



# Provider Report™

## Keep Us Up-to-Date On Your Practice

It is important that we keep accurate information about your practice on file for our members' information and accurate and timely claims processing. Please remember to let Peach State know when:

- A provider leaves your office.
- A new provider joins your office.
- Your address has changed.
- Your phone or fax numbers have changed.
- Your office hours have changed.
- Your tax identification number has changed.

## Checking on a Drug? Peach State List Is Online

Need a current copy of the Peach State Preferred Drug List? Go to [www.pshp.com](http://www.pshp.com), click on Provider Resources, then Preferred Drug List.

## New Utilization Management and Case Management Fax Number

**Important:** The fax number for the Utilization Management and Case Management department has changed. To ensure timely receipt of your fax, please submit all faxes for these departments to (770) 805-4456.

## What Patient Ratings Reveal

There's room for improvement in children's care.

**H**ow do parents and guardians rate the healthcare experiences of their Medicaid-insured children? According to the 2006 Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey, nearly 75 percent of respondents said that getting needed care was not a problem; 57 percent said they always got needed care quickly; and 71 percent said that their children's doctors always communicated well.

### Special-Needs Children

Using the CAHPS database, researchers compared ratings of experiences of children with and without special needs. Both "getting needed care" and "access to prescription medicines" were cited as a "big problem" for 7 percent of children with special needs versus 3 percent of other children. Access to specialized services was cited as a "big problem" by 17 percent of special-needs children versus 12 percent of other children. There was a less pronounced difference in "how well doctors communicate," cited as a "big problem" for 10 percent of special-needs children versus 9 percent of other children.

### Benchmarking Bonus

Survey sponsors receive a customized report. These sponsors may include any public purchasers (Medicaid, Medicare, and SCHIP) or private purchasers (employers) or individual health plans that submit their CAHPS survey results according to guidelines. The report shows sponsors' CAHPS results compared with national, regional, and product-type averages.

For more information on CAHPS and to view the results of the most recent CAHPS surveys, go online to [www.cahps.ahrq.gov](http://www.cahps.ahrq.gov).



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**4** Claims Adjustments Are Now Online

## Notification Of Pregnancy

Look for a new form to notify Peach State of a pregnancy in our members. This new form includes an easy-to-complete risk assessment that will trigger a referral to the OB case managers. It also allows us to send you a free 90-day supply of prenatal vitamins for you to give to your patient. The data collected on these forms will be put into a centralized database allowing us to better track our pregnancies and better coordinate our members' care needs.

## Growth Hormone Initiative

Caremark is now the preferred specialty pharmacy. Providers prescribing growth hormone will be contacted by a Caremark representative about Peach State's identification of a preferred brand, Norditropin (Nordiflex Pen). Unless there is a contraindication, all new starts will be given Norditropin and an effort will be made to convert current users of a non-preferred brand to Norditropin.

## CONNECTIONS<sup>PLUS</sup>

CONNECTIONS<sup>PLUS</sup> is an exciting program that will allow members with high-risk pregnancies with no access to reliable phone service to have a preprogrammed cell phone. They will be able to call their obstetrician's office and their OB Case Manager. The Case Managers will also be able to call or "walkie talkie" the member to check in with them or notify them of missed appointments. Look for this program to be rolled out in early 2007. We will also be considering opening this program up to other members with unique health issues later in the year.

# The Clock Is Ticking

Peach State's National Provider Identifier (NPI) collection process.

In our continuing efforts to help you submit your NPI number with us, Peach State Health Plan is offering the NPI submission form for you to fill out and fax back to us at 1-866-912-0325.

As you know, all electronic claims will be required to contain an NPI number per the HIPAA Act of 1996 as of May 23, 2007. At this time, Peach State will require NPIs on both paper and electronic claims.

