3rd Quarter Updates

Provider Webinar

September 9, 2020

Housekeeping

- Please mute your phone.
- Please do not put this call on hold; we can hear your hold music.
- **Please hold all questions until the end of the presentation.**

Disclaimer

- Arkansas Total Care has produced this material as an informational reference for providers furnishing services in our contract network   and Arkansas Total Care employees, agents and staff make no representation, warranty, or guarantee that this compilation of information is error-free and will bear no responsibility or liability for the results or consequences of the use of this material.

- The presentation is a general summary that explains certain aspects of the program but is not a legal document.

- Although every reasonable effort has been made to ensure the accuracy of the information within these pages at the time of publication, the program is constantly changing, and it is the responsibility of each provider to remain abreast of the program requirements. Any regulations, policies and/or guidelines cited in this publication are subject to change without further notice.

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Agenda

- Provider updates

- Prior authorization

- Claim filing tips/updates

- Important reminders & tips

- Contact information

- Q&A

Join Our Email List Today

You can join our email list on our provider resources page.

arkansastotalcare.com/providers.html

Acronyms

Acronym	Definition
ARTC	Arkansas Total Care
NIA	National Imaging Associates
NPI	National Provider Identification
PASSE	Provider–Led Arkansas Shared Savings Entity

Provider Services Call Center

- **First line of communication**
  - Arkansas Total Care Provider Services Call Center
  - **1-866-282-6280 (TDD/TTY: 711)**
- Prior Service Representatives can assist with questions regarding:
  - Eligibility
  - Authorizations
  - Claims
  - Payment inquiries
- Representatives are available Monday through Friday, 8 am to 5 pm (CST)

Provider Inquiries

- After speaking with a Provider Relations Representative, you will receive a **reference number** which will be used to track that status of your inquiry.

- If you need to contact your assigned representative, please have the following information available:
  - **Reference number** assigned by Provider Services Call Center
  - Provider's Name
  - Tax ID
  - National Provider Identifier (NPI)
  - Summary of the issue
  - Claim number(s) *if applicable*

Where to Find Us

Provider Updates

COVID-19 Information & Updates

COVID-19 Information & Updates

- Arkansas Total Care plans to utilize Supplemental Services effective March 23, 2020 for as long as the emergency order is in place.

- Provider billing guidance for COVID-19 testing, screening and treatment services can be found at:

  arkansastotalcare.com/providers/coronavirus-information.html

- **When billing a telehealth service, you must bill with location 02 and must include modifier GT.**

Electronic Visit Verification (EVV)

- Section 12006(a) of the 21st Century Cures Act mandates that states implement EVV for all Medicaid personal care services (PCS) that require an in-home visit by a provider.
- EVV is a process that uses electronic means to verify care provider visits for personal care services.
- The information collected during visits includes:
  - The date of service provided
  - The start time and end time for service provided
  - The type of health care service performed
  - Information about the service provider
- All personal care providers must enroll in AR Medicaid by applying for practitioner ID number (PIN).
- Personal care providers must enroll no later than 9/30/2020. If you are a provider that is required to be part of EVV, there is no opt-out option.
- HHAeXchange is the vendor for ARTC:
  - Portal Access: https://hhaexchange.com/ar/ (Coming Soon)
  - EDI Support: edisupport@hhaexchange.com

Credentialing

- Providers who were initially loaded into the ARTC PASSE network during the initial implementation and contracting period will now need to credential.
  - *This is for those who have not already completed credentialing or are not credentialed with Arkansas Health & Wellness for the Ambetter or Allwell products.*
- Credentialing completed by the state was valid for a limited period and the state has extended the expiration date to 12/31/2020.
- Credentialing notifications were mailed on 8/18/2020.
- Credentialing applications must be returned by 10/31/2020.
- Applications are located on the website at:

  arkansastotalcare.com/providers/resources.html

- If you have questions, you may submit them via email at arkcredentialing@centene.com or call 1-844-263-2437.
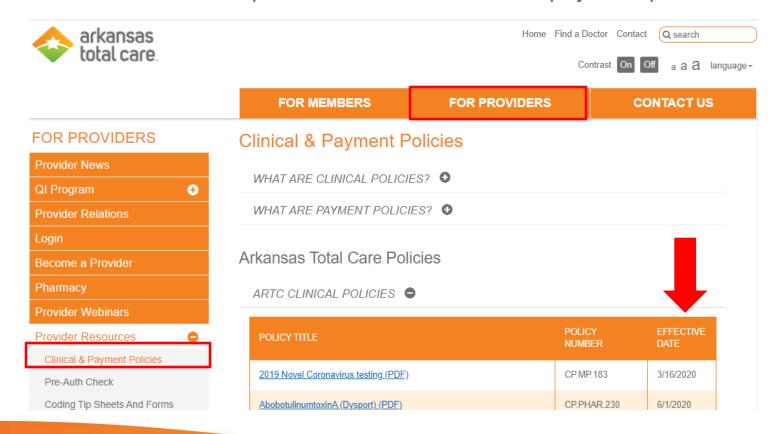
NPI Requirement

