



# 2009 Provider Publication Cumulative Index

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*Note: Partners in Health Update<sup>SM</sup> articles are specific to a provider type. The audience is identified by the following indicators:*

- P – Professional
- F – Facility
- A – Ancillary

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## ADMINISTRATIVE

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<b>An updated <i>Provider Manual</i> is coming soon</b> September 2009	P
<b>Call 1-800-275-2583: One number for all of your needs</b> August 2009 (Medical) September 2009 October 2009 November 2009	P, F, A
<b>ClaimCheck<sup>®</sup> upgrade scheduled</b> December 2009	P, A
<b>CMS compliance training deadline is December 31, 2009</b> December 2009	
<b>Complete your CMS compliance training by December 31, 2009</b> November 2009	P, F, A
<b>Elimination of authorization approval letters for NaviNet-enabled providers</b> October 2009	P, F, A
<b>Elimination of authorization approval confirmation letters for NaviNet<sup>®</sup>-enabled providers</b> November 2009	P, F, A
<b>HMO/PPO Flex products require precertification for comprehensive outpatient pain management</b> December 2009	P
<b>Identifying your Network Coordinator</b> September 2009	P, F, A
<b>Interactive Voice Response (IVR) system enhancements scheduled for July</b> July 2009	P, F, A
<b>Keep your information up to date</b> July 2009	P, F, A
<b>Precertification is required for select procedures</b> October 2009	P, F, A

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ADMINISTRATIVE (CONTINUED)

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<b>Process changes for Baby FootSteps<sup>®</sup> prenotification and inpatient routine maternity services status letters</b> October 2009	P, F, A
<b>Reminder: Timely submission of <i>Initial Maternity Patient Questionnaire</i> important for early outreach</b> December 2009	P
<b>Routine costs associated with qualifying clinical trials (NJ only)</b> November 2009	P
<b>The IVR's name is changing to the Provider Automated System</b> December 2009	P, F, A
<b>Your CMS Compliance training must be completed by December 31, 2009</b> September 2009 October 2009	P, F, A

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ANNOUNCEMENTS

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<b>A message from Provider Communications</b> April 2009	P, F, A
<b>Clear Claim Connection<sup>™</sup> service interruption scheduled for May 2, 2009</b> May 2009	P, F, A
<b>Important H1N1 (swine flu) information</b> November 2009	P, F, A
<b>Introducing shorter, reader-friendly web addresses</b> June 2009	P, F, A
<b>Keep your information up to date</b> January 2009	P, F, A

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APPEALS

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<b>Mandated provider claim appeals process (NJ only)</b> January 2009	P, F, A
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**BILLING**

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<b>Billing requirements for administration of the H1N1 vaccine</b> December 2009	<b>P, F, A</b>
<b>Billing updates for dental anesthesia services</b> September 2009	<b>P, F, A</b>
<b>Clarification on the use of modifier -50</b> October 2009	<b>P, F, A</b>
<b>Correction: Laboratory services indicator</b> March 2009	<b>P, F, A</b>
<b>How to bill claims with multiple units</b> March 2009	<b>P, F, A</b>
<b>Important information regarding hospice billing and services (PA and NJ only)</b> March 2009	<b>P, F, A</b>
<b>Laboratory services clarification for Level I, II, and III outpatient laboratory testing services</b> January 2009	<b>P, A</b>
<b>Laboratory services reminder</b> January 2009	<b>P, F, A</b>
<b>New professional and ancillary reference guides available online (NJ only)</b> February 2009	<b>P, A</b>
<b>No separate fee for surgical trays (PA only)</b> October 2009	<b>P</b>
<b>Payment rationale for Medicare-eligible commercial members without Medicare Part B</b> December 2009	<b>P, F, A</b>
<b>Professional Injectable and Vaccine Fee Schedule updates effective April 1, 2009 (PA and NJ only)</b> March 2009	<b>P, F, A</b>
<b>Professional Injectable and Vaccine Fee Schedule updates effective January 1, 2010 (PA and NJ only)</b> December 2009	<b>P</b>

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BILLING (CONTINUED)

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<b>Professional Injectable and Vaccine Fee Schedule updates effective July 1, 2009 (PA and NJ only)</b> June 2009	P, F, A
<b>Professional Injectable and Vaccine Fee Schedule updates effective October 1, 2009 (PA and NJ only)</b> September 2009	P, F, A
<b>Reminder: Billing for Part B vs. Part D home infusion drugs</b> March 2009	P
<b>Reminder: Claims submitted without a valid, registered NPI will reject</b> January 2009	P, F, A
<b>Reminder: Important messages on your SOR (NJ only)</b> January 2009	P, F, A
<b>Reminder: Submit Coordination of Benefits information electronically</b> March 2009 April 2009 May 2009	P, F, A
<b>Reporting services using modifier -50</b> September 2009  <i>Reminder article was published in:</i> December 2009	P
<b>Revenue codes that will require a HCPCS/CPT<sup>®</sup> code January 1, 2010</b> December 2009	F
<b>Upcoming audits to investigate trends in questionable billing</b> July 2009	P, F, A
<b>Updated billing requirements for Avastin<sup>®</sup> in ophthalmological use</b> October 2009	P, F, A
<b>Updated claims tool kit now available</b> December 2009	P

