

**Documents Updated on Website:**

- FCA Covered Services Document Updated
- FCA March 2010 NewsFlash
- FCA March 2010 Newsletter
- FCA Pre-Authorization List
- FCA Provider Directory
- FCA Provider Manual Covered Services Section Updated
- FCA Service Alert: Medicaid Paper Claims Submission Policy
- FCA Service Alert: Medicaid Child Health Check Up vs. Sick Visit Claims Submission on Same Day
- TMS Transportation Bus Certification Form



**First Coast Advantage (FCA) Provider In-Service Scheduled for May 2010:**

- First Coast Advantage will be hosting another provider in-service May 2010.
- Providers will be able to select from morning and afternoon sessions for In-services.
- FCA will send out flyers and e-mails informing providers of how they can sign up for these in-services.
- Please keep a look out for more information regarding these in-services.
- The In-service will include the following Topics:



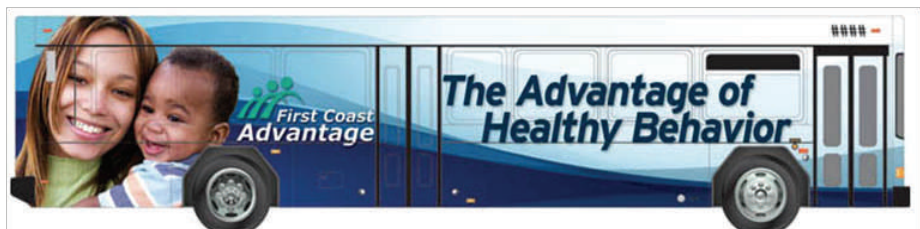
- ◊ Pre-Authorization Procedures & Changes
- ◊ Claims/Billing
- ◊ FCA On-Line Status (Web Portal)
  - Viewing Comment for Pre-Auths
  - Understanding Auth Codes for Denied, Approved and Pending
  - DME Authorizations
- ◊ Website Demonstration
- ◊ Disenrollment Guidelines

**Effective February 2010, FCA Provider Manual Section: 7-Covered Services Updated on Website:**

- FCA Covered Services was updated on the website under Provider Information and in the Provider Manual Section 7.
- The Covered Services document was updated to remind providers that they shall not bill Members or otherwise seek payment from Members for missed appointments.
- For more information contact FCA Provider Services at 1-866-270-2422.

**First Coast Advantage (FCA) Transportation Vendor (TMS) Providing Bus Passes:**

- First Coast Advantage (FCA) has a new transportation vendor who will be providing bus passes to FCA Members.
- FCA Members will be able to obtain daily, weekly and monthly passes for their provider visits.
- Members who are not able to use public transportation can obtain a Certificate of Need Transportation by Taxi or Wheelchair Van Form from TMS or the FCA website at [www.firstcoastadvantage.com](http://www.firstcoastadvantage.com) under Provider Information / Forms / TMS Transportation Bus Certification Form.
- Providers can also obtain the form from the FCA website or TMS.
- The form needs to be completed by the Members provider indicating the Member's inability to utilize the bus system.
- Once the form is completed and signed by the provider, it can be faxed to TMS at 866-318-1154.
- For questions contact FCA Member Services at 866-270-2468.



# The Claims Scoop... Network News Flash

March 2010

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## **Effective March 1, 2010, First Coast Advantage (FCA) Service Alert: Medicaid Paper Claims**

