

# ProviderLink

## New Business Process for Providers



On **April 1, 2016**, Horizon NJ Health will be implementing multiple changes to its business processes that will improve efficiencies to better serve providers.

We have partnered with **TriZetto Provider Solutions® (TTPS)** to implement a new **Direct Data Entry (DDE) SimpleClaim** system.



If you are currently utilizing Emdeon to directly enter your Horizon NJ Health claims, you will need to switch to DDE SimpleClaim as of April 1, 2016.

Please go to <https://trizettoprovidersolutions.wufoo.com/forms/horizon-nj-health-providers/> for information on registering for DDE SimpleClaim. If you have any further questions about registering with TTPS for DDE claim submission, please call TriZetto at **1-800-556-2231**.

### We will also be making a change in the way you access NaviNet for claims information.

Beginning on or around April 1, 2016, you will only be able to use the **"Open"** interface on NaviNet; the **"Legacy"** interface will no longer be available to you. As of that date, there will also be a link in NaviNet that will send providers directly to the new DDE SimpleClaim application. In the near future, we will be sharing information with you regarding orientation and training on how to navigate the new DDE SimpleClaim and NaviNet environments.

#### In addition, beginning April 1, 2016, all paper claims and referrals should be sent to this address:

Horizon NJ Health  
Claims Processing Department  
PO Box 24078  
Newark, NJ 07101-0406

#### All other provider correspondence should be sent to this address:

Horizon NJ Health  
Member/Provider Correspondence  
PO Box 24077  
Newark, NJ 07101-0406

Please remember that Horizon NJ Health neither accepts black and white claims nor handwritten claims. Claims must be submitted electronically or using the CMS 1500 (HCFA 1500) version 02/12 or UB04 forms.

If you have any questions about these changes, please call the Physician and Health Care Hotline, which can assist you with various provider-related inquiries, at **1-800-682-9091**.

## Zika Virus Information

The Centers for Disease Control and Prevention (CDC) and the New Jersey Department of Health have issued guidelines and FAQs regarding the Zika virus.



Zika is a viral infection, found largely in tropical areas, that causes low-level symptoms in most people who contract it, but has also been associated with more serious consequences, including birth defects.

Though the virus, spread by the bite of infected *Aedes* mosquitoes, has been associated with Africa, Southeast Asia and the Pacific Islands, it became present in higher numbers in Brazil and other parts of Latin America in the fall of 2015.

The most common symptoms of Zika are fever, rash, joint pain or red eyes. Other common symptoms include muscle pain and headache. Symptoms usually begin 3-12 days after being bitten by an infected mosquito and last several days to a week. Hospitalization and deaths from Zika are rare.

There is no vaccine or medicine available for Zika virus. The best way to avoid Zika virus infection is to prevent mosquito bites. CDC has issued a travel alert (Level 2-Practice Enhanced Precautions) for people

traveling to regions and certain countries where Zika virus transmission is ongoing. For a full list of affected countries/regions, please go to <http://www.cdc.gov/zika/geo/index.html>.

Travelers to these areas should monitor for symptoms or illness upon return. If they become ill, they should tell their healthcare professional where they have traveled and when.

**Until more is known, CDC recommends that pregnant women and women trying to become pregnant take the following precautions:**

- **Pregnant women** should consider postponing travel to the areas where Zika virus transmission is ongoing. Pregnant women who must travel to one of these areas should talk to their doctor or other healthcare professional first and strictly follow steps to avoid mosquito bites during the trip.
- **Women trying to become pregnant** should consult with their healthcare professional before traveling to these areas and strictly follow steps to prevent mosquito bites during the trip.

Providers are encouraged to report suspected cases of Zika to state and local health departments. Please consult the CDC and the New Jersey Department of Health [www.nj.gov/health/cd/zika/index.shtml](http://www.nj.gov/health/cd/zika/index.shtml) for more information.

## Uniform Standards for Quality Measures – Core Measure Quality Collaborative



The Centers for Medicare & Medicaid Services (CMS) recently announced the unveiling of a set of

**uniform standards for quality measures** that all health care plans can use. Under the umbrella group known as the **Core Quality Measures Collaborative**, a consortium of commercial plans, Medicare and Medicaid managed care plans, purchasers, physician and other care provider organizations, and consumers, came up with what they hope will be a broadly agreed upon set of core measures sets that will be standardized across both commercial and government payers.

The goal, said CMS, is to reduce the burden on providers and focus quality improvement on key areas across payers, to improve quality of care for patients more effectively and efficiently.

**The core measures include the following:**

- Accountable Care Organizations (ACOs), Patient Centered Medical Homes (PCMH), and Primary Care
- Cardiology
- Gastroenterology
- HIV and Hepatitis C
- Medical Oncology
- Obstetrics and Gynecology
- Orthopedics

# Prior Authorization Changes for Endodontists



In an effort to enhance the quality of care for our members, Horizon NJ Health has changed its prior-authorization policies regarding root canal services performed by endodontists.

We now require prior authorization for the following procedure codes on all benefit plans:

- D3310/D3320/D3330 Endodontic Therapy**
- D3346/D3347/D3348 Retreatment of Previous Root Canal Therapy**
- D3410/D3421/D3425/D3426 Apicoectomy**
- D3430 Retrograde Filling**
- D3450 Root Amputation**
- D3920 Hemisection**

These changes became effective **March 1, 2016.**

When requesting prior authorization for these procedures, please note the documentation requirements outlined below when sending claims information to Horizon NJ Health.

