



ProviderLink

A newsletter for the Horizon NJ Health
Provider Community

Issue 1, 2014

Endocrinology Certification Requirement

Horizon NJ Health has adopted a new requirement for participating endocrinologists.

Beginning June 1, 2014, providers will be required to have or have applied for **Endocrine Certification in Neck Ultrasound (ECNU)** from the American Association of Clinical Endocrinologists (AACE) in order to be reimbursed for providing the following services:

- Thyroid ultrasound (76536)
- Ultrasonic guidance for biopsy (76942)

Horizon NJ Health is implementing this policy to coincide with Horizon Blue Cross Blue Shield of New Jersey corporate standards. This requirement is based on revisions to Horizon Blue Cross Blue Shield of New Jersey's *Diagnostic Imaging Privileging Policy and Standards for Diagnostic Radiology/Imaging*. The policies were established to help improve the quality of health care services provided to all Horizon



Blue Cross Blue Shield of New Jersey members and to promote the appropriate use of diagnostic imaging.

In these policies, it is designated which imaging procedures shall be payable by Horizon (subject to member benefits) in primary care physicians', specialty physicians' and other health care professionals' offices by provider practice specialty. In addition, these policies also identify accreditation and certification requirements for diagnostic radiology and imaging services.

You may review these radiology requirements in the *Medical Policy Manual on horizonblue.com*. From the home page, click "Providers", then "Policies & Procedures."

The table below outlines the timetable for endocrinologists to register for and earn ECNU from the AACE.

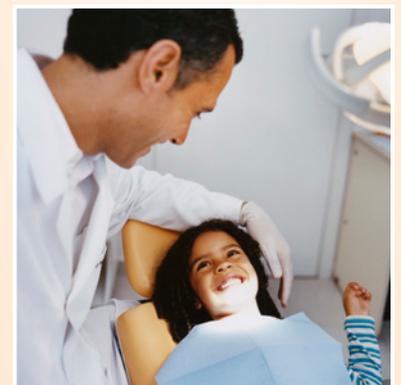
Date	Horizon NJ Health will ...
Through May 31, 2014	Reimburse endocrinologists without ECNU who provide the above-listed services to eligible Horizon NJ Health members.
From June 1, 2014 through May 31, 2015	Reimburse ONLY those endocrinologists who have submitted an ECNU Program Application to the AACE.
On and after June 1, 2015	Horizon NJ Health will reimburse ONLY those endocrinologists who have earned ECNU. After June 1, 2015, Horizon NJ Health will not reimburse endocrinologists without ECNU.

Fluoride Varnish Program

Horizon NJ Health's **pediatric fluoride varnish program** helps pediatricians apply fluoride varnish to children's teeth, perform dental assessments and encourage routine dental visits for our young members. This program was instituted in an effort to address the alarming rate of **early childhood caries** among our members under the age of 7.

Horizon NJ Health offers reimbursement to trained pediatric providers who apply fluoride varnish to the teeth of members through age 6. Pediatricians will receive **\$15 for each fluoride varnish application** up to every three months. We also encourage you to discuss with patients the importance of nutrition and oral hygiene and provide anticipatory guidance.

As part of this program, providers will also receive compensation for every young child who visits the dentist within 60 days of their visit to that that provider. Providers will receive **\$10 per child** for dentist visits within 30 days of their doctor visit and **\$5** for dentist visits within 31 to 60 days. Pediatricians can learn how to apply the fluoride varnish by watching one of the training videos linked from our website, **horizonNJhealth.com**.



ICD-10-CM – Revised CMS 1500 Form

The **National Uniform Claim Committee (NUCC)** has created a revised version of the **CMS 1500 form (version 02/12)** to accommodate the coding changes that will result from the upcoming implementation of the **ICD-10-CM diagnosis code set**.



PCPs and other providers will notice 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 (an important feature to be used during the transition period scheduled to occur in 2014).
- 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 identifying 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.

For more information, visit nucc.org. If you are interested in purchasing CMS 1500 (02/12) forms, you may contact the U.S. Government Printing Office at **1-866-512-1800**, or your current forms supplier.

If you have questions, please contact your Horizon NJ Health Professional Relations Representative at **1-800-682-9094**.

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Let Us Know

If you would like to receive this newsletter and other communications from Horizon NJ Health, please email communications@horizonnjhealth.com.

Please include provider name, NPI, address, phone number and email address in the body of your message.

The table below provides information about **when to use the CMS 1500 Form (version 02/12)**.

