



CLIENT UPDATE 1

FALL

2010



SOUTHSIDE SOLUTIONS 2



MALPRACTICE INSURANCE / WEBSITE UPDATE 3

HIGHLIGHTS: VA PREMIER 4-6







# Provider focus

ADDRESSING THE NEEDS OF OUR PROVIDERS AND BUILDING THE FOUNDATION FOR MORE AFFORDABLE AND ACCESSIBLE HEALTH CARE OPTIONS

## Client Update

Gateway Health Alliance is pleased to welcome new Gateway/ Primary PhysicianCare clients.

-  Botetourt County (December 1, 2010)
-  Cato - VA Members (November 1, 2010)
-  Lexington Home Brands - VA Members (January 1, 2011)
-  First Community Bank – VA Members (January 1, 2011)

*Healthy Solutions* by Gateway Health Alliance, Inc. <sup>SM</sup>  
(Disease Management)

-  Tri-County Community Action (October 2010)

Other Announcements:

Dominion Primary Care's employee health plan is moving to Piedmont Community Health Plan from Assurant.



## UPCOMING MEETINGS



**GATEWAY MEDICAL MANAGEMENT COMMITTEE**  
January 11, 2011 @ 5:30 pm, DRMC, Administration Board Room

**GATEWAY BOARD OF DIRECTORS**  
January 19, 2011 @ 5:30 pm, DRMC, Administration Board Room



## Gateway Health Alliance now credentials Nurse Practitioners and Physician's Assistants

Please notify [cjanke@gatewayhealth.com](mailto:cjanke@gatewayhealth.com) if you have NPs or PAs that need to be credentialed.

### *Southside Solutions*

Gateway Health Alliance in conjunction with the Halifax Physician Hospital Organization recently presented the bi-annual symposium, *Southside Solutions*, in South Boston. Over 70 business leaders attended the seminar which featured Susan Maley Rash, CEBS, REBC Vice President of BB&T Insurance Services and Legislative Chair for National Association of Health Underwriters.

The seminar highlighted the impact of Health Care Reform on businesses including current and future implication.

Many businesses and employers have questions regarding the new healthcare law, the Patient Protection and Affordable Care Act (PPACA).

If you would like more information on how PPACA will affect your company please contact [jholshouser@gatewayhealth.com](mailto:jholshouser@gatewayhealth.com).



### Have you checked out Gateway and Primary PhysicianCare's Provider Portal?

By registering and logging into the Provider Portal, healthcare providers can now access eligibility and benefits online 24 hours a day. Registered members can now review the following information on our covered plan members:

- Member Eligibility for Medical and Dental Coverage
- Summary of Benefits
- Member PPOs
- Dependent Information including Student Status
- Claims Payment Status
- Online EOB with Remark Codes



### Insurance, Plan, Benefit Changes

Please remember that insurance plans and benefits can change from year to year. Please check insurance cards for new co-pays, deductibles and other insurance information. If you have questions regarding the plans that you participate in, please do not hesitate to contact Provider Relations: Carol Janke at [cjanke@gatewayhealth.com](mailto:cjanke@gatewayhealth.com).

Visit [http://primarypc.com/providers/providers\\_portal.cfm](http://primarypc.com/providers/providers_portal.cfm)

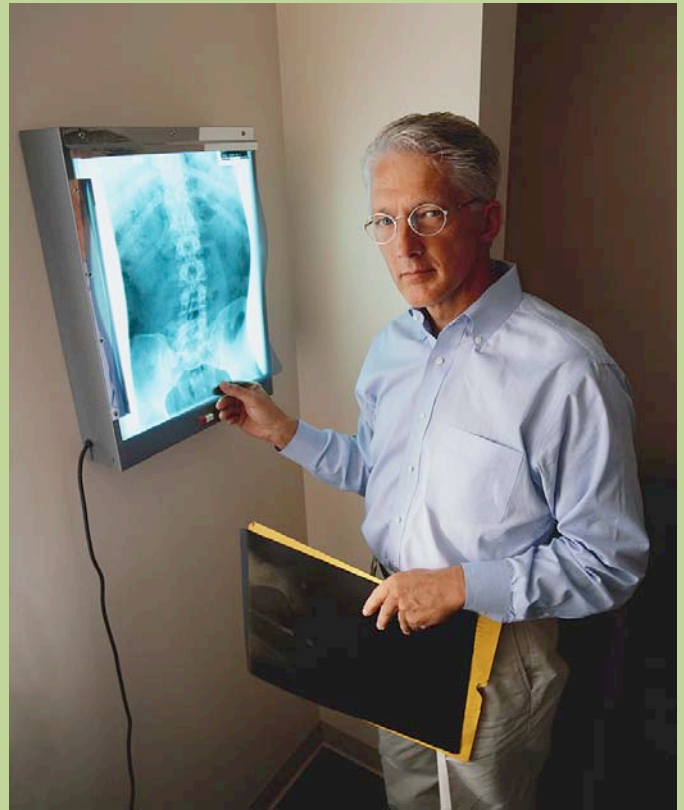
## AFFORDABLE MALPRACTICE COVERAGE

Physicians continue to experience high premiums and difficulty finding affordable professional liability insurance.

