

DR. KNOW

We won't change the way you do billing...we'll change the way you do business!

An e-newsletter created by **PLEXUS HEALTH SOLUTIONS, INC.**

MEDICARE REFUNDS *New Form To Use*

Beginning immediately there is a new form to use when sending money back to Medicare. This new one is great because it has the address where you are to send the form and money. The previous one did not and practices were just sending it to the same address that they sent claims, which is incorrect.

You can ask Plexus for a copy or go to the Medicare site and download a copy.

EMR *Dedicated Newsletter Coming*

In the near future Plexus will publish a newsletter devoted to electronic medical record (EMR) software.

Our article will contain such items as, increasing profits with and EMR, evaluation criteria in choosing an EMR, how to find help with funding an EMR product, avoiding failure after implementation, CCHIT certifications, and more.

UNITEDHEALTH - AGAIN *Reimbursement Policies*

UnitedHealth (UH) comes to our attention again this month, but this time for different reasons. The Atty. General of NY, Andrew Cuomo, has issued subpoenas to investigate reimbursement practices that allegedly cheated customers out of hundred of millions of dollars.

This was brought about by UH limiting payments to providers by claiming out-of-network charges are unreasonably high. Mr. Cuomo says that UH has a conflict of interest in how it set limits on payments.

This is only a part of the industry-wide probe Mr. Cuomo is performing. Aetna, Cigna, BCBS and Humana are on his radar too. He states, "We believe there was an industry wide scheme perpetrated by some of the nation's largest health insurance companies to deceive and defraud customers."

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You can view past issues of this newsletter on our website.

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NPI CROSSWALKS

Check All MC Carriers

We have noticed that you have not notified all Medicare intermediaries of your NPI's. Most of you only notified Medicare (WPS), you also need to contact the DME supplier and Medicare Railroad.

You can go to their websites and input your NPI information. This will ensure that your legacy provider number(s) is in their system and you will be paid on our first submission or call MC at 877-908-8476.

If you have any questions please give us a call.

When asked for your PTAN know that they are referring to your MC legacy provider number.

BCBS UPDATES

If Only They Processed Correctly

BCBS asks that you wait to bill for newborn after the baby has been named. This will avoid confusion in their system and keep claims straight in the case of multiple births.

Also, they will be reimbursing you more when you bill for and 99050 (after hours service) when performed in your office.

Anthem is done transitioning the WI federal employee claim processing to their system from the BCBS of WI system.

CPT CHANGES FOR PSYCH

Outpatient Testing Only

Plexus will be faxing to all of our mental health providers an update in the CPT-4 codes for psychological and neuropsychological tests.

This update also lists the type of provider that may bill for these codes.

This detail may also be found in the April 2008 Communiqué, pages 24-27.

STOP SMOKING

New Codes To Bill

If you bill the cessation counseling for smoking and tobacco use - as of 1-1-08 you must use codes 99406 through 99407. Formerly HCPCS codes were used for this purpose and are now no longer valid.

These CPT codes are new for 2008.

CONCIERGE CARE

UHC To Drop Doctors

In the Houston area, UHC is terminating the contract of four physicians for providing "concierge care".

Cigna says that because Dr.'s charge a retainer fee (\$1500-1800) annually for membership for this type of care, they are in violation of their agreement and may be terminated.

Other carriers such as Aetna, Humana & BCBS say concierge care is fine so long as the patient knows their health carrier for the membership fees will not reimburse them.