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CONSUMERISM

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<b>AmeriHealth Healthy Lifestyles<sup>SM</sup> Keys to Wellness encourages and supports healthy behaviors in members (PA and DE only)</b> September 2009	P, F, A
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CONSUMERISM (CONTINUED)

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<b>AmeriHealth Healthy Lifestyles<sup>SM</sup> Rewards: A new approach to wellness by incenting members (NJ only)</b> August 2009	P, F, A
<b>Enhanced consumer website including new hospital comparison and locator tool</b> November 2009	P, F, A
<b>How our member portal helps your patients</b> May 2009	P, F, A

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CONTRACTING

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<b>Important notice regarding AmeriHealth affiliates</b> June 2009	P, F, A
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CREDENTIALING

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<b>New credentialing procedure effective January 1, 2010 (PA and DE only)</b> October 2009 <i>Reminder article was published in:</i> November 2009 December 2009	P, F, A
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ICD-10

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<b>ICD-10 implementation timeline update</b> February 2009	P, F, A
<b>Update on the ICD-10 timeframe</b> January 2009	P, F, A

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MANUAL UPDATES

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**A new *Hospital Manual* is coming soon (NJ only)** P, F, A  
January 2009

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MEDICAL

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**Autism law reminder and provider list now available (PA only)** P, F, A  
October 2009

**Baby FootSteps<sup>®</sup> goes green** P, F, A  
August 2009

**Change and opportunity when converting hospital payments to a DRG reimbursement method (PA and DE only)** F  
August 2009

**ClaimCheck<sup>®</sup> upgrade scheduled** P, A  
April 2009

**Clarification for billing fluids with injections and infusions** P  
June 2009

**Clinical criteria used for utilization management determinations** P, F, A  
December 2009

**CMS compliance training required for all providers** P, F, A  
June 2009  
August 2009

**CMS has changed its policy on stamped signatures** P, F, A  
March 2009

**Convenient access to seasonal flu and H1N1 flu vaccinations for HMO, POS, and PPO members** P, F, A  
November 2009

**Coverage under Michelle's Law** P, F, A  
September 2009

**Coverage under Michelle's Law effective October 9, 2009** P, F, A  
October 2009

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MEDICAL (CONTINUED)

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<b>Enhancements made to the provider interactive voice response system</b> March 2009 <i>Reminder article was published in:</i> April 2009	P, F, A
<b>Guidelines for spinal surgical procedure requests</b> November 2009	P
<b>Implementation of scalp hair prosthesis mandate (DE only)</b> April 2009 May 2009	P, F, A
<b>Mandated coverage for autism spectrum disorders (PA only)</b> June 2009 <i>Reminder articles were published in:</i> July 2009 August 2009	P, F, A
<b>Medicare members must receive notice of noncovered/excluded services and member payment responsibility (PA and NJ only)</b> January 2009 <b>Enclosure</b> – Notice of Denial of Medical Coverage	P, F, A
<b>Network Coordinator Locator Tool now available on amerihealth.com (NJ and DE only)</b> May 2009 <i>Reminder article was published in:</i> June 2009	P, F, A
<b>New federal mental health and substance abuse parity mandate</b> July 2009	P, F, A
<b>New federal mental health and substance abuse parity mandate effective October 3, 2009</b> October 2009	P, F, A
<b>New hearing aid mandate for children under 16 (NJ only)</b> April 2009	P, A
<b>OB/GYN copayment and product information for routine and nonroutine services</b> July 2009	P
<b>Observation services appropriate for acute medical conditions</b> September 2009	P, F

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MEDICAL (CONTINUED)