- In accordance with the National Provider Identification (NPI) Final Rule, Arkansas Total Care requires **all** practitioners to have an NPI and for all practitioners billed as the rendering provider on electronic and paper claims transactions to include their NPI on the claim transaction when billing.

- Per the NPI Final Rule definition of healthcare, Behavioral Assistance, Therapeutic Behavioral Services and Applied Behavioral Analysis all fall under the scope of healthcare, and providers rendering these services must have an NPI.

- ARTC sent a letter and email communication detailing this billing change to those providers affected by this change.

ARTC Clinical Policies

arkansastotalcare.com/providers/resources/clinical-payment-policies.html

Clinical Policies

- Effective 8/1/2020
  - Radiofrequency Ablation of Uterine Fibroids
  - Ramucirumab (Cyramza)
- Effective 9/1/2020
  - Cosmetic Reconstructive Surgery
- Effective 10/1/2020
  - Mechanical Stretch Devices
  - Thymus Transplantation

Prior Authorizations

- Arkansas Total Care launched an innovative Surgical Quality and Safety Management Program with TurningPoint Healthcare Solutions, LLC, which became effective 1/1/2020

- TurningPoint is responsible for processing prior authorizations requests for medical necessity and appropriate length of stay for Musculoskeletal Surgical procedures

- Physicians began submitting requests to TurningPoint for prior authorization on 12/1/19 for dates of service on or after 1/1/2020

MUSCULOSKELETAL

Orthopedic Surgical Procedures
Including all associated partial, total, and revision surgeries

- ✓ Knee Arthroplasty
- ✓ Unicompartmental/Bicompartmental Knee Replacement
- ✓ Hip Arthroplasty
- ✓ Shoulder Arthroplasty
- ✓ Elbow Arthroplasty
- ✓ Ankle Arthroplasty
- ✓ Wrist Arthroplasty
- ✓ Acromioplasty and Rotator Cuff Repair
- ✓ Anterior Cruciate Ligament Repair
- ✓ Knee Arthroscopy
- ✓ Hip Resurfacing
- ✓ Meniscal Repair
- ✓ Hip Arthroscopy
- ✓ Femoroacetabular Arthroscopy
- ✓ Ankle Fusion
- ✓ Shoulder Fusion
- ✓ Wrist Fusion
- ✓ Osteochondral Defect Repair

Spinal Surgical Procedures
Including all associated partial, total, and revision surgeries

- ✓ Spinal Fusion Surgeries
  - ✓ Cervical
  - ✓ Lumbar
  - ✓ Thoracic
  - ✓ Sacral
  - ✓ Scoliosis
- ✓ Disc Replacement
- ✓ Laminectomy/Discectomy
- ✓ Kyphoplasty/Vertebroplasty
- ✓ Sacroiliac Joint Fusion
- ✓ Implantable Pain Pumps
- ✓ Spinal Cord Neurostimulator
- ✓ Spinal Decompression

Clinical Categories:
- **Orthopedics**
- **Spine**

Clinical Coding:
- **Clinical coding is available by request by calling TurningPoint at 855-275-4500 or through your Provider Relations Specialist. Please note the coding is subject to regular updates/changes as CPT/HCPCS coding is added or deleted.**

Clinical policies and processes are easily accessible to providers via several access points.

Authorization Submission:
- **Web:** https://myturningpoint-healthcare.com
- **Fax:** 501-588-0994
- **Phone:** 501-263-8850 | 866-619-7054

Provider Resources:
- Program PowerPoint presentation
- Frequently Asked Questions (FAQ) document
- TurningPoint Provider Manual
- Instructional Webinars
- TurningPoint medical professionals on-call 24 hours a day, 7 days a week

TurningPoint Provider Portal Access

- Portal users must be registered before submitting requests

- All providers will receive a notification of staff registered for portal access

- Portal demonstrations can be set-up for your practice upon request

*NOTE: To become a registered user
of TurningPoint's Web Portal, please contact their Provider
Relations Team:*
Phone: 866-422-0800
Email: providersupport@turningpoint-healthcare.com

NIA's Prior Authorization Program

Only non-emergent procedures performed in an outpatient setting require authorization with NIA.

