

# ProviderLink

## Horizon NJ Health Launches **CareAffiliate**<sup>SM</sup>

Providers who use **NaviNet** now have the added benefit of utilizing Horizon's new **CareAffiliate** Internet portal to submit authorization requests easily and securely.

**CareAffiliate** allows providers to communicate directly with Horizon NJ Health, checking the statuses of all requests in real time.

**CareAffiliate** It also sends providers notifications when requests are completed, which results in better health outcomes and lower costs.

The main features in CareAffiliate include authorization requests and viewing status of authorization requests. It can also be used for authorizations for home care, DME purchase/rental, surgical procedures and inpatient admissions. In the future, CareAffiliate will have the capacity to include program enrollment.

It is advantageous for providers to use CareAffiliate for the ability to easily change dates of service and to upload attachments in Excel, Word or PDF.

CareAffiliate is a single submission process and also includes printable approvals. The turnaround time for authorization requests will continue to be the same as traditional turnaround times.

For urgent requests, providers can still contact Provider Services at **1-800-682-9094**.

Providers can access CareAffiliate through **NaviNet**. Simply select Horizon NJ Health from the *Plan Central* page; mouse over *Referrals and Authorization* on the left-hand navigation; then select *Utilization Management Requests*.



## D-SNP Changes

Effective January 1, 2015, Horizon-Blue Cross Blue Shield of New Jersey will no longer be offering the **Horizon Medicare Blue TotalCare (HMO-SNP)** plan.

If the members take no other action, they will automatically be re-enrolled with Horizon NJ Health for their Medicaid benefits. If you have questions about this issue, please call a Provider Services representative at **1-800-682-9091**.



# Cultural Competency

**In New Jersey, we are fortunate to live and work in one of the most diverse environments in the nation.**

But sometimes this diversity can bring challenges in providing health care brought on by cultural and language differences.

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These differences may cause misunderstanding, lack of compliance, or other factors that negatively influence clinical situations.

Though it is a good idea for providers to always be aware of diversity when caring for patients from a variety of backgrounds, cultural competency, which includes the ability to effectively work with others from different cultures and backgrounds, encompasses more than simply acknowledging diversity.

It is a fact that improved cultural competency helps produce better health outcomes among patients.

A framework of standards known as the **National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (CLAS Standards)** has been established for insurers and providers alike to follow as a means of reaching the highest level of cultural competency.

Horizon NJ Health has taken a proactive approach to being a culturally competent company with a culturally sensitive physician network that has the tools to provide care to our diverse population.

## Below are the CLAS Standards:

- Provide effective, equitable, understandable and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy and other communication needs.
- Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices and allocated resources.
- Recruit, promote and support a culturally and linguistically diverse governance, leadership and workforce that are responsive to the population in the service area.
- Educate and train governance, leadership and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.
- Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.
- Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
- Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.
- Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.
- Establish culturally and linguistically appropriate goals, policies and management accountability, and infuse them throughout the organizations' planning and operations.
- Conduct ongoing assessments of the organization's CLAS-related activities and integrate CLAS-related measures into assessment measurement and continuous quality improvement activities.
- Collect and maintain accurate and reliable demographic data to monitor and evaluate the impact of CLAS on health equity and outcomes and to inform service delivery.
- Conduct regular assessments of community health assets and needs and use the results to plan and implement services that respond to the cultural and linguistic diversity of populations in the service area.
- Partner with the community to design, implement and evaluate policies, practices and services to ensure cultural and linguistic appropriateness.
- Create conflict- and grievance-resolution processes that are culturally and linguistically appropriate to identify, prevent and resolve conflicts or complaints.
- Communicate the organization's progress in implementing and sustaining CLAS to all stakeholders, constituents and the general public.



# CMS 1500 Form Notice

As of October 1, 2014, Horizon NJ Health no longer accepts any claim billed on the 8/5 version of the CMS 1500 claim form and will only accept form version 02/12.

Medicare stopped accepting the 8/5 CMS 1500 claim form on April 1, 2014; Horizon NJ Health still accepted that 8/5 form at that time but has stopped accepting it as of the date above.

The National Uniform Claim Committee (NUCC) created the CMS 1500 form (version 02/12) to accommodate coding changes for ICD-10. There are **two significant changes** on the revised CMS 1500, the claim form used to submit paper claims to Medicare and the required claim form to submit paper claims to Horizon NJ Health.