Date	Medicare will ...	Horizon BCBSNJ will ...
January 6, 2014	Begin accepting the - CMS 1500 (version 02/12).	Begin accepting the - CMS 1500 (version 02/12).
January 6, 2014 through March 30, 2014	Accept both - CMS 1500 (version 08/05). - CMS 1500 (version 02/12).	Accept both - CMS 1500 (version 08/05). - CMS 1500 (version 02/12).
April 1, 2014 and after	Accept ONLY the - CMS 1500 (version 02/12).	Continue to accept both - CMS 1500 (version 08/05). - CMS 1500 (version 02/12).

Horizon Behavioral Health

Horizon Behavioral Health has managed health benefits for our Division of Developmental Disabilities (DDD) members since **January 1, 2014**.

On that date, management of benefits were transitioned from Magellan Behavioral Health, Inc., to **Horizon Behavioral Health**. Benefit levels for your Horizon NJ Health DDD patients have not changed, and there has been no change to the current telephone numbers or reimbursement rates for services provided to members.

Behavioral health care and case management services are now provided by Horizon Behavioral Health, and all providers are credentialed and recertified through Horizon Behavioral Health.

If you have any questions about Horizon Behavioral Health, please call Horizon NJ Health at **1-800-682-9091**.



Provider SPOTLIGHT

Mariano Catalano, M.D. Ocean Pediatrics, Jersey City, NJ

Though **Dr. Mariano Catalano** was born in Italy, he was essentially just another American abroad when he went to Hungary for medical school in 1997.

"There was a bit of culture shock, but school was taught in English, not Hungarian," said Dr. Catalano with a chuckle. "I was fine – wherever you went, people were willing to help you and be friendly, and they appreciated your being there to help them. It was a very nice lifestyle and the people were wonderful."

Dr. Catalano moved to this country – Brooklyn, New York – with his family when he was 3. After also living in Queens, he later moved to northern New Jersey, where he spent his high school years. His interest in being a pediatrician came early in life, Dr. Catalano said.

"Ever since grade school, through high school, I always wanted to be involved in some way with children," he said. "My own pediatrician was a really, really great guy – Dr. Weiss was his name – and he was a role model for me. I thought that the most direct way I could affect children's lives was as a physician. So that's the direction in which I planned and guided my career."

He graduated from Queen of Peace High School, a Catholic school in North Arlington and then received his bachelor's degree from St. John's University, Dr. Catalano said. While working part-time and doing graduate work at New York University, he decided to apply to Albert Szent-Györgyi Medical University in Szeged, Hungary.

"I knew people who had attended school there," Dr. Catalano said. "It sounded like a good opportunity." He said he immensely enjoyed the four years he spent in the Eastern European nation.

After graduating from medical school in 2001, Dr. Catalano passed the three-step United States Medical Licensing Exam (USMLE, an examination for graduates of foreign medical schools), received certification and underwent his residency at the Harlem Hospital Center of Columbia University.

"It was an amazing experience there. It was as if it was meant for me to be there," said Dr. Catalano. "There were so many dedicated people there who taught us well. I had heard so many horror stories about residency, but it was nothing like that. There were some difficult times, for sure, but regarding the support and learning, it was excellent."

Dr. Catalano said he had the opportunity to encounter situations during his residency that were much more challenging and complex than he would have experienced at a hospital located in an non-urban setting. "I learned a lot, and that is what was important."

These challenges continue to inform the way he conducts his practice today. While he doesn't want to single out one or a few cases as being the most challenging, Dr. Catalano said he often sees scared young parents who are uninsured and have ill newborns or infants. "Sometimes when they come in, it just helps for me to speak with them to make sure they understand that their child can be cared for."

After his residency ended in 2006, Dr. Catalano said, he immediately looked for a private practice of his own. "I wanted to have my own place. I could either start on my own from scratch, or try to get an existing one."

Dr. Catalano was able to establish his practice six years ago, taking over a location that had operated for 15 years. The practice is located on Ocean Avenue in Jersey City – hence the name Ocean Pediatrics. About 45% of his patients are African American and 40% Hispanic.

"I wanted an inner-city practice," Dr. Catalano asserted. "I did my residency in the inner city, and I always thought being in this type of area would be most rewarding," he said. "Sometimes people don't have many options available, and they need someone there that they can go to. The communities I support are underserved. We as doctors need to realize that there needs to be more of an outreach in the inner city."

