

Ku'i Ka Lono

Spread the News

For AlohaCare Physicians and Providers • Spring 2015

AlohaCare's Quality Improvement Incentive Program

In February, AlohaCare released our Quality Improvement Incentive Program. All primary care providers who serve as PCP for at least one member eligible for incentivized services received a program packet. The program packet included a cover letter, a member-level list for each incentive measure, a measure education worksheet, and a participation acknowledgement form.

The program incentivizes the following HEDIS measures:

- ☞ Childhood Immunization (Combo 2)
- ☞ Frequency of Prenatal Care
- ☞ Timeliness of Prenatal Care
- ☞ Controlling High Blood Pressure
- ☞ Comprehensive Diabetes Care (four components)

This incentive program will cover a three year span, from 2015 to 2017. The first year (2015) will serve as the baseline year for which providers will be incentivized \$10 per compliant member per measure. The following years (2016 and 2017), each provider will be incentivized based their relative year-to-year improvement compared to their 2015 baseline outcomes.

Provider Report Cards will be distributed in June 2015, September 2015 and November 2015. Final reports will be distributed with incentive checks in May 2016.

Questions about this quality incentive program can be directed to:



Jon Cascino
Senior Director of Quality
Improvement
(808) 973-7780
jcasino@alohacare.org

Claims Corner

CLAIMS SUBMISSIONS

Get paid faster by submitting your claims electronically! Contact one of AlohaCare's Clearing House partners to register for electronic claims submission.

- ☞ **Gateway**
Phone Number: 800-969-3666
www.GatewayEdi.com
- ☞ **Legacy** a.k.a. Hawaii X-Change & Administep
Phone Number: 888-751-3271 ext. 3127
www.LegacyConsulting.net
Note: Office Ally submits claims via this clearing house vendor.
- ☞ **RelayHealth**
Phone Number: 866-735-2963
www.RelayHealth.com
Note: Emedon submits claims via this clearing house vendor
- ☞ **ClaimRemedi**
Phone Number: 800-763-8484
www.ClaimRemedi.com

THIRD PARTY LIABILITY/COORDINATION OF BENEFITS CLAIMS

- ☞ Providers must submit claims to the member's primary insurance carrier first. It is preferred that providers submit via paper claim submission with coordination of benefits information attached.

TIPS ON SUBMITTING THE HCFA 1500

- ✎ **Box 11** – This is a required field for Medicare claims. Enter the member’s policy number, or write “NONE”.
- ✎ **Box 22** - When resubmitting a claim, enter the appropriate resubmission (or frequency) code. Be sure to left justify the code in the left-hand side of the field.

22 RESUBMISSION CODE	ORIGINAL REF. NO.

- o 7: Replacement of prior claim (resubmission)
- o 8: Void/cancel of prior claim

List the original AlohaCare claim (or reference) number for resubmission claims. AlohaCare also accepts the handwritten words “RESUBMISSION” or “REBILL” to be listed at the top of the claim form.

HOW TO AVOID DENIED CLAIMS FOR NO AUTHORIZATION

A claim will be denied if a required authorization is not obtained.

- ✎ After a service has been rendered, a provider may request approval of a retroactive authorization. The provider must re-submit the claim. Claims will not be adjusted due to an error on the provider’s part.
- ✎ AlohaCare will adjust claims for errors made by AlohaCare.



TIPS ON SUBMITTING AN AUTHORIZATION REQUEST

- ✎ Clearly identify and provide notes to support medical necessity of:
 - procedure codes and # of units requested
 - need to send a member for a consult/referral to another island
 - a travel companion
 - o provide correct companion information and travel dates
 - o submit your request well in advance of the travel dates
- ✎ AlohaCare has a revised/new Referral Authorization Notification (RAN) form. Please be sure to use this updated form, which can be located on our website at www.AlohaCare.org/Providers/Forms

Useful Information Online

AlohaCare would like to remind you about our website (www.AlohaCare.org). We include information about many topics of interest on our website. You can view and/or download information about the following topics on the website.

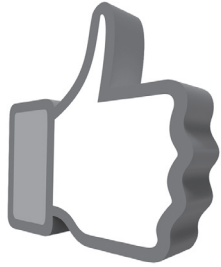
- ☞ Information about AlohaCare's Quality Improvement Program including goals, processes and outcomes as related to care and service.
- ☞ The process to refer members to case management.
 - The process for facility staff, including discharge planners, to refer members to case management.
- ☞ The process to refer members to disease management.
- ☞ Information about disease management programs, including how to use the services and how AlohaCare works with a practitioner's patients in the program.
- ☞ Information about how to obtain or view copies of AlohaCare's specific adopted clinical practice guidelines and preventive health guidelines, including those for:
 - Routine Prenatal and Postpartum Care
 - Diabetes Mellitus
 - Diagnosis and Treatment Management of Attention Deficit/Hyperactivity Disorder (ADHD) in School-Aged Children
 - Treatment for Patients with Major Depressive Disorder
 - Management of Asthma
 - Child/Adolescent Immunizations
 - Adult Preventive Health
- ☞ Information about AlohaCare's medical necessity criteria, including how to obtain or view a copy.
- ☞ Information about the availability of staff to answer questions about UM issues.
- ☞ The toll-free number to contact staff regarding UM issues.
- ☞ The availability of TDD/TTY services for members.
- ☞ Information about how members may obtain language assistance to discuss UM issues.
- ☞ AlohaCare's policy prohibiting financial incentives for utilization management decision-makers.
- ☞ Information about AlohaCare's pharmaceutical management procedures including our drug list along with restrictions and preferences; how to use pharmaceutical management procedures; an explanation of limits and quotas; how practitioners can provide information to support an exception request; and AlohaCare's processes for generic substitution, therapeutic interchange, and step-therapy.
- ☞ A description of the process to review information submitted to support a practitioner's credentialing application, correct erroneous information and, upon request, to be informed of the status of the credentialing or recredentialing application.
- ☞ AlohaCare's member rights and responsibilities statement.

If you have any questions about accessing our website or if you would like more information, please call Provider Services at 973-1650 or toll-free at 1-800-434-1002. The most recent information about AlohaCare and our services is always available on our website.



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Follow Us

Follow AlohaCare to see what is happening in your community. Get information on upcoming events and learn how AlohaCare can help you stay healthy!

Facebook: *AlohaCareHawaii*

Twitter: *@AlohaCareHawaii*

Instagram: *AlohaCareHawaii*

YouTube: *AlohaCareHawaii*



Contact Us

There are many ways to contact us at AlohaCare. Refer to your Provider Quick Reference Guide for all the phone and fax numbers you need.

Contact AlohaCare Provider Services today!

■ Call: 973-1650 ■ Toll-free: 1-800-434-1002 ■ Fax: 973-0811



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