



MONTEFIORE CARE MANAGEMENT

CONNECTIONS

A Newsletter for IPA Network Providers



New Medicaid Updates: Personal Care Services (PCS)

Effective August 1, 2011, the benefit for Personal Care Services for all Medicaid beneficiaries including those members managed by CMO will now be included in the Medicaid Managed Care benefit package.

Personal care services are defined as assistance with personal hygiene, dressing, feeding, the performance of incidental household tasks, and environmental and nutritional support services essential to the maintenance of a patient’s health and safety within his or her own home.

Medicaid Managed Care contracts previously carved out PCS benefits, and were covered by Fee For Service Medicaid. Physicians who identify patients managed by CMO in need of these services, or a continuation of services already in place, should direct their requests to CMO for review and approval. This specific benefit excludes Dual Eligible Medicare/Medicaid members at this time.

CMO Care Management anticipates a much shorter turn around time for requests for these services. Patients will also have oversight by the Care Management Department.

For additional questions, please contact Patricia Quinn, Manager of Case Management at 914-377-4684 or pquinn@montefiore.org

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Find answers to your questions at www.CMOcares.com

Montefiore IPA Fee Schedule Increases

Due to the continued success of CMO’s care management and other activities, the MIPA Board of Directors approved an overall additional 3% increase to the existing 2011 provider fee schedule. This supplemental increase went into effect on September 1, 2011, representing an advance of the 2012 provider fee change. Primary Care Provider capitation rates also increased by a similar percentage. As in previous years, the MIPA Board of Directors will continue to evaluate the fee schedule, MIPA’s financial position and make modifications as conditions require.

If you have any questions regarding the current enhanced fee schedule, please contact:
Bill Scesney, Director of Provider Relations at 914-377-4701
Laura DeMaria, Assistant Director of Provider Relations at 914-377-4754



Everyday Hero at CMO

Diane Pagan, a nurse practitioner in the Medical House Call program at Montefiore Care Management (CMO), is the first honoree of the new "Everyday Heroes" initiative promoted by the popular Broadway show *SPIDER-MAN, Turn Off the Dark*. Last month, Mrs. Pagan was invited to a matinee performance of the show, after which she received an award and met with members of the cast. Mrs. Pagan has been working for the House Call program for six years, providing care to homebound patients throughout the Bronx in an effort to improve their health and reduce unnecessary hospitalizations.

The Montefiore Medical House Call program has been providing primary care visits to homebound patients since 2004. The team includes highly trained physicians and nurse practitioners, social workers and administrative staff, as well as medical and behavioral health support. The program takes a holistic approach to home care, addressing the patient's need for an independent lifestyle, that includes the comforts of home along with psychological support. Services include physical exams, preventive screenings, in-home medical tests, health assessment, medication reconciliation and limited psychiatric care. The House Call team coordinates all health services from medical specialists to community agencies.

In order to be eligible, a patient must be homebound and unable to travel to their primary care physician, a member of an insurance plan managed by CMO, and must be a resident of the Bronx or lower Westchester. For more information about the program contact Sara Crique, Program Director at 718-405-7742.

Claims Corner: Claims Payment Recovery Process

CMO follows **NY State Law 3224-b: Collection of Overpayments to Healthcare Providers** for all claim recoveries. NY State law allows recoveries up to 24 months from when the original payment was received. CMO's Recovery Process is outlined as the following:

- ◆ CMO requests a refund of the claim overpayment by sending a certified, detailed written notice to the provider's billing address 30 days prior to the recovery date.
- ◆ CMO offers our providers the courtesy of a second certified notice with an additional 30 day extension.
- ◆ If the CMO does not receive a documented response after the second certified notice, a systemic recovery is placed on the providers account against future claims until the overpayment is satisfied.
- ◆ Providers can discuss recovery letters directly with Aneesha Carney, Recovery Analyst at 914-378-6730 or send a reimbursement check directly to:

CMO

Attn: Other Party Liability – Gina Raymundo

100 Corporate Drive

Yonkers, NY 10701

- ◆ In the case of a duplicate payment, CMO has an unlimited time frame to request a refund.

If you have any questions or would like to discuss this overall process in detail, please call CMO Provider Relations at 914-377-4477.



Coding Education for Providers

Getting Acquainted with ICD-10-CM

ICD-10-CM is a set of entirely new diagnostic codes which will replace the ICD-9-CM code set currently used to classify disease, injuries, health status, and the like. The implementation of ICD-10-CM promises to challenge the healthcare industry, and although the compliance date for the new code set is more than two years off (October 1, 2013), the CMO Risk Adjusted Coding and Education Department believes it is time to kick-off ICD-10-CM awareness.



The table below offers an overview of how the new codes and their structure will differ from that of ICD-9-CM:

Table 1: Comparing ICD-9-CM and ICD-10-CM

ICD-10-CM differs from ICD-9-CM in its organization and structure, code composition, and level of detail.

