

# NETWORK*Connect*

For Louisiana Healthcare Connections Provider Partners

FALL 2014

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*Dear Valued Provider:*

**NETWORK***Connect* is your source for helpful information, Bayou Health Plan news and network-related updates. In this issue:

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**NETWORK***Connect* is designed to help you get the most from your partnership with Louisiana Healthcare Connections so we hope you'll take the time to read it and to give feedback on the content.

Sincerely,

Your Louisiana Healthcare Connections  
Provider Relations Team

*Your Plan for Success.*<sup>™</sup>



*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](http://www.LouisianaHealthConnect.com)

## MEET OUR CHIEF MEDICAL OFFICER

Through our acquisition of Community Health Solutions of Louisiana (CHS-LA) and because Louisiana Healthcare Connections values a collaborative and engaged provider network, we are pleased to announce the addition of Stewart T. Gordon, MD, FAAP to our team.

A native of Baton Rouge and lifelong resident of Louisiana, Stewart is a general pediatrician who worked for 18 years as Professor of Clinical Pediatrics and Chief of Pediatrics at LSU Health Sciences Center/Earl K. Long Medical Center. A graduate of Louisiana State University and LSU Medical School in New Orleans, Stewart completed his training in Pediatrics with the LSU Medical School's Department of Pediatrics at Charity Hospital and Children's Hospital.

With a deep and abiding regard for our state, Stewart also brings a keen understanding of the challenges it faces with regard to healthcare. He is a staunch advocate for children's health issues—focusing on early brain and childhood development, juvenile justice reform, the prevention of child abuse and neglect, as well as the prevention and treatment of childhood obesity. In addition, his numerous leadership roles during 13 years with the Louisiana Chapter of the American Academy of Pediatrics helped shape significant health policy reforms.

"Providers play a critical role in the delivery of healthcare," says Stewart.

"Recognizing their singular value in achieving our mission, my goal is to provide peer-based support so trust, communication and collaboration can inform the most effective wellness programs, prevention strategies, early detection and ongoing coordination of care. I look forward to working with you and encourage both your feedback and questions."

E-mail Stewart at [stgordon@centene.com](mailto:stgordon@centene.com) or call him directly at **(225) 201-8475**.



**Stewart T. Gordon, MD, FAAP**  
Chief Medical Officer

## NEW TRANSPORTATION VENDOR



As of September 1, 2014, LogistiCare Solutions (LogistiCare) is the Louisiana Healthcare Connections medical transportation provider.

If a member needs transportation services for a non-emergency medical appointment, please have them contact LogistiCare by calling **1-855-369-3723**, Monday through Friday from 8:00 a.m. to 5:00 p.m.

To schedule a ride, members must call **at least 48 hours before their appointment**. In addition, they must provide the following information when they call:

- **Medicaid I.D. number for the member needing a ride**
- **Name and complete physical address for location of appointment**
- **Date and time of appointment**

For urgent care transportation, members should call LogistiCare at **1-855-369-3723**.

**IMPORTANT:** For dental and behavioral health appointments, therapy in an Individual Education Plan or any benefit not provided by Louisiana Healthcare Connections, members should call **Southeastrans** at **1-855-325-7565**.

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## VerifPoint

### RE-CREDENTIALING PROCESS

As a provider in the Louisiana Healthcare Connections network, you give invaluable care to our members and we appreciate your dedication. However, to ensure your ongoing participation in our network, we are required to re-credential you/your practice at least every three years. To assist you with this mandatory step, we have partnered with VerifPoint—a Credentials Verification Organization who may be contacting you on our behalf to complete your re-credentialing review.

For those of you with re-credentialing due in the near future, we encourage you to update your CAQH application and to make sure all of your documentation is accurate (license, DEA, malpractice insurance facesheet, including your name, dates and amounts of coverage) in order to ensure a smooth process and to avoid any disruption in patient care.

Thank you for your partnership with Louisiana Healthcare Connections and for the exceptional member care you provide.



## Quality

# CHLAMYDIA SCREENINGS

Approximately 75 percent of women infected with the Chlamydia trachoma bacterium do not realize they are infected. But chlamydia screening is among the top ten high-value clinical preventive services, making routine testing the most effective method in identifying an infection. Unfortunately, though, less than a third of at-risk women are tested for Chlamydia during a routine gynecologic examination<sup>1</sup>.

