

NETWORK*Connect*

For Louisiana Healthcare Connections Provider Partners

WINTER 2013

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Dear Valued Provider:

Welcome to the Winter edition of **NETWORK*Connect***—your source for helpful information, Bayou Health news and network-related updates.

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NETWORK*Connect* is provided to help you get the most from your partnership with **Louisiana Healthcare Connections**.

Sincerely,

Your **Louisiana Healthcare Connections** Provider Relations Team
Your Plan for Success.[™]



Your Plan for Success

Toll Free: **1-866-595-8133**

TDD/TTY (deaf and hearing loss number):
1-877-285-4514

8585 Archives Avenue, Suite 310
Baton Rouge, LA 70809

www.LouisianaHealthConnect.com

Meet Our Pharmacy Director Rachel Broussard, RPh

Rachel Broussard joined Louisiana Healthcare Connections in July of this year. A native of Labadieville—a small town along Bayou Lafourche—and life-long resident of Louisiana, Rachel has been in the Baton Rouge area since 1989 with her husband and two children. Rachel brings 24 years of pharmacy experience as well as experience in inpatient hospital pharmacy, hospital-based infusion pharmacy and the Louisiana legacy Medicaid fee-for-service pharmacy program. As our Pharmacy Director, Rachel will be focused on:



Rachel Broussard, RPh
Pharmacy Director for
Louisiana Healthcare Connections

- Promoting appropriate prescription use and adherence
- Providing timely updates to formulary options and copay information
- Improving dispensing efficiency and accuracy between our providers, pharmacies and PBM

"In managed care, a prescription drug program is a vital component of comprehensive benefits. I plan to leverage my clinical knowledge and experience in order to ensure our members receive maximum health benefits from their medication therapy in a timely and cost-effective manner."

Rachel P. Broussard

Ownership & Disclosure Requirements

Louisiana Healthcare Connections is in the process of updating our provider records and, as part of state and federal requirements, must obtain a current Disclosure of Ownership and Control Interest Statement (CMS-1513) from all contracted Bayou Health providers.

This information is requested at the time of credentialing/contracting as well as on a three-year cycle. Per federal law 42 CFR §§ 455.100-106, providers must disclose the following information:

- **Individuals with Ownership and Control Interest**
- **Managing Employee Information**
- **Criminal Convictions of the Provider and Other Parties Associated with the Provider's Entity**

Louisiana Healthcare Connections utilizes this information only for purposes of complying with the requirements of the State of Louisiana in conducting criminal and other background checks and complies with all federal and state privacy and security rules and regulations.

Who must complete the Disclosure of Ownership and Control Interest Statement form? Any provider who participates in or wishes to participate in our network including, but not limited to:

- **Individual providers**
- **Hospitals**
- **Home Health Agencies**
- **Independent Clinical Laboratories**
- **Rural Health Clinics**
- **Federally Qualified Health Centers**

To meet disclosure requirements, we must obtain completed and current Disclosure of Ownership and Control Interest Statement forms for both the medical entity and each provider affiliated with the entity whenever one of the following conditions applies:

- **upon submission of a provider application,**
- **upon execution of the provider agreement, and**
- **within 35 days after any change in ownership of the contracted entity.**

Completed Disclosure of Ownership and Control Interest Statement forms may be e-mailed to **lhc_provider_credent@centene.com**. If you have any questions or need assistance with completing your forms, please contact Provider Services at **1-866-595-8133** and we will be happy to assist you.

FYI

- ▶ **EFFECTIVE SEPTEMBER 1, 2013: Your Provider Handbook and Billing Manual have merged!** We have combined the provider handbook and billing manual into one comprehensive "Provider Manual." The updated version is posted on our website at www.LouisianaHealthConnect.com. To request a CD, please call Provider Services at **1-866-595-8133** and we will be happy to assist you.
- ▶ **AVAILABLE ONLINE: Pharmacy Formulary:** For a complete listing of all covered medications, go to **www.LouisianaHealthConnect.com** and click on "Pharmacy Program." To request a printed copy, call Provider Services at **1-866-595-8133** and we will be happy to assist you.
- ▶ **UPDATE: Place Of Service (POS) 11 Billing Code:** Louisiana Healthcare Connections follows all Centers for Medicare & Medicaid Services (CMS) guidelines for receiving and processing all Medicaid claims. Current CMS guidelines mandate services

rendered and submitted by a Rural Health Clinic (RHC) be billed with a "POS Code 72" and services rendered and submitted by a Federally Qualified Health Center (FQHC) be billed with a "POS Code 50."