Procedures Requiring Authorization:	Excluded from Program (Procedures performed in the following settings):
• CT/CTA • CCTA • MRI/MRA • PET Scan • Myocardial Perfusion Imaging • MUGA Scan • Stress Echocardiography • Echocardiography	• Hospital Inpatient • Observation • Emergency Room • Urgent Care • Surgery Center

NIA to Ordering Provider: Request for Additional Clinical Information

- A fax is sent to provider detailing what clinical information is needed along with a Fax Coversheet.

- We stress the need to provide the clinical information as quickly as possible, so we can make a determination.

- Determination timeframe begins after receipt of clinical information.

- Failure to receive requested clinical information may result in non-certification.

NIA's Notification of Determination

Approval Notification	Denial Notification
• Ordering Provider – Fax • Member - Written	• Ordering Provider – Fax • Member - Written
Authorization Validity Period Authorizations will be valid 30 days from date of request.	**Appeal Instructions** In the event of a denial, providers are asked to follow the appeal instructions provided in their denial letter.

NIA's Urgent Authorization Process

Urgent Authorization Process

If an urgent clinical situation exists outside of a hospital emergency room, please contact NIA immediately with the appropriate clinical information for an expedited review at 1-866-500-7685

Ordering Provider: Getting Started on RadMD.com

Everyone in your organization is required to have their own separate user name and password due to HIPAA regulations.

STEPS:

1. Click the "New User" button on the right side of the home page.
2. Select "Physicians office that orders procedures".
3. Fill out the application and click the "Submit" button.
   - You must include your email address in order for our Webmaster to respond to you with your NIA-approved user name and password.

NOTE: On subsequent visits to the site, click the "Sign In" button to proceed.

Offices that will be both ordering and rendering should request ordering provider access, this will allow your office to request authorizations on RadMD and see the status of those authorization requests.

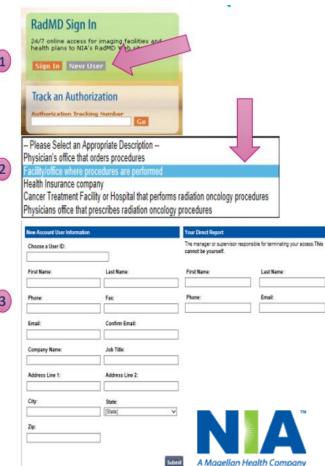# Rendering Provider: Getting Started on RadMD.com

IMPORTANT

- Everyone in your organization is required to have their own separate user name and password due to HIPAA regulations.
- Designate an "Administrator" for the facility who manages the access for the entire facility.

STEPS:

1. Click the "New User" button on the right side of the home page.
2. Select "Facility/office where procedures are performed"
3. Fill out the application and click the "Submit" button.
   - You must include your email address in order for our Webmaster to respond to you with your NIA-approved user name and password.

NOTE: On subsequent visits to the site, click the "Sign In" button to proceed.

If you have multiple staff members entering authorizations and want each person to be able to see all approved authorizations, they will nee to register for a rendering username and password. The administrator will have the ability to approve rendering access for each employee. Th will allow users to see all approved authorizations under your organization.

When to Contact NIA

Providers:

Ordering Providers:

- To initiate a request for an authorization, please contact NIA via website, www.RadMD.com or via toll-free number 1-877-617-0390.

- To check status of an authorization, please contact NIA via website, www.RadMD.com, or Interactive Voice Response (IVR) System at 1-877-617-0390.

Rendering Providers:

- To check the status of an authorization, please contact NIA via website, www.RadMD.com, or Interactive Voice Response (IVR) System at 1-877-617-0390.

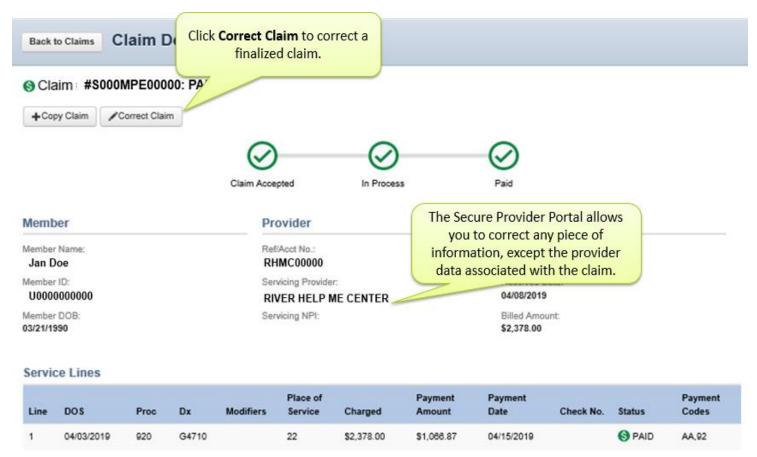**Ordering Providers and Rendering Providers:**

- For assistance or technical support for RadMD, please contact RadMD Help Desk via email at RadMDSupport@magellanhealth.com or call 1-800-327-0641.