As part of ongoing efforts to increase Chlamydia screenings, we encourage high-risk members get regular checkups through direct mail and other outreach tactics. Help **Louisiana Healthcare Connections** reduce the spread of Chlamydia by encouraging patients between the ages of 16 and 24 years old to get tested at least once a year. Screenings can be completed using any method, including a urine test.

<sup>1</sup>National rates of chlamydia screening from health plans submitting HEDIS 2007.

The image shows a direct mail piece with a blue header that reads "BTW: STD? Totally NOT your BFF!". Below the header is a graphic of several blue 3D rectangular blocks of varying sizes and orientations. The main body of the mail piece is white with black text. It starts with the heading "THE 411" followed by a paragraph explaining that a common STD is Chlamydia, which is often asymptomatic but can cause damage if left untreated. It then asks if the recipient is a sexually active female between 16 and 24 and encourages them to call their doctor for a screening. A phone number, 1-866-595-8133, is provided. Below this is a section titled "LATER CHLAMYDIA!" with a small graphic of a person's head and shoulders. At the bottom left is the Louisiana Healthcare Connections logo, and at the bottom right is contact information for the Louisiana Department of Health, including a phone number and website.

## Compliance

# FRAUD, WASTE & ABUSE

Louisiana Healthcare Connections takes the detection, investigation and prosecution of fraud and abuse seriously and has a Waste, Abuse and Fraud (WAF) program to comply with Louisiana and federal laws. In conjunction with its management company, Centene, Louisiana Healthcare Connections successfully operates a fraud, waste and abuse unit—performing regular front- and back-end audits to ensure compliance with billing regulations. Through our code editing software, we're able to perform reliable systematic audits during the claims payment process.

To better understand our system, please review the Billing and Claims section of your Provider Manual. The Special Investigation Unit (SIU) performs retrospective audits which, in some cases, may result in taking actions against providers who, individually or as a practice, commit fraud, waste and/or abuse. These actions include, but are not limited to:

- Remedial education and/or training to prevent billing irregularity
- More stringent utilization review
- Recoupment of previously paid monies
- Termination of provider agreement or other contractual arrangement
- Civil and/or criminal prosecution
- Any other remedies available to rectify

**Some of the most common fraud, waste and abuse practices include:**

- Unbundling of codes
- Up-coding services

- Add-on codes billed without primary CPT
- Diagnosis and/or procedure code not consistent with member's age/gender
- Use of exclusion codes
- Excessive use of units
- Misuse of benefits
- Claims for services not rendered

If you suspect or witness a provider inappropriately billing or a member receiving inappropriate services, please call our anonymous and confidential WAF hotline at **1-866-685-8664**. Louisiana Healthcare Connections and Centene take all reports of potential fraud, waste and abuse very seriously and investigate all reported issues.

**NOTE:** Due to the evolving nature of fraudulent, wasteful and abusive billing, Louisiana Healthcare Connections and Centene may enhance the WAF program at any time. These enhancements may include, but are not limited to, creating, customizing or modifying claim edits, upgrading software, modifying forensic analysis techniques and/or adding new subcontractors to help in the detection of adherent billing patterns.

### **Authority and Responsibility**

The Louisiana Healthcare Connections Director of Regulatory Affairs & Compliance has overall responsibility and authority for carrying out the provisions of the compliance program. Louisiana Healthcare Connections is committed to identifying, investigating, sanctioning and prosecuting suspected fraud or abuse. The Louisiana Healthcare Connections provider network will cooperate fully in making personnel and/or subcontractor personnel available in person for interviews, consultation, grand jury proceedings, pre-trial conferences, hearings, trials and in any other process, including investigations.

## *Educational Opportunities*

# WEBINARS & WORKSHOPS

### **Upcoming New Provider Orientation Webinars**

- October 27, 2014
- November 24, 2014
- December 29, 2014

### **Credentialing 101 Webinar**

December 15, 2014  
2:30 P.M.

### **Provider Workshop**

Courtyard by Marriott  
Meeting Room  
3830 Alexandria Mall Drive  
Alexandria, LA  
October 28, 2014  
10:00 a.m. - Noon

### **Provider Workshop**

Northshore Harbor Center  
100 Harbor Center Blvd.  
Slidell, LA  
November 19, 2014  
10:00 a.m. - Noon

Please contact your assigned Provider Relations Specialist for more details.

For questions regarding educational opportunities, requesting Webinar login information or how to RSVP for an event, please email Alec Scott at [alescott@centene.com](mailto:alescott@centene.com).