As a service to our physicians, Gateway maintains a partnership with Chas. Lunsford and Associates. Chas. Lunsford Sons & Associates has been successful in reducing physician premiums significantly in Virginia.

If you would like access to these competitive quotes or more information, please contact Trish Clark, directly at 540-855-5185 or by toll free at 1-800-777-5773.

**CHAS. LUNSFORD SONS  
& ASSOCIATES**  
*Insurance Services Since 1870.*



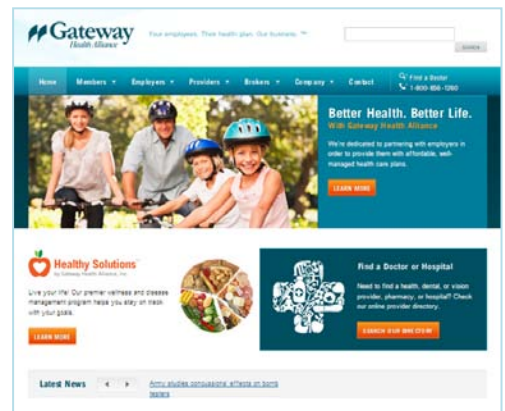
## Coming Soon!

New Gateway Health Alliance Website

New site will feature:

- Wellness Information
- Online Provider Manual
- Provider Search
- and much more!

Sneak Peek



## Medical Payment Policy - Effective October 1, 2010

Virginia Premier Health Plan, Inc. (VPHP) Medical Payment Policies (MPP) Committee determines procedures and services that may be covered if they meet medical criteria and not covered if they are investigational and experimental. Those services that are deemed medically necessary will require an authorization prior to rendering services. Specific guidelines can be obtained by contacting VPHP's Medical Management Department at the address listed. A version of this MPP notice and other important updates can be accessed at [www.vapremier.com](http://www.vapremier.com).

Virginia Premier Health Plan, Inc.

P.O. Box 5307

Richmond, VA 23220

(800) 727-7536, Option 3



### Medically Necessary Services – May Be Covered

The following services are medically necessary for those cases where, criteria or criterion are met. If these services are used for investigational purposes and do not meet the established medical necessity criteria it will not be covered.

#### MPP# SERVICES

- 269 Abdominoplasty and Panniculectomy
- 272 Fetal Fibronectin
- 273 Frenulectomy
- 274 Helicobacter Pylori Testing
- 275 Inferior Turbinectomy
- 276 Analysis of KRAS Testing in the Management of Metastatic Colorectal Cancer
- 278 Selective Internal Radiation Therapy
- 289 Heart Transplant
- 292 Keratoprosthesis
- 297 Predictive Genetic Test for Non-Malignant Diseases
- 301 Colonoscopy
- 303 Mechanized Spinal Distraction Therapy for Low Back Pain
- 304 MRA of the Spinal Canal
- 305 MRI of the Breast
- 306 Radiofrequency Ablation for the Treatment of Trigeminal Neuralgia
- 308 Spinal Manipulation under Anesthesia
- 309 Transanal Endoscopic Microsurgical Excision of Rectal Lesions
- 310 Treatment of Urinary Incontinence and Urinary Retention

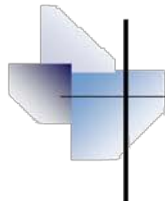
### Experimental & Investigational Services – Not Covered

The following services are considered experimental and investigational and are not covered.

#### MPP# SERVICES

- 270 Antineoplaston Therapy
- 271 Artificial Anal Sphincter (Fecal Incontinence)
- 277 Skin Evaluation
- 279 Biofeedback Analysis of ECG(s)
- 280 Computer Analysis of ECGs
- 281 Computer Assisted Musculoskeletal Surgical Navigational Orthopedic Procedures
- 282 Cooling Devices and Combined Cooling/Heating Devices in the Outpatient Setting
- 283 Electrical Stimulation as a Treatment for Pain & Related Conditions; Surfaces and Percutaneous Devices
- 284 Functional Electrical Stimulation (FES); Threshold Electrical Stimulation (TES)
- 285 Gene-Based Tests for Screening, Detection and Management of Prostate Cancer
- 286 Genetic Testing and Biochemical Markers for the Diagnosis of Alzheimer's Disease
- 287 Hematopoietic Stem Cell Transplantation for Diabetes
- 288 Semi-Implantable Middle Ear Hearing Aids
- 290 Implanted Devices for Spinal Stenosis
- 291 In Vivo Analysis of Colorectal Polyps
- 293 Mechanical Embolectomy for Acute Stroke
- 294 Nasal Valve Suspension
- 295 Near Infrared Imaging for Coronary Plaque Evaluation
- 296 Positioning MRI
- 298 Real-Time Remote Heart Monitors
- 299 Ultrafiltration in Decompensated Heart Failure
- 300 Automated Evacuation of Meibomian Gland
- 302 Fecal Analysis in Diagnosing Intestinal Dysbiosis
- 307 Retinal Devices-Artificial