### **Submission Policy:**

- On January 22, 2010, The Agency for Healthcare Administration (AHCA) provided First Coast Advantage (FCA) with an Updated Paper Claims Submission Policy. The Policy includes Pricing By-Report Procedures, Medical-Surgical, Medical Necessity and DME Procedure Code Pricing.
- This Paper Claims policy was being performed by EDS Medicaid's Fiscal Agent.
- Effective March 1, 2010, this process will now be the responsibility of FCA. Any services that require Pre-authorization by FCA will still be required.
- Any paper claims for inpatient or outpatient services that are submitted and fall under the Paper Claims Submission Policy must have the appropriate documentation required for submission to FCA TPA (APEX Benefit Services).
  - ***If a provider fails to follow the outlined paper claims process for submission on the Service Alert for By-Report Procedure, Medical Surgical, Medical Necessity or DME pricing, the claim will be denied and the provider has the option of filing an appeal and providing the appropriate documentation.***
- FCA Appeals process can be found on the FCA Website at [www.firstcoastadvantage.com](http://www.firstcoastadvantage.com) under *Provider Information / Claims Information* and in the FCA Provider Manual under *Section 20 Claims*.
- The Paper Claims Submission Policy Service Alert is posted on the FCA website under **Service Alert** and for questions you can call FCA Provider Services at 1-866-270-2468.

### **Reminder: Medicaid Child Health Check Up vs. Sick Visit Claims Submission On The Same Day – Service Alert:**

- First Coast Advantage (FCA) was notified on January 19, 2010 by the Agency for Healthcare Administration (AHCA), that some of our providers are submitting Child Health Check Up (CHCUP) office visit code and the sick office/outpatient visit code on the same date of service and are getting reimbursed.
- It is against Medicaid policy to submit both office visit types on a claim for the same recipient on the same date of service.
- AHCA is advising FCA to instruct providers that have submitted these types of claims to void and resubmit the claims using only the CHCUP office visit code or the sick office/outpatient visit code.
- Currently, there are no edits in the EDS system to prevent the claims from paying when this occurs (It has been requested by AHCA to have EDS implement this change, but it has not occurred).
- This Service Alert can be found on the FCA website at [www.firstcoastadvantage.com](http://www.firstcoastadvantage.com).
- For questions regarding this billing process you can contact FCA Provider Services at 1-866-270-2468.

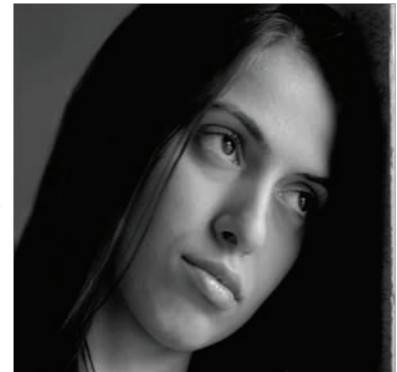
### **Effective February 2010, Florida Medicaid Policy Clarification for Documenting Patient Responsibility on Nursing**

#### **Facility Claims:**

- Effective February 2010, for Provider Type (s): 9, 10, and 13 regarding documenting Patient Responsibility on Nursing Facility Claims, This is a policy clarification.
- Providers can search and view Medicaid recipient eligibility data through an option on the Medicaid Web Portal called Provider View.
- The 'My Account History' screen within Provider View displays the current amount of a recipient's patient responsibility (PR) and the amount of a recipient's PR for the preceding 12 months.
- Providers may document the amount of PR billed either with a Notice of Case Action from the Department of Children and Families (DCF), or a timely print screen from 'My Account History'.
- The print screen must display the amount of the recipient's PR on the dates of service billed. If used to document the amount of PR billed, the 'My Account History' screen must be printed within 6 months of the month of service.
- For instance, a 'My Account History' print screen for services rendered from January 1st through January 21st must be printed sometime between January 1st and July 21st.
- Also, providers should double check the 'My Account History' screen for retro-adjustments to the PR and adjust paid claims accordingly.
- Providers may want to phase in the use of these print screens to document PR. For instance, if the provider wants to check PR every month, the provider may choose to review PR for recipients whose last names begin with A thru G during the first week of the month, H thru M the second week, N thru T the third week, U thru Z the fourth week.
- Providers should email their DCF Customer Call Center to request information about a recipient's PR: Jacksonville [NFCCC\\_CCC@dcf.state.fl.us](mailto:NFCCC_CCC@dcf.state.fl.us); Tampa [sr\\_call\\_center@dcf.state.fl.us](mailto:sr_call_center@dcf.state.fl.us); or Miami [D11\\_SFL\\_CallCenter@dcf.state.fl.us](mailto:D11_SFL_CallCenter@dcf.state.fl.us).