Dr. Catalano, who speaks Spanish and English as well as his native Italian, works six days a

week. On weekdays, he said, the practice is open largely to walk-in patients. This gives both him and his patients flexibility to handle patients' quickly changing circumstances, he explained. "People come in, sign in and are seen as soon as possible," he said.

If a child is particularly ill and needs immediate attention, Dr. Catalano will see that child before routine cases. However, he makes sure that he cares for all presenting patients. "If patients makes an effort to come in on that day, I will make every effort to see them," he said.

His Saturdays are somewhat different from weekdays. "Saturdays are largely for appointments," Dr. Catalano said, though he will accept walk-ins as well. "Often, parents don't have the opportunity to come in during the week."

The most significant health issues Dr. Catalano encounters are obesity and asthma, he said. "Education and compliance are most important. For those who are young – even older people have issues with dieting – it's very tough to make lifestyle changes. In the case of asthma, we have to make sure that first we get the condition under proper control, and then make sure that children continue to keep up with their treatment."

Another problem, he said, is that sometimes geographic access to specialists is tough. "It's not that the specialists aren't available. It's just sometimes (parents) have to travel a bit to get to them. This is the biggest problem in that sometimes transportation is accessible, and sometimes it's not. It's a fear that many people have – 'Oh no, I have to travel this far to this place; I can't make it out there' – and in a few cases it can prevent people from going where they need to go. I do wish that specialists would be more accessible."

Dr. Catalano takes great pride in being a pediatrician. "Seeing that I had a part in improving a patient's health, and that the patient is happy with my care is probably my greatest reward."

Care/Case/Disease Management Programs

The available programs cover:

- Diabetes
- Congestive Heart Failure (CHF)
- Hypertension
- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)

Members are referred through:

- Primary Care Physicians/Specialists
- Self-Referral
- ER/IP reports
- Community/State Agency Referral
- Utilization Management
- Pharmacy claims
- Complex Needs Assessment (CNA)

The goals of the Care/Case/Disease Management Health Education Programs are to:

- Educate both members and providers in health management based on nationally recognized standards of care
- Promote an optimal, realistic level of an individual's wellness and functionality
- Promote behavior modification and facilitate member and provider communication
- Enable the member/family to make independent, informed health care decisions
- Provide disease prevention and health/wellness education that will improve the quality of health for our members
- Improve overall member and provider satisfaction with Horizon NJ Health

Horizon NJ Health's **Care/Case/Disease Management Programs** coach and educate members in the management and treatment of their disease.



For more information on these programs, or to refer a member to a program, call the Care/Case/Disease Management Department at **1-800-682-9094, extension 89385.**

Quality Improvement Program

Horizon NJ Health's **Quality Improvement Program** is designed to **assess and improve:**

- Practitioner satisfaction based on a provider survey
- Initiatives that improve the well-being and safety of our members in all settings
- Member satisfaction based on the CAHPS (Consumer Assessment of Healthcare Providers and Systems) survey
- HEDIS (Healthcare Effectiveness Data Information Set) scores
- Achievement of accreditation by evaluating all processes and opportunities for improvement

The **Continuous Quality Improvement Program** has two major components, **Clinical** and **Service:**

- The range of clinical activities is extensive, encompassing preventive care, acute care, chronic care, and care provided to special populations. This program monitors provider credentialing and compliance, member education, screening, practice guidelines, HEDIS measures, continuity of care coordination, delegation and medical record documentation.
- The service component of the program monitors accessibility of care, member satisfaction, provider satisfaction and member complaints and appeals.

The objectives of the **Quality Program** are to:

- Expand access and enhance the quality of health care
- Enhance customer satisfaction
- Maximize the safety and quality of health care delivered to members
- Improve efficiency and effectiveness
- Fulfill quality-related reporting requirements of accrediting bodies and other local, state, and federal regulatory and external review organizations

Horizon NJ Health is on target to reach all goals.

The Provider Satisfaction Survey indicated that providers are **generally satisfied with Horizon NJ Health** and particularly with the Continuity of Care and Call Service/Member Services staff.

Horizon NJ Health is monitoring and aims to improve upon some areas, including Resolution of Claims Payment

Problems, Taking Physician Input/Recommendations Seriously, and Quality of the Provider Orientation Process. Horizon NJ Health continues to work toward satisfaction in these areas and others.

Member satisfaction (CAHPS) showed that **more members believe they are getting care quickly**; this measure maintained the **75th percentile** from 2012 to 2013.