VA Premier's  
Interactive Voice  
Response System  
featured on following  
pages...



# INTERACTIVE VOICE RESPONSE (IVR) SYSTEM

Dial your local office or 800.727.7536

## Use any touch-tone phone to Verify Member Eligibility

- Press 1 for Member Services
- Press 2 for Member Services
- Press 1 to check member's eligibility

Prior to calling for member eligibility verification, please have the following information ready:

- NPI Number
- Member's Medicaid ID Number
- Date for Eligibility Check

**Key Points to Remember:**

- If you would like to speak directly with a Member Services Representative, press Option 0 after the member's eligibility status has played.
- To look up another member, press Option 1.
- Member eligibility verification is allowed for up to **10** members per phone call.

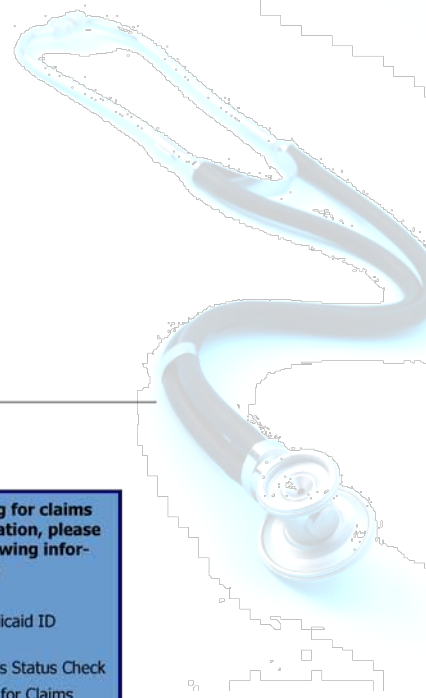
If you are a provider, press

2

Enter NPI Number

Enter Member Medicaid ID Number

Enter Date in MM/DD/YYYY format



Dial your local office or 800.727.7536

## Use any touch-tone phone to Verify Claims Status

- Press 4 for Claims
- Press 2 for Claims Status Inquiries

Prior to calling for claims status information, please have the following information ready:

- NPI Number
- Member's Medicaid ID Number
- Date for Claims Status Check
- Billed Amount for Claims

**Key Points to Remember:**

- If you would like to speak directly with a Claims Customer Service Representative, press Option 0 after the claims status has played.
- To look up another member, press Option 1.
- Claims status check is allowed for up to **10** claims per phone call.

Enter NPI Number

Enter Member Medicaid ID Number

Enter Date of Service or Admission Date

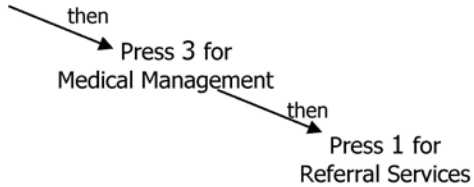
Enter Billed Amount



## INTERACTIVE VOICE RESPONSE (IVR) SYSTEM

Use any touch-tone phone to  
Verify Referrals & Authorization  
Information

Dial your  
local office or  
800.727.7536



If you are a provider, press

2

Enter NPI number

Enter Member Medicaid ID Number

Enter Authorization Number

or  
Enter Date of Service



### Automated Features

#### Information regarding:

- Admissions
- Referrals
- Therapies
- Durable Medical Equipment (DME)
- Other Authorization Requests

#### Information provided:

- Authorization Number
- Authorization Status
- Approved and/or Denied Financial Days
- Actual or Expected Admission Date
- Discharge Date
- Number and Type of Units
- Start and End Dates

**Prior to calling for referrals and authorization verification, please have the following information ready:**

- NPI Number
- Member's Medicaid ID Number
- Authorization Number *or* Date of Service

#### Key Points to Remember:

- If you would like to speak directly with a Referral Coordinator press option 0 after the referral/authorization status has played.
- To look up another member, press Option 2.
- Authorization verification process is allowed for up to **10** authorizations per call.

### Want More Information?

If you want more information on any **Highlights**, just give us a call! We are happy to send you the full text of the article.