Should any procedure need to be initiated under emergency conditions in order to relieve pain and suffering, you should perform treatment to alleviate the patient’s condition. However, to receive reimbursement for emergency treatment, Horizon NJ Health will require the same criteria/documentation outlined in Attachment A to be provided with the claim for payment.

Should you have any questions, please contact **Paul Polizzi** at **732-236-8770**. **Thank you very much for the quality of care you provide to our members.**

## Attachment A: Enhanced Authorization Criteria

Code	Code Description	Required Documents
<b>D3310</b>	Endodontic Therapy, Anterior Tooth (Excluding Final Restoration)	Pre-op x-rays of adjacent teeth and opposing teeth
<b>D3320</b>	Endodontic Therapy, Bicuspid Tooth (Excluding Final Restoration)	Pre-op x-rays of adjacent teeth and opposing teeth
<b>D3330</b>	Endodontic Therapy, Molar (Excluding Final Restoration)	Pre-op x-rays of adjacent teeth and opposing teeth
<b>D3346</b>	Retreatment Of Previous Root Canal Therapy - Anterior	Pre-op x-rays of adjacent teeth and opposing teeth
<b>D3347</b>	Retreatment Of Previous Root Canal Therapy - Bicuspid	Pre-op x-rays of adjacent teeth and opposing teeth
<b>D3348</b>	Retreatment Of Previous Root Canal Therapy - Molar	Pre-op x-rays of adjacent teeth and opposing teeth
<b>D3410</b>	Apicoectomy - Anterior	Pre-op x-rays of adjacent teeth and opposing teeth
<b>D3421</b>	Apicoectomy - Bicuspid (First Root)	Pre-op x-rays of adjacent teeth and opposing teeth
<b>D3425</b>	Apicoectomy - Molar (First Root)	Pre-op x-rays of adjacent teeth and opposing teeth
<b>D3426</b>	Apicoectomy - Each Additional Root)	Pre-op x-rays of adjacent teeth and opposing teeth
<b>D3430</b>	Retrograde Filling - Per Root	Pre-op x-rays of adjacent teeth and opposing teeth
<b>D3450</b>	Root Amputation - Per Root	Pre-op x-rays of adjacent teeth and opposing teeth
<b>D3920</b>	Hemisection (Including Any Root Removal), Not Including Root Canal Therapy	Pre-op x-rays of adjacent teeth and opposing teeth

- Criteria:**
- Root canals - D3310, D3320, D3330**
    - Minimum 50% bone support
    - No periodontal furcation
    - No subcrestal caries
    - Evidence of apical pathology/fistula
    - Pain from percussion / temp
    - Closed apex
    - Importance of tooth to arch, prosthesis, occlusion
  - Root canal retreatment - D3346, D3347, D3348**
    - Minimum 50% bone support
    - No periodontal furcation
    - No subcrestal caries
    - Evidence of apical pathology/fistula
    - Pain from percussion / temp
    - Importance of tooth to arch, prosthesis, occlusion
    - Contraindicated apicoectomy
  - Apicoectomy / periradicular services - D3410, D3421, D3425, D3426**
    - Minimum 50% bone support
    - History of RCT
    - Apical pathology
    - No caries below bone level
    - Failed initial, retreatment or contraindicated retreatment
  - Retrograde filling - D3430**
    - In conjunction with apicoectomy
  - Root amputation - D3450**
    - History of root canal
    - Bone support of remaining roots greater than 50%
    - Bone support of root to be amputated less than 50%
    - Importance of tooth to arch, occlusion, prosthesis
  - Hemisection - D3920**
    - Documentation supports procedure
    - Importance of tooth to arch, occlusion

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## You can reach our Horizon NJ Health Professional Relations Representatives with a simple phone call:

To arrange a personal visit to your office, contact your Horizon NJ Health Professional Relations Representative at **1-800-682-9094**.

All Professional Relations Representatives service Primary Care Physicians (PCPs) and Specialty Care Providers. For other provider-related inquiries, please call the Physician and Health Care Hotline at **1-800-682-9091**.

### Important Numbers You Should Know

<b>Physician &amp; Health Care Hotline</b> 1-800-682-9091	Utilization Management 1-800-682-9094 Inpatient x 81024 Outpatient Facility Office-based x 81023 Home Services x 81025 Medical Day Care x 89500
<b>Member Services</b> 1-877-765-4325	Personal Care Assistance x 89500
EDI Claim Submission 1-877-234-4271	Durable Medical Equipment & Medical Supplies x 81017
Quality Management 1-800-682-9094	Facility PT/OT/ST x 89500
Website <a href="http://horizonNJhealth.com">horizonNJhealth.com</a>	

**JENN CHOW**  
(Burlington, Mercer, Middlesex,  
Monmouth, Ocean, Somerset)  
1-800-682-9094 x **89883**

**MAIA JACKSON**  
(Atlantic, Camden, Cape May,  
Cumberland, Gloucester,  
Hunterdon, Salem)  
1-800-682-9094 x **89914**

**LYNDA JACKSON-SEALY**  
(Essex, Passaic, Sussex, Warren)  
1-800-682-9094 x **89857**

**JAMES PERRY**  
(Bergen, Hudson, Morris, Union)  
1-800-682-9094 x **89413**

**SANDRA MUSCHETT**  
Senior Manager,  
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