NaviNet Information



As part of our continued efforts to help you save time and increase the efficiency of your practice, Horizon NJ Health has made several **Administrative** and **Clinical Reports** available to you via **NaviNet**:

Administrative Report Inquiries:

- Authorization Status Summary
- Claim Appeal Status
- Claim Status Summary
- Panel Rosters

Clinical Report Inquiries:

- Care Gap Query
- Comprehensive Diabetes Care – Eye Exam
- Comprehensive Diabetes Care – HbA1C < 8%

- Comprehensive Diabetes Care – LDL < 100 mg/dL
- Adolescent Well-Care Visits
- Annual Dental Visits
- Well-Child Visits (First 15 months of life)
- Well-Child Visits (3rd – 6th year of life)
- Childhood Influenza Immunizations
- Childhood Pneumococcal Immunizations
- Childhood Immunizations – Combo 2
- Lead Testing
- Adult Access to Preventive/Ambulatory Health Services

- Breast Cancer Screening
- Cervical Cancer Screening
- Child and Adolescent Access to Primary Care Physician (PCP)
- Colorectal Cancer Screening
- Use of Imaging Studies for Lower Back Pain
- Use of Appropriate Medications for People with Asthma
- Appropriate Treatment for Children with Upper Respiratory Infection
- Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis
- Emergency Room Visits

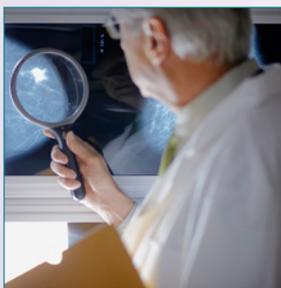
NaviNet is a **free service** to participating Horizon NJ Health providers. To enroll with NaviNet:

- Visit horizonNJhealth.com and select the "For Providers" tab and click on the **NaviNet** link in the "Resources" column
- Complete the **NaviNet Enrollment Request Form**
- Your NaviNet username and temporary password will be sent via email once your registration is completed



NIA Information

Horizon NJ Health has expanded its relationship with **National Imaging Associates, Inc. (NIA)**.



In addition to the management of CTs, MRIs, PET and Nuclear Cardiology/ Nuclear Stress/MPI, Horizon NJ Health, together with NIA now provide an **expanded suite of Medical Specialty Solutions**, including Echocardiography, Cardiac Catheterization, Radiation Oncology, Pacemakers, and other clinical offerings. This program is consistent with industry-wide efforts to manage the increasing utilization of these services and to ensure quality of care.

Under terms of the agreement between Horizon NJ Health and NIA, Horizon NJ Health will continue to be responsible for claims adjudication. NIA will manage the outpatient imaging services mentioned above.

For authorizations, physicians can call the NIA Call Center at **1-800-642-7299**. Call center hours are Monday through Friday, 8 a.m. to 8 p.m.

Horizon NJ Health physicians and health care professionals can also use **RadMD** to submit all requests for authorizations online. **RadMD.com** is available from 5 a.m. to midnight Monday through Friday, and 8 a.m. to 1 p.m. on Saturday.

For assistance or technical support, please contact radmdsupport@magellanhealth.com or call **1-877-80-RadMD (877-807-2363)** Monday through Friday, 8 a.m. to 8 p.m.



210 Silvia Street
West Trenton, NJ 08628

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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	
Physician & Health Care Hotline 1-800-682-9091	Prior Authorizations 1-800-682-9094
Utilization Management 1-800-682-9094	Inpatient x 81024
Family Planning 1-800-833-3344	Outpatient Facility Office-based x 81023
Member Services 1-877-765-4325	Home Services x 81025
EDI Claim Submission 1-877-234-4271	Medical Day Care x 89500
Quality Management 1-800-682-9094	Personal Care Assistance x 89500
Website horizonNJhealth.com	Durable Medical Equipment & Medical Supplies x 81017
	Facility PT/OT/ST x 89500

TARA MULLIGAN
(Hudson, Monmouth, Ocean)
1-800-682-9094 x 89254

ABBI BLAIR
(Hunterdon, Mercer, Union)
1-800-682-9094 x 89275

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

JOYCE QUILL
(Burlington, Camden)
1-800-682-9094 x 89498

ELIZABETH DONGES
(Atlantic, Cape May, Cumberland, Gloucester, Salem)
1-800-682-9094 x 89340

AVIS SKIPPER
(Bergen, Middlesex, Morris, Somerset, Warren)
1-800-682-9094 x 89408

SANDRA MUSCHETT
Senior Manager, Network Relations & Contracting
(All Counties)
1-800-682-9094 x 89489