**Effective February 1, 2010, First Coast Advantage (FCA) Began Series of Articles on Depression:**

- In February FCA began a series of articles on Depression. The articles are highlighted from February 2010 – May 2010 on the following issues:
  - 02-2010 What is Depression? Why do people get Depression? What are Symptoms of Depression?
  - 03-2010 Treatment of Depression
  - 04-2010 Diagnosis Categories of Major Depression
  - 05-2010 Suggestions for Improving Medication Compliance for Patients taking Anti-Depressant Medication
- In May 2010, all four articles will be placed on the FCA website in it's entirety for providers to review.
- For questions regarding these articles, you can contact FCA Medical Management Department at 244-9780.



**First Coast Advantage 2nd Series on Depression:**

**Treatment of Depression**

There is help for someone who has depression. Even in severe cases, depression is highly treatable. Your family doctor or a health clinic is a good place to start. A doctor can make sure that the symptoms of depression are not being caused by another medical condition. A doctor may refer you to a mental health professional. The most common treatments of depression are psychotherapy and medication. Combination treatment using medications and psychotherapy is generally superior.

- **Psychotherapy (Cognitive Behavioral, Interpersonal, etc)** - For mild to moderate depression, psychotherapy may be the best treatment option. However, for major depression or for certain people, psychotherapy may not be enough.
- **Medications** - Medications help balance chemicals in the brain called neurotransmitters. Although scientists are not sure exactly how these chemicals work, they do know they affect a person's mood. Types of antidepressant medications that help keep the neurotransmitters at the correct levels are:
  - SSRIs (selective serotonin reuptake inhibitors)
  - SNRIs (serotonin and norepinephrine reuptake inhibitors)
  - MAOIs (monoamine oxidase inhibitors)
  - Tricyclics

These different types of medications affect different chemicals in the brain. Medications affect everyone differently. Sometimes several different types have to be tried before finding the one that works.

**HEDIS measure for Antidepressant Medication Management (AMM)**

- First Coast Advantage (FCA) would like to make our providers aware of the national standards for Anti-depressive medication management
- FCA follows the guidelines of the Healthcare Effectiveness and Data Information Sets (HEDIS). These are the most widely used sets of health care performance measures in the United States
- HEDIS measures are developed and maintained using the National Committee for Quality Assurance (NCQA) standards
- In accordance with those guidelines, members 18 years of age and older who were diagnosed with a new episode of Major Depression, treated with antidepressant medication, and who remained on an antidepressant medication treatment, should remain on those medications as outlined below:
  - Effective Acute Phase Treatment - The percentage of newly diagnosed and treated members who remained on antidepressant medication for at least 84 days (12 weeks)
  - Effective Continuation Phase Treatment - The percentage of newly diagnosed and treated members who remained on an antidepressant medication for at least 180 days (6 months).

**FCA will follow the steps below to identify the eligible population, which should be used for both rates. Identify all members who met at least one of the following criteria during the Intake Period.**

- At least one principal diagnosis of major depression in any setting, or
- At least two visits in an outpatient, intensive outpatient or partial hospitalization setting on different dates of service with any diagnosis of major depression, or
- At least one acute or non acute inpatient discharge with any diagnosis of major depression

## **Effective February 2010, Florida Medicaid Durable Medical Equipment (DME) 2010 Fee Schedules Now Posted:**

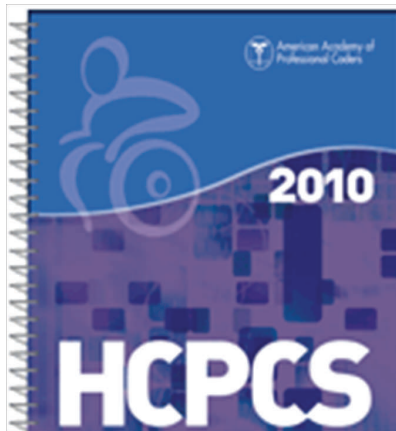
- Effective February 2010, Florida Medicaid DME Fee Schedule Now Posted for Provider Type (s): 65 and 90
- The 2010 Durable Medical Equipment fee schedules are now posted on Medicaid's Fiscal Agent's (EDS) Web site at <http://mymedicaid-florida.com>.
- Click on "Provider Support" and then "Fee Schedules" in the left hand margin.
- You can contact your local Medicaid area office for further information.