Any claim submitted by an RHC or FQHC and billed with a "POS Code 11" **will be denied**. For questions or concerns regarding this update, please call Provider Services at **1-866-595-8133** and we will be happy to assist you.

- ▶ **CLAIM ADJUSTMENT: Modifier 25: As of September 28, 2013,** Pediatricians, Family Practice, Internal Medicine and General Practice should no longer receive requests for medical records on claims billed with Modifier 25 for CPT Codes 99211, 99202 or 99212. **ALL claims with Date Of Service from January 1, 2013-September 27, 2013 denied for medical records will be adjusted.**

Your Provider Relations Team

Our Provider Relations Specialists are available to serve you in all nine regions of the state. Your Provider Relations Specialist can assist you with:

- New provider orientation
- Complex claims issues
- Contracting needs

KAREN LEE

Provider Relations Specialist
(New Orleans Metro Area)

E-mail: kalee@centene.com

AKIKO BARROW

Provider Relations Specialist
(Baton Rouge Metro Area)

E-mail: akbarrow@centene.com

HEATHER DEHAVEN

Provider Relations Specialist
(North Louisiana)

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DANIELLE DALCOURT

Provider Relations Specialist
(Lafayette/Southwest Louisiana)

E-mail: ddalcourt@centene.com

Meet Our Director of Government Affairs

Anne Cassity joined Louisiana Healthcare Connections in September of this year. A native of St. Francisville, Anne attended LSU and Mississippi College School of Law before moving to Washington, D.C., where she spent 10 years. In 2011, Anne moved back to serve as health policy advisor to Governor Bobby Jindal until joining Louisiana Healthcare Connections. Combined with working for two members of the U.S. House of Representatives and serving as vice president of government affairs for a national trade association, Anne brings 12 years of policy and government affairs experience. In her role as director of government affairs, Anne will be focused on:

- Educating legislators about Louisiana Healthcare Connections, the positive health outcomes of its members and its cost savings to the state.
- Advocating the effectiveness and efficiency prepaid health plans bring to the Bayou Health managed care program.
- Promoting the expansion of Medicaid managed care in Louisiana and the importance of incorporating additional populations.



Anne Cassity

Director of Government Affairs

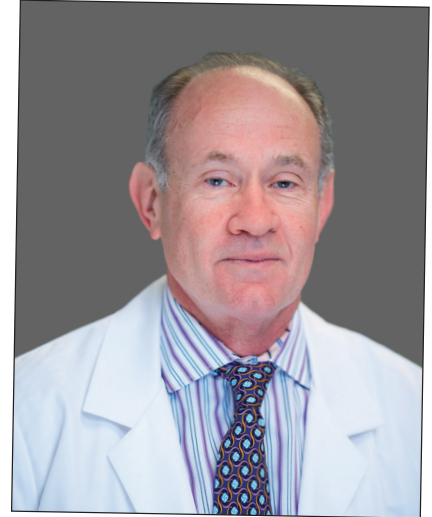
"We are already seeing significant, positive health outcomes in the Bayou Health managed care program but we need to do a better job of sharing this information with our legislators and state policy makers. My primary objective is to ensure they realize the excellent healthcare delivery Louisiana Healthcare Connections provides its members, resulting in better health outcomes and savings for the state."

A Message From Chief Medical Director Dr. David Thomas

The recent challenges in healthcare delivery are upon us and, as one of the providers in this state, I recognize and support the critical need for proactive intervention.

My number one goal is to remove the barriers between providers and the care of their patients by reducing administrative paperwork and error and, in order to expedite determinations and appeals, I have developed a flexible, peer-to-peer system for case review. As envisioned, it will incorporate a dedicated and direct "dictation line" on which providers can leave (up to five minutes) their case notes for our internal review. In addition, we will offer an online alternative for providers seeking a "person-to-person" case review. This application will feature multiple appointment times from which to choose and the functionality to link to calendars and smartphones for convenient reminders. I am excited to be launching this tool and welcome your feedback for ways to improve. Look for more information on "**CASEConnect**" in the coming weeks.

Lastly, one of our ongoing challenges has been the management of our Pharmacy benefit relative to the Louisiana Healthcare Connections Preferred Drug List (PDL) and our PBM US Scripts. I recognize the issues surrounding approvals for many drugs used in every day practice and want to personally assure you we are working daily with our pharmacy department on behalf of you and your patients.



David Thomas, MD, PhD
VPMA Chief Medical Director

A stylized, handwritten signature in blue ink, appearing to read 'D. Thomas'.

I am your Chief Medical Director so if you have any comments, questions or concerns, please let me know.

Our Mission

Louisiana Healthcare Connections will provide the best benefits and programs possible in order to improve the overall healthcare outcomes of the Louisiana families it serves.