The CMS 1500 Form (version 02/12) will give physicians the ability to:

- Identify whether they are using ICD-9-CM or ICD-10-CM codes.
- Include up to 12 codes in the diagnosis field (the limit on the 08/05 version is four codes in the diagnosis field).
- Include information that will improve the accuracy of the data reported, such as being able to identify the role of the provider and specific dates of illness.
- Align paper copy claim submissions with the ASC X12 Health Care Claim: Professional (837P) transaction.

**CMS has advised providers to use the following process to assure clean claims submission.**

All information must be:

- Aligned within the data fields.
- On an original red ink on white paper claim 02/12 version form.
- Typed. Do not print, hand-write or stamp any extraneous data on the form.
- In black ink.
- In large, dark font, such as PICA or ARIAL 10-, 11- or 12-point type.
- In capital letters.

More information about Administrative Simplification and Compliance Act (ASCA) exceptions can be found in Chapter 24 of the "Medicare Claims Processing Manual," which is available on the CMS website at [www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/clm104c24.pdf](http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/clm104c24.pdf).

In a related policy change, Horizon NJ Health announced that effective January 1, 2015, **it will no longer accept handwritten claims.**

## Vaccines for Children (VFC) Reimbursement Reminder

As you most likely remember, several changes were made in the **Vaccines for Children** program July 1.

**We would just like to remind you that Horizon NJ Health reimburses vaccines administered to children in NJ Family-Care B, C, and D.** You must provide the type of vaccine and its administration code and you will be reimbursed for both.



# How To Access NaviNet Care Gaps Reporting Features

We continue to encourage all providers to use the Care Gaps reporting features available via NaviNet.



NaviNet creates reports that detail gaps in care for Horizon NJ Health patients. The Care Gap reports document which preventative exams or tests your patients are missing, as well as those that have been completed.

When you check the eligibility of a Horizon NJ Health member, you will receive an alert if that member has an open care gap. These Care Gap reports, updated monthly, will help you ensure that your patients receive these screenings and will allow you more timely and convenient access to this medical information. Primary care providers can run reports of Care Gaps for their Horizon NJ Health patient panels at any time.

To access the reports, go to the **NaviNet** link on [horizonnjhealth.com](http://horizonnjhealth.com).

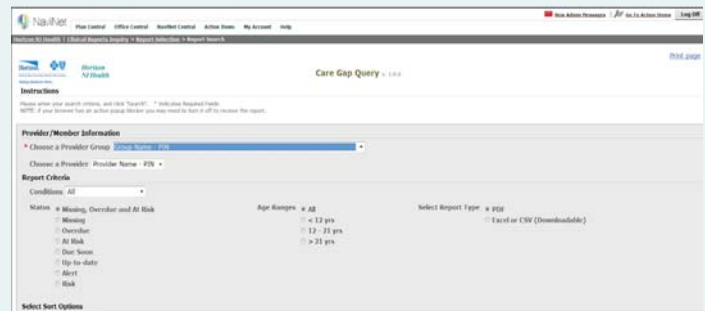
After logging on to NaviNet, look to the left side of the page, go to **"Report Inquiry"** and select **"Clinical Report Inquiry."**



On the Clinical Reports Page, go to **"Select Report"** and select **"Care Gap Inquiry."**



The **"Care Gap Query"** screen will appear. On that screen, select **"Choose a Provider Group."**



Go to **"Report Criteria"** and peruse the drop-down menu to find Care Gap information.



## Mom's GEMS Program

The **Mom's GEMS (Getting Early Maternity Services) program** is a comprehensive program that utilizes multiple health care services to provide pregnant members and their families the **support, education and medical care needed to attain healthy pregnancies that result in the delivery of healthy full-term babies.**



Horizon NJ Health targets women with **high-risk pregnancies** for GEMS; the goals of the program are to provide these members with an interdisciplinary approach that includes education, intensive care coordination and case management and frequent contact with their doctors during their pregnancy. The scope of GEMS extends from prenatal to delivery to postpartum, and the well-being of both mother and the baby are the highest priority.

In addition to the emphasis on direct contact with the member, Horizon NJ Health also coordinates outreach on a community level to pregnant women, providers, community- and faith-based organizations that serve these members. **We encourage providers, community partners and members to continue their collaborations with us from the prenatal phase through the first year of the baby's life through the GEMS program.**

Please encourage members to call the 24/7 GEMS Nurse Hotline, where they can call and discuss their questions and concerns with a nurse care manager 24 hours a day, 7 days a week. As a provider, you are also welcome to call the hotline to speak with a care or case manager.

The 24/7 **GEMS Nurse Hotline** can be reached toll-free at **1-877-765-4325**.

You can enroll members in GEMS directly, or they can sign up by calling **1-800-682-9094** and asking for the Mom's GEMS department.