ICD-9-CM	ICD-10-CM
<ul style="list-style-type: none"> ◆ Consists of three to five digits ◆ First digit is numeric or alpha (E or V) ◆ Second, third, fourth, and fifth digits are numeric ◆ Always at least three digits ◆ Decimal placed after the first three digits ◆ Alpha characters are not case sensitive 	<ul style="list-style-type: none"> ◆ Consists of three to seven characters ◆ First character is alpha ◆ All letters used except U ◆ Second through seventh characters can be alpha or numeric ◆ Decimal placed after the first three characters ◆ Alpha characters are not case sensitive

This example shows the detail gained through added characters:

S52.521A Torus fracture of lower end of right radius, initial encounter for closed fracture

S
5
2
.
5
2
1
A

In this example, S52 is the category (injury due to external causes); fourth and fifth characters “5” and “2” provide additional clinical detail and anatomic site; sixth character indicates laterality (right radius); seventh character “A” indicates the “initial encounter” with the patient for this condition.

Use these links for additional information on ICD-10-CM-PCS:

https://www.cms.gov/ICD10/02b_Latest_News.asp#TopOfPage

<http://www.ahima.org/ICD10/default.aspx>

<http://www.aapc.com/icd-10/links.aspx>

If you have any further questions, please contact :
 Esther Manzi, Risk Adjusted Coding & Education
 Manager at 914-377-4745

Important Update: New Physical Therapy Precertification Requirements

Effective January 1, 2012, physical/occupational therapy services will be subject to prior authorization. Claims for physical/occupational therapy services that take place after January 1, 2012, will require authorization to be paid. Code range 97001-97546 will be subject to medical necessity review for outpatient PT/OT.

Physical/Occupational Therapy associated with home care services are excluded from this specific management program. Physical/Occupational Therapy ordered as part of a post-operative care plan will be reviewed as part of the surgical care plan. Additional information will be made available at www.CMOcares.com over the next few months as implementation of this program unfolds.

For any questions, contact Kathleen Byrne, Director of Medical Management at 914-377-4762 or kbyrne@montefiore.org

Upcoming Disease Management Workshops

CMO offers Pre-Diabetes, Diabetes, CHF and Respiratory (Asthma/COPD) Disease Management (DM) Programs to all members. The CMO Disease Management team supports primary care and specialty providers by educating members on the importance of health maintenance, self-management techniques and prevention of disease complications. DM also offers individual consultations with RNs at various primary care sites, group classes, telephonic outreach, telemonitoring programs and coordination of services for eligible members.

For more information regarding disease management visit us at www.cmocares.org/corporate/disease_management/

To register your patients to participate in one of the free disease management workshops call 1-866-996-6683

DIABETES WORKSHOPS

MMG Bronx East - 2300 Westchester Avenue, Bronx

Thursday, October 20, 2011 @ 12pm-2pm

Thursday, November 17, 2011 @ 10am-12pm

Yonkers Public Library - 1500 Central Park Avenue, Projection Room

Friday, October 28, 2011 @ 1pm-3pm

MMG Grand Concourse - 2532 Grand Concourse, Bronx

Thursday, October 20, 2011 @ 10am-12pm

Thursday, November 17, 2011 @ 4pm-6pm

Co-op City Community Center - 177 Dreiser Loop, 2nd Fl, Room 8, Bronx

Tuesday, October 25, 2011 @ 10am-12pm

Tuesday, November 15, 2011 @ 4pm-6pm

ASTHMA/COPD WORKSHOPS

MMG Bronx East - 2300 Westchester Avenue, Bronx,

Conference Room, Lower Level

Wednesday, October 12, 2011 @ 10:00am-11:30am (English/Spanish)

Wednesday, November 2, 2011 @ 3:30pm -5:00pm (English/Spanish)

MMG Grand Concourse - 2532 Grand Concourse,

Lower Level Conference Room

Wednesday, October 26, 2011 @ 11am-12:30pm (English/Spanish)

Wednesday, November 16, 2011 @ 3pm-4:30pm (English/Spanish)

Co-op City Community Center - 177 Dreiser Loop, Bronx, 2nd Fl, Room 8

Wednesday, October 19, 2011 @ 4:00pm-5:30pm (English/Spanish)

Wednesday, November 9, 2011 @ 11:00am-12:30am (English/Spanish)

IPA Insider Classifieds

Let us help you communicate to all IPA members. If you are interested in advertising in our newsletter free of charge, please email:

CMONews@montefiore.org

or call 914-377-4477

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Medical Space

Available For Rent

Location: 3220 Fairfield Avenue, Riverdale (one block east of the Henry Hudson Parkway). 800 sq.ft. fully furnished includes: separate ground floor entrance from the street, reception area and waiting room, consultation room, two exam rooms and a small office.

If interested please contact Dr. Norman Sas at 917-807-9828

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Do you have questions about the credentialing process?

Each physician is assigned a dedicated credentialing coordinator who is responsible for processing their application and managing the update of current credentials and certifications.

If you have questions, please call: 914-377-4690 to be directed to your credentialing coordinator.