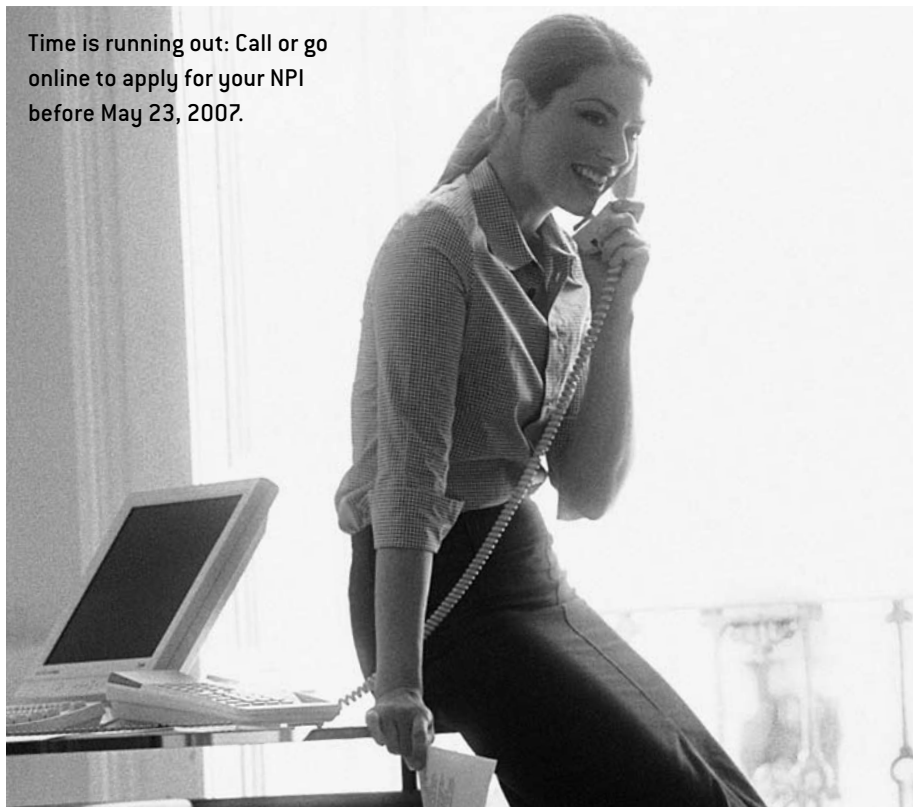
If you haven't applied for your NPI, go to the website for the National Plan and Provider Enumeration System (NPPES) at [www.nppes.cms.hhs.gov/NPPES](http://www.nppes.cms.hhs.gov/NPPES). Click on the link that says "If you are a health care provider, the NPI is your unique identifier." Then click on the link

that says Apply online for an NPI. To obtain a paper application, please call 1-800-465-3203.

If you have access to the Internet, you can also share your NPI online with Peach State by filling out the online submission form located at [www.pshpgeorgia.com](http://www.pshpgeorgia.com). Contact a Provider Relations Representative with any questions at 1-866-874-0633. (Note: You should also submit your NPI along with a copy of your confirmation letter to Georgia Medicaid c/o ACS Provider Enrollment Unit, P.O. Box 4000, McRae, GA 31055.)

Don't delay your claims payments. Sign up today for your NPI and make sure you share this new number with Peach State.

Time is running out: Call or go online to apply for your NPI before May 23, 2007.