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<b>Place of service for diagnostic coronary procedures</b> November 2009	P, F
<b>Policy notifications posted as of December 16, 2008</b> January 2009	P, F, A
<b>Policy notifications posted as of January 15, 2009</b> February 2009	P, F, A
<b>Policy notifications posted as of February 17, 2009</b> March 2009	P, F, A
<b>Policy notifications posted as of March 16, 2009</b> April 2009	P, F, A
<b>Policy notifications posted as of April 16, 2009</b> May 2009	P, F, A
<b>Policy notifications posted as of May 18, 2009</b> June 2009	P, F, A
<b>Policy notifications posted as of June 17, 2009</b> July 2009	P, F, A
<b>Policy notifications posted as of July 20, 2009</b> August 2009	P, F, A
<b>Policy notifications posted as of August 17, 2009</b> September 2009	P, F, A
<b>Policy notifications posted as of September 17, 2009</b> October 2009	P, F, A
<b>Policy notifications posted as of October 19, 2009</b> November 2009	P, F, A
<b>Policy notifications posted as of November 18, 2009</b> December 2009	P, F, A
<b>Reminder: Changes to precertification requirements for most outpatient mental health services (PA and DE only)</b> January 2009	P
<b>Reminder: Check precertification requirements for durable medical equipment</b> August 2009	A
<b>Reminder: New look for member ID cards (PA only)</b> January 2009	P, F, A

## Partners in Health Update<sup>SM</sup>

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### MEDICAL (CONTINUED)

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<b>Reminder: Referrals not needed for services provided through Direct Access OB/GYN<sup>SM</sup></b> January 2009	P, F
<b>Reminder: Transition to all-electronic authorization inquiry and submission continues</b> January 2009	P, F, A
<b>Retail health clinics offer convenient access to care (DE only)</b> March 2009	P, F, A
<b>Take Care Clinics now available to AmeriHealth PPO members</b> September 2009	P, F, A
<b>Timely submission of maternity patient questionnaires important for early outreach</b> January 2009	P
<i>Reminder articles were posted in:</i> April 2009 June 2009 August 2009 December 2009 (Administrative)	
<b>Updated prosthetics and orthotics mandate (NJ only)</b> December 2009	P, A
<b>Updates to the hearing aid mandate for children under 16 (NJ only)</b> December 2009	P, A

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### NAVINET<sup>®</sup>

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<b>Change your practice information through the NaviNet web portal</b> December 2009	P
<b>Clinical Alerts – Helping providers identify gaps in care</b> November 2009	P
<b>Clinical Alerts coming soon to NaviNet</b> February 2009	P, F, A
<i>Reminder article was posted in:</i> April 2009	

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NAVINET<sup>®</sup> (CONTINUED)

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<b>Clinical Alerts now available on the NaviNet web portal</b> May 2009	P, F
<b>Clinical Alerts to be introduced on NaviNet</b> March 2009	P, F, A
<b>Electronic Funds Transfer feature available through the NaviNet web portal</b> December 2009	P, F, A
<b>New Clinical Alerts are now available</b> December 2009	P
<b>Provider Satisfaction Survey: Deadline extended until December 18</b> December 2009	P, F, A
<b>Removal of estimated length of stay</b> May 2009	P, F, A
<b>The benefits of using the NaviNet web portal</b> May 2009	P, F

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ON THE WEB

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<b>Easy online access to new and updated policy information</b> August 2009	P, F, A
<b>Enhanced AmeriHealth Medicare website to launch later this month</b> September 2009	P, F, A
<b>Enhancements to the provider search tool</b> August 2009	P, F, A
<b>Good 2 B Me website educates adolescents and their parents on health and wellness</b> September 2009	P, F, A
<b>New search feature available on amerihealth.com</b> July 2009 (Web News)	P, F, A
<b>Redesigned “For Providers” section of amerihealth.com coming soon</b> September 2009	P, F, A

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PHARMACY

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<b>All members must obtain self-injectable Low Molecular Weight Heparin through pharmacy benefit</b> December 2009	P, F, A
<b>Announcing new preferred diabetic test strips effective October 1, 2009</b> August 2009	P, F, A
<b>Annual Synagis<sup>®</sup> (palivizumab) distribution program</b> September 2009 October 2009	P, F, A
<b>Changes to self-injectable drug coverage effective January 1, 2010</b> December 2009 <i>Enclosure</i> – Specialty Drugs Requiring Precertification	P, F, A
<b>Important changes about self-injectable drug coverage coming January 1, 2010</b> January 2009 (Specialty Pharmacy)  <i>Reminder articles were posted in:</i> February 2009 March 2009 April 2009 May 2009 June 2009	P, F, A
<b>Medicare Part D formulary changes</b> May 2009	P, F, A
<b>NDC code submission changes effective January 1, 2009</b> February 2009  <i>Reminder articles were posted in:</i> March 2009 April 2009 May 2009 June 2009	P, F, A
<b>NDC submission information for compound drugs</b> November 2009	P, F, A
<b>New billing requirements for Avastin<sup>®</sup> in ophthalmological use (NJ only)</b> June 2009	P, F, A
<b>New preferred diabetic test strips effective October 1, 2009</b> October 2009	P, F, A

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PHARMACY (CONTINUED)