## **First Coast Advantage (FCA) PCP Access Report Form On FCA Website:**

- First Coast Advantage (FCA) is now required to provide PCP access wait times to the Agency for HealthCare Administration (AHCA) on an annual basis to assure that PCP offices are held accountable to contractually obligated standards.
- FCA has created a PCP Access Report Form for providers to submit their annually wait times to FCA.
- The form is located on the FCA website at [www.firstcoastadvantage.com](http://www.firstcoastadvantage.com) under Provider Information / Forms.
- For questions you can contact FCA Provider Relations at 244-9174.

## **Effective February 2010 Medicaid Update Extension of KePRO Contract**

- The Florida Medicaid contract with Keystone Peer Review Organization (KePRO) has been extended until June 30, 2010.
- KePRO will continue to perform prior authorization (PA) of home health services.
- The process for obtaining a PA will not change.
- You can contact your local Medicaid area office for further information.



## **Effective March 2010, Medicaid Attempting to Have New 2010 HCPCS/Fees for All Providers:**

Medicaid is attempting to have new 2010 HCPCS fees by the end of March. The fees will become effective on the date they are entered into the Medicaid FMMIS system.

No one will be retroactive to January 1, 2010, and therefore, providers will have no need to resubmit claims for that period. New 2010 fee schedules will be drafted and posted to the fiscal agent Web Portal following implementation of the fees. Components of the 2010 fee schedules will be changing this year. Providers will be notified when fees are implemented.

More details to come later.

## **Effective February 2010 Medicaid Update/Changes on Durable Medical Equipment (DME) Nutritional Supplement Listing:**

- Florida Medicaid has posted changes/updates to their Durable Medical Equipment (DME) Nutritional Supplement Listing.
- To review Medicaid's approved enteral product listing, go to Medicaid's fiscal agent's (EDS) Web Portal at <http://mymedicaid-florida.com> or FCA website at [www.firstcoastadvantage.com](http://www.firstcoastadvantage.com) under Links and Look under Government Organization (EDS) Medicaid Web Portal and follow the link below.
- Click on *Public Information for Providers / Provider Support / Forms/ Category Lists for the HCPCS Codes for Enteral Formula*.
- You can contact your local Medicaid area office for further information.

# Welcome...

## New Providers:

### Behavioral Health

Preshia, Elliott Acosta, LMHC

Child Guidance Center

Mental Health Counselor

### PCP

Chally, Jennifer A., M.D.

Figuroa, Brenda L., M.D.

Scuderi, Christopher B., D.O.

Jacksonville Pediatrics

San Jose Pediatrics

UF New Berlin Family Medicine

Pediatrics

Pediatrics

Family Practice

### Specialist

Patel, Ronak, D.O.

Xu, Natalie, M.D.

Dimberg, Elliott L., M.D.

Xu, Natalie, M.D.

Patel, Ronak, D.O.

Chaudary, Nauman A., M.D.

Hale, Matthew S., M.D.

Chally, Jennifer A., M.D.

Pirgousis, Phillip, M.D.

Chaudary, Nauman A., M.D.

Center for Pain Management

FL Proton Therapy Institute, Inc.

Nemours Children's Clinic Jax.

Shands Jax. Radiation Oncology

UF Anesthesia

UF Critical Care

UF Emergency Medicine

UF Neonatology

UF Oral Maxillofacial

UF Pulmonology

Pain Medicine

Radiation Oncology

Clinical Neurophysiology

Radiation Oncology

Anesthesiology

Critical Care Medicine

Emergency Medicine

Pediatrics

Oral & Maxillofacial Surgery

Pulmonary Disease



Many of life's failures are people who did not realize how close they were to success when they gave up.

Thomas Edison