- For any provider education requests or questions specific to NIA and the Medical Specialty Solutions Program, providers may contact Leta Genasci, Provider Relations Manager at ligenasci@magellanhealth.com or 1-800-450-7281 ext. 75518.
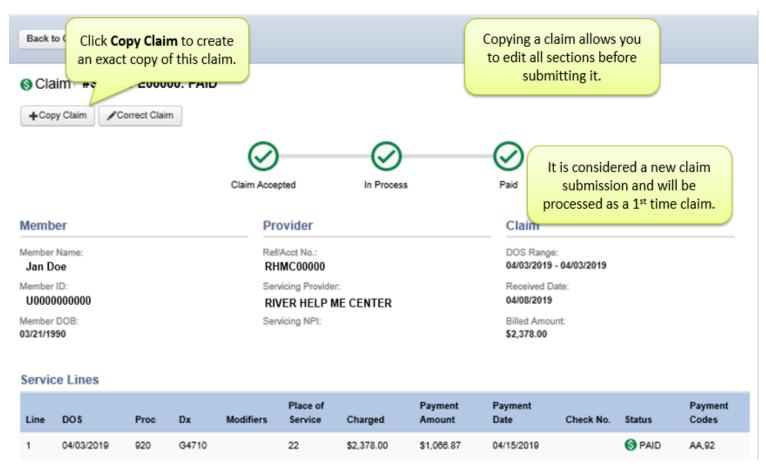
Claim Filing Tips/Updates

Correct Claim
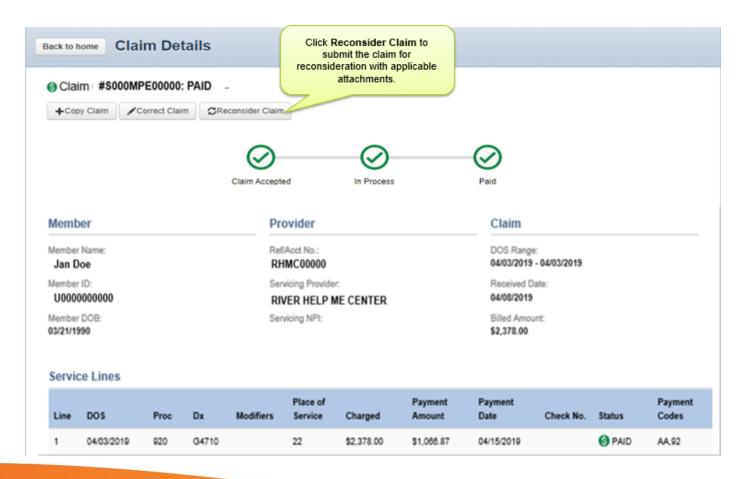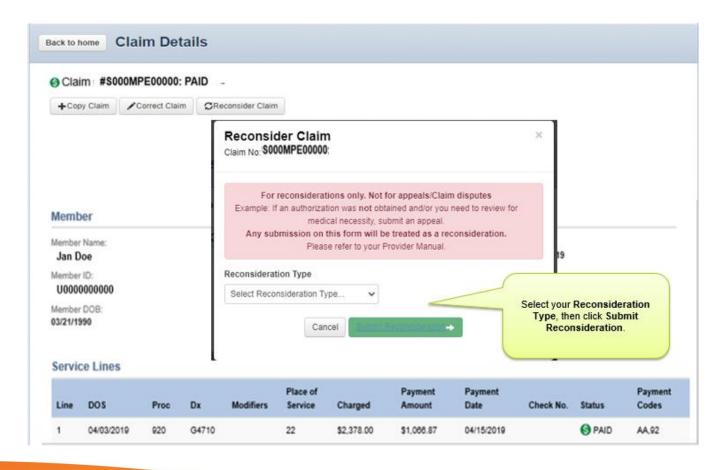
Copy Claim

