. Karadimos, DPM  
Jeffrey Darrow, MD  
Jesus Blanco, MD  
Johnny Salameh, MD  
Julie C. MacDonald, DC  
Kathleen Murphy, OD  
Lynn Oral Surgery Associates  
Magdi Osman, MD  
Marie Cantone-Neto, Speech Therapy  
Mark D. Friedman, DC  
Mark Logan, DC  
Marshall D. Trubow, MD

Marshall L. Reiner, MD  
Meredith L. Saillant, MD  
Michael E. Gotthelf, MD  
Mobile Medical  
MT. Hope Physical Therapy  
MVNE 1, PC  
Newton Center Chiropractic  
North Shore Center for Orthopedic Surgery  
Northern Middlesex Womens Health  
Ohri Neeta, MD  
Pain Center of the North Shore  
Pamela M. Zuckerman, MD  
Patrick Hogan, MD  
Perriello Eye Care  
Physio Works PT  
Pilar Alonso, MD  
Podiatric Health Care  
Preview Ultrasound  
Primary Care Specialists  
Prime Medical Associates  
Ralph J. Froio, MD  
Rebecca A. Horne, MD  
Rebecca A. Spoerri-Bowman, DO  
Retinal Care Institute  
Riad Mortada, MD



### SAVE THE DATES. . .

#### 2011 NHP Provider Operations Meetings

**Wed., Feb. 16**  
**Wed., May 18**  
**Wed., Aug. 17**  
**Wed., Nov. 16**

*We look forward to seeing you.*

Richard A. Gross, MD  
Riversdege Management, OC  
Ronald J. Laprise, DC  
Ronald Maclin, MD  
Sadamu Ishikawa, MD  
Salem Peabody Oral Surgery  
Steven Belanger, DPM  
Susan L. Cahill, MD  
Taunton Medical PC  
Trailside Health  
Vijaya Swamy, MD  
VitreoRetinal Consultants, Inc.  
Westford Internal Medicine