



# Office Visit

News for health care providers

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## **Coronavirus (COVID-19) resources for our providers**

We have set up a [dedicated web page](#) on our provider website to capture the ConnectiCare news and information you may need during this coronavirus (COVID-19) outbreak.

Please refer to this page often for the latest and most up-to-date information such as:

- [Telemedicine program expanded](#)
- [Testing payment policy](#)
- [Updates to preauthorization | home health care services | Passage referrals](#)
- and more.

### **Resources for your ConnectiCare patients**

Feel free to direct patients to this [dedicated webpage](#) with information, news, and links to the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO) and the Connecticut Department of Public Health.

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### **CARES Act and over-the-counter medicines information for all ConnectiCare providers**

Based on the CARES Act, the federal stimulus bill, individuals with health savings, flexible spending, or health reimbursement accounts (HSAs, FSAs or HRAs) can now use those account funds to pay for over-the-counter drugs and medicines without needing a provider's prescription.

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### **Claims payment and electronic fund transfers**

Your office may be seeing more checks coming to you by mail. Avoid the influx by signing up for electronic fund transfers (EFTs) through PNC Bank's Remittance Advantage.

Once you sign up for EFT payments, you can receive direct deposits to your bank account(s) and view or download your electronic remittance advices (ERA) online. If you are already registered on PNC for ConnectiCare or other health plans, you don't have to do anything.

Benefits of direct deposits and ERAs include:

- Receive payments faster to help improve your cash flow.
- Match payments to remittances quickly and easily.
- Import files directly into your practice management system.
- View remittances online and print if needed.
- Use convenient search and reporting tools.

Go to [rad.pnc.com](http://rad.pnc.com) to register. **But before you do, sign into [connecticare.com/provider](http://connecticare.com/provider) to get your “pay-to-provider ID number.” You need it to register for EFT payments.**

If you have questions about PNC Remittance Advantage, call their help line at [1-877-597-5489](tel:1-877-597-5489) from 8:30 a.m. to 8:30 p.m. Monday through Friday or email [remit.advantage@pnc.com](mailto:remit.advantage@pnc.com).

Please note, if you sign up for EFT through PNC for Medicare claims payment, you will still get EFT payments through Bank of America for Medicare Advantage claims with dates of services prior to Jan. 1, 2020, and for our commercial plans.

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## Medical policies updated

We have updated the following medical policies:

- [Medical Policy: Non-Emergent Transportation, Ambulance \(Commercial\)](#)
- [Medical Policy: Non-Emergent Ambulance Services \(Medicare\)](#)
- [Medical Policy: Functional Endoscopic Sinus Surgery \(FESS\) \(Commercial\)](#)
- [Medical Policy: Rhinoplasty \(Commercial\)](#)
- [Medical Policy: Amniotic Membrane Transplantation for Ocular Reconstruction \(Commercial\)](#)

Please refer to the policies for details.

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## PCPs play key role in care of children with ADHD

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Primary care physicians (PCPs) play an important role in identifying and treating children with attention deficit hyperactivity disorder (ADHD). As you are aware, interventions for the treatment of ADHD fall into two main categories:

- pharmacological
- psychosocial

Optum Behavioral Health, which manages and administers ConnectiCare's behavioral health program, can assist you with referrals for psychosocial interventions such as behavioral therapy, teaching social skills, parent/child education about ADHD and appropriate school programming can be useful.

Pharmacological management most often includes, prescribing stimulants and non-stimulants. If medication is prescribed, please be sure to:

- Write the prescription for 30 days initially so you can schedule a follow-up appointment.
- Schedule a follow-up appointment with your patient within 30 days of writing the prescription.
- Schedule at least two more follow-up appointments over the next nine months to make sure the dosage is correct.

As a reminder, follow-up care for children prescribed ADHD medication is a HEDIS measurement. HEDIS, which stands for Health Care Effectiveness Data and Information Set, is the quality measurement tool for the National Committee for Quality Assurance (NCQA).

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### **Help your patients get or stay active with SilverSneakers**

SilverSneakers® released a [new series of videos](#) designed to help people start a fitness routine, improve strength and balance, help reduce stress and manage pain. Encourage all your patients, with Medicare Advantage or commercial plans, to sign up today.

**Recent provider headlines**

Check out the latest [Provider News & Headlines](#):

- [2020 updates to the standards of diabetes care](#)
- [Change in preauthorization process for certain specialty drugs](#)
- [Payment reminder: Reimbursement policy for drug and alcohol testing with commercial plans](#)
- [Clinical details required for all routine ambulance service requests](#)
- [Has any of your information changed? Let us know.](#)
- [Changes to ConnectiCare center locations](#)

## Keep in touch



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