Reconsider Claim

Reconsider Claim

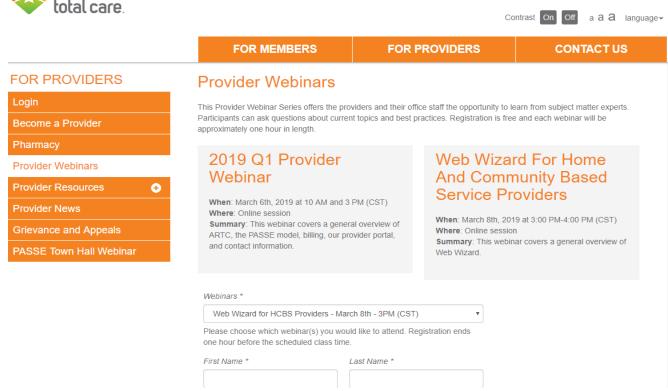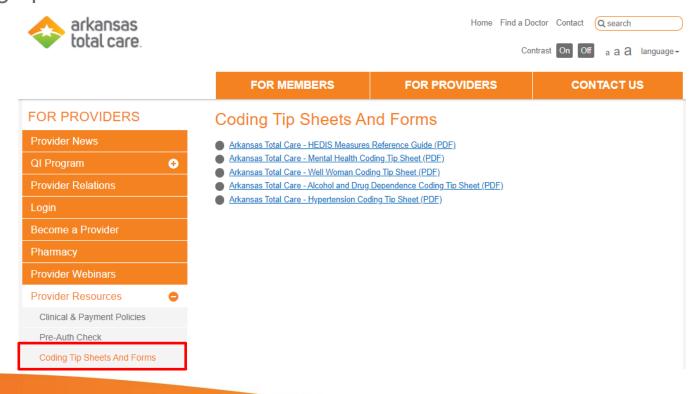# Important Tips and Reminders

Provider Webinars

Upcoming Webinars

Course	Date	Time
Q3 Provider Updates (encore)	9/16/2020	2:00 PM
Encore presentation of today's webinar		
Secure Portal - Claim Submission	10/6/2020	10:00 AM
This course will provide step-by-step instructions on how to create and submit a claim. Attendees will also learn how to edit and correct a claims and submit batch files and much more. This webinar is recommended to staff who are responsible for the submission and correction of claims		
Secure Portal - Prior Authorization	10/8/2020 10/14/2020	10:00 AM 2:00 PM
This course will provide step-by-step instructions on how to create and submit your prior authorizations via the Secure Provider Portal. This webinar is recommended to staff who request prior authorizations through Medical Management		

Coding Tip Sheets and Forms

Coding tip sheets are located on the website under "Provider Resources".

Contact Information

Arkansas Total Care
Provider Services

Phone: 1-866-282-6280
Website: arkansastotalcare.com

Email inquires to:
providers@arkansastotalcare.com

Contracting Department

Phone Number: 1-844-631-6830

Hours of Operations: 8am – 4:30pm (CST)

Press **1** (if you know your parties ext.)

Press **2** (Ambetter)

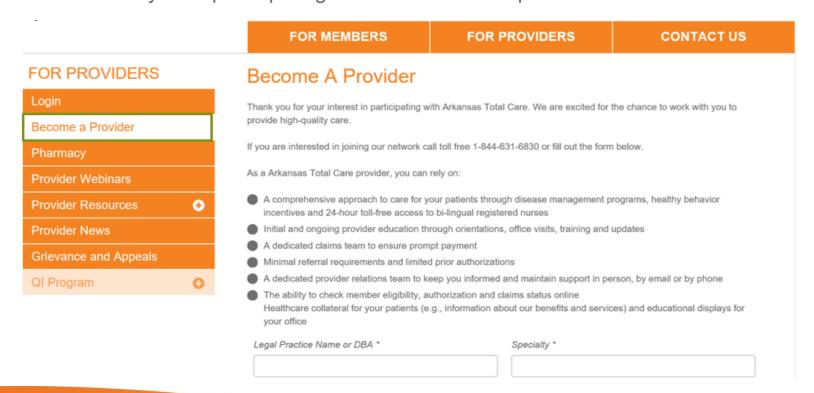Press **3** (Allwell)

Press **4** (ARTC)

Press **5** (to repeat)

Provider Contracting Email Address:
ArkansasContracting@centene.com
Regular contracting inquiries and contract requests

Provider Contracting

To join our network, select 'Become A Provider' from the 'For Providers' tab on our website. You must currently be a participating Arkansas Medicaid provider.

Please use the Q&A feature to enter your questions.

Thank you for joining us!