# Provider/Organization NPI Submission



FAX TO: 866-912-0325

**PLEASE COMPLETE THIS FORM FOR EACH PAYER AFFILIATION LISTED BELOW:**

<input style="width: 40px; height: 20px; margin-bottom: 5px;" type="checkbox"/> Provider Name and address on file:  Phone Number: Current TIN Number: Current Medicaid Number and State:	Affiliate #:  Check: Individual <input type="checkbox"/> Organization <input type="checkbox"/> NPI#: _____ Primary Taxonomy: _____ Secondary Taxonomy: _____
<input style="width: 40px; height: 20px; margin-bottom: 5px;" type="checkbox"/> Provider Name and address on file:  Phone Number: Current TIN Number: Current Medicaid Number and State:	Affiliate #:  Check: Individual <input type="checkbox"/> Organization <input type="checkbox"/> NPI#: _____ Primary Taxonomy: _____ Secondary Taxonomy: _____
<input style="width: 40px; height: 20px; margin-bottom: 5px;" type="checkbox"/> Provider Name and address on file:  Phone Number: Current TIN Number: Current Medicaid Number and State:	Affiliate #:  Check: Individual <input type="checkbox"/> Organization <input type="checkbox"/> NPI#: _____ Primary Taxonomy: _____ Secondary Taxonomy: _____
<input style="width: 40px; height: 20px; margin-bottom: 5px;" type="checkbox"/> Provider Name and address on file:  Phone Number: Current TIN Number: Current Medicaid Number and State:	Affiliate #:  Check: Individual <input type="checkbox"/> Organization <input type="checkbox"/> NPI#: _____ Primary Taxonomy: _____ Secondary Taxonomy: _____

**NOTE:** If your address has changed, please attach new information.



3200 Highlands Parkway SE  
 Suite 300  
 Smyrna, Georgia 30082

Today's Date (dd/mm/yy):	/ / 2007
Name of Person Submitting this Form:	(Please Print)
Position of Person Submitting this Form:	(Please Print)
Phone:	( )
E-mail Address:	

I understand the above information could impact claims payment and I certify the information is correct and that I have the authority to submit the information.

✕

.....  
 (signature)

# Did you know?

Peach State providers can now view and adjust claims online.

**A**s of Jan. 8, 2007, registered providers have the ability to adjust their claims via the online secure portal. This feature can only be utilized for claims submitted on or after Jan. 8, 2007.

The Claim Adjustment enhancement on the secure portal incorporates the following functionality:

- Providers are able to view all claims submitted, regardless of how those claims were submitted.

- Previously, only claims submitted through the provider portal could be viewed on the portal. Now you are able to view all claims via the portal, including claims submitted on paper or via another electronic EDI channel.

- Providers are able to electronically adjust certain claims and submit them directly to Peach State.

- Claims submitted via the portal that experience a “front end” rejection

as well as all claims that experience an adjudication denial will be unlocked for online adjustment.

- Providers can make the necessary data corrections to the claim on the portal and resubmit.

Claim adjustments via the secure portal is beneficial, as the provider does not have to re-enter the rejected/denied claims into the portal or generate and resend to their clearing house.

**Important:** Providers should review both their *Claim Audit Reports* (payer rejection reports for portal-submitted claims) and their 835/remits to determine which claims should be adjustable within the portal.

For additional information, please contact the Provider Services department at 1-866-874-0633 or go to [www.pshp.com](http://www.pshp.com), click on Provider News and Events, then Provider Watch – Claims Adjustments.

## Open Enrollment

Open Enrollment for Georgia's Medicaid population is here again. Many of Peach State's members will receive enrollment packets during April through June. The enrollment packet contains helpful information regarding each Care Managed Organization (CMO). If a member or potential member has questions regarding benefits or services for Peach State, our Member Services department is ready to assist. Please refer the member or potential member to 1-800-704-1484 or TTY (TDD) 1-800-659-7487. If the member is satisfied with the present health coverage, he or she does not need to return an enrollment form. In addition, to ensure that our members have your most current information in the Provider Directory, be sure to check the Peach State website, [www.pshp.com](http://www.pshp.com), click Provider Resources, then Provider Directory. To update your listing in the Provider Directory, please contact the Provider Services department at 1-866-874-0633.

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**Attention Providers**  
Remember to submit encounters and claims forms. EPSDT encounters and claims are due 120 days after services are rendered. Submit all claims and EPSDT encounters to: PSHP, P.O. Box 3030, Farmington, MO 63640.

*Choices for a Healthy Life*



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[www.pshp.com](http://www.pshp.com)



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