## Ambulatory Surgery Centers

Horizon NJ Health wishes to encourage providers to refer members as much as they can to the **84 ambulatory care centers in its statewide network.**



These centers are located in 18 of the 21 counties in New Jersey. Most procedures performed in an ASC do not require an authorization with the exception of cosmetic surgery, gastric banding adjustments, pain management injections, sclerotherapy and other codes listed on the provider portal. Please refer to the provider portal for those specific code requirements.

To find an ambulatory surgery center near you, you can access our online Provider Directory at [directory.horizonnjhealth.com](http://directory.horizonnjhealth.com). If you are a provider who wishes to include a facility you operate or work through in our network, or if you are certified to provide surgical procedures in your office, please send this information to [Provider\\_Relations@Horizonnjhealth.com](mailto:Provider_Relations@Horizonnjhealth.com).

## CDC and State Health Officials on Ebola and Enterovirus D68 (EV-D68)

Recently, widespread media attention has focused on several viral illnesses uncommonly seen in this country but that can have fatal outcomes: **Enterovirus D-68**, which is found nationwide and presents particular risk to children with asthma, and **Ebola virus**, which is chiefly found in West Africa and can be present in exposed individuals who have traveled from that region.

For information on Ebola, please go to the Centers for Disease Control (CDC) web site at

<http://www.cdc.gov/vhf/ebola/index.html>.

For information on Enterovirus from the State of New Jersey, please go to

<http://www.state.nj.us/health/cd/ev-d60/index.shtml>.



# MLTSS Provider **SPOTLIGHT**

## Brunswick Mobility Professionals North Brunswick, NJ

Health care providers can justifiably say that their services change and improve their patients' lives. **Roger Keil**, the sales manager at **Brunswick Mobility Professionals**, is not a health care provider, but he strongly feels that what he does greatly impacts and improves a person's life as well. "Our customers truly appreciate what we do," says Keil. "We are their legs. We are their independence. We give them the ability to work and earn a living, the ability to go out and have a social life. This has a positive effect on self-esteem."

**Brunswick Mobility Professionals (BMP)** provides vehicle modification services through the **Managed Long Term Services and Supports (MLTSS)** program established by Horizon NJ Health, this past July. The company provides mobility vans, wheelchair accessible vehicles, scooter lifts, wheelchair lifts, driving aids, and other handicapped vehicle modifications.

"We understand that the goal is to help our customers lead active and productive lives. Our customers span a wide range of special needs, from those with spinal cord and head injuries, to those with severe arthritis. All have one thing in common, the desire to be mobile," says Keil.

Brunswick Mobility was founded in North Brunswick in 1993 by brothers **Bob** and **Len Schickler**. The Schickler brothers had specialized in "doing fairly sophisticated repairs" of trucks and vans in their first business venture in New York. At that point (the late 1960s), they had developed a system of hand controls for a disabled client giving him the ability to drive his own van. "We became the "go to" place for people who needed these types of adaptive driving services. One thing led to another and we became experts in the field," said **Bob Schickler**. "That's how this business began."

Upon moving to New Jersey, the company's focus shifted from providing services and repairs on cars, trucks and vans for the general population to doing more and more handicapped vehicle modifications. "At one point, the

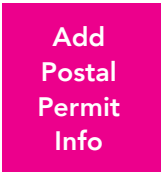


**Roger Keil, BMP Sales Manager (seated) and Bob Schickler, BMP President.**

mobility segment" was maybe 10 percent of the business," said **Len Schickler**. "Now it's more than 80 percent of our business. We operate a full-service repair facility which gives us the capacity to provide full automotive services for our customers."

Of the company's 4,000 clients in the tri-state area, about 100 are involved in the MLTSS program, said Keil, who added that the number is slowly growing. He said the introduction of managed care to his client base "is actually going to make things better for the consumer." He acknowledged that with a new initiative such as MLTSS, it was hard initially to deal with filing forms and coordinating benefits with Horizon NJ Health. "Being that we are a small business, going through the security measures, the background checks, the other procedures, was a challenge. The whole process was unfamiliar to us," he said.

The introduction of managed care to this client base will be an improvement for the consumer, Keil believes. He often refers members to the **MLTSS Member Services hotline (1-844-444-4410)** to get answers to questions about their benefits – including some that don't pertain to his line of business. "(MLTSS) is new to us and new to our customers," he said. "I think both sides have already begun to benefit from it."



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## Horizon NJ Health Professional Relations Representatives Are Available To Assist You

For assistance or 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.

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

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