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<b>Precertification changes for Avastin<sup>®</sup> in ophthalmological use (PA and DE only)</b> June 2009	<b>P, F, A</b>
<b>Reminder: New prescribing procedures for narcotic medications</b> April 2009	<b>P</b>
<b>Prescription drug updates/changes</b> March 2009 June 2009 September 2009 December 2009	<b>P, F, A</b>
<b>Prevacid<sup>®</sup> 15 mg capsules will be available OTC</b> November 2009	<b>P, F, A</b>
<b>Select Drug Program<sup>®</sup> Formulary updates/changes</b> March 2009 June 2009 September 2009 December 2009	<b>P, F, A</b>
<b>Upcoming changes to self-injectable drug coverage</b> September 2009 October 2009 November 2009  <i>Enclosure (September 2009) – Self-Injectable Drug List</i>	<b>P, F, A</b>
<b>Upcoming NDC code submission changes for institutional providers</b> July 2009 September 2009	<b>F</b>
<b>Updating Safe Prescribing Procedures to include narcotics</b> March 2009	<b>P, F, A</b>
<b>Use direct ship for specialty injectable and specialty oral medication therapies</b> July 2009	<b>P, F, A</b>
<b>Valid NDC required on claims submitted for drugs (e.g., J codes and other drug codes)</b> January 2009 (Specialty Pharmacy)	<b>P, F, A</b>

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PREVENTIVE HEALTH / HEALTH AND WELLNESS

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<b>AmeriHealth Healthy Lifestyles<sup>SM</sup> programs help members maintain a healthy weight</b> July 2009	P
<b>Cancer screening flyer now available</b> September 2009	P
<b><i>Clinical Insights</i> now available</b> November 2009	P, F, A
<b>Clinical Practice Guidelines now available</b> November 2009	P, F, A
<b>Connections<sup>SM</sup> AccordantCare<sup>TM</sup> Program assists physicians in providing evidence-based care for complex conditions</b> October 2009	P
<b>Connections<sup>SM</sup> AccordantCare<sup>TM</sup> Resource Specialists provide assistance to patients with complex conditions</b> May 2009	P, F, A
<b>Connections<sup>SM</sup> Health Management Program provider survey results for 2008</b> May 2009	P
<b>Connections<sup>SM</sup> Health Management Programs: Supporting our members, your patients</b> January 2009      April 2009      August 2009 February 2009      June 2009      November 2009 March 2009      July 2009      December 2009	P
<b>Discontinuation of the Connections<sup>SM</sup> AccordantCare<sup>TM</sup> program for Medicare Advantage members effective January 1, 2010</b> December 2009	P, F
<b>Disease management support through the Connections<sup>SM</sup> Health Management Program</b> March 2009	P, F, A
<b>Encourage members to receive colorectal cancer screenings</b> March 2009	P, F, A
<b>Evolving colorectal cancer screening options: Helping your patients decide</b> April 2009	P
<b>Expanded preventive health efforts</b> September 2009	P

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PREVENTIVE HEALTH / HEALTH AND WELLNESS (CONTINUED)

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<b>How the Connections<sup>SM</sup> program can help your patients with antihypertensive treatment</b> November 2009	P
<b>New weight gain guidelines for pregnancy</b> December 2009	P, F, A
<b>Nutrition counseling benefit available for New Jersey members</b> December 2009	P, F, A
<b>October is breast cancer awareness month</b> October 2009	P
<b>Online immunization schedules for newborns and children now available</b> July 2009	P
<b>Osteoporosis and osteopenia: Preventing fractures</b> May 2009	P
<b>Preventing HPV and cervical cancer</b> April 2009	P
<b>Quit&amp;Fit<sup>®</sup> selected as new tobacco cessation program for special populations</b> November 2009	P
<b>Recommendations from the CDC on adolescent immunization</b> August 2009	P
<b>Resources and tools available to help manage cholesterol</b> October 2009	P
<b>Shared decision-making legislation may shape informed consent and help doctors collaborate with patients</b> August 2009	P, F, A
<b>SMART<sup>®</sup> Registry release for January 2009</b> January 2009	P, F
<b>SMART<sup>®</sup> Registry release scheduled for June 2009</b> June 2009	P
<b>Supporting the benefits of breastfeeding</b> September 2009	P, F, A

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### PREVENTIVE HEALTH / HEALTH AND WELLNESS (CONTINUED)

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- The Connections<sup>SM</sup> Health Management Programs 2009 Annual Update is now available** **P**  
September 2009  
*Enclosure* – the Connections<sup>SM</sup> Health Management Program 2009 Annual Update
- Two vaccines for the upcoming influenza season** **P**  
October 2009
- Updated overview guides now available for substance-use disorders, depression, and suicide** **P, F, A**  
September 2009

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### PRODUCTS

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- Clarification on referrals for AmeriHealth Direct Point-of-Service benefits plan (PA only)** **P, F, A**  
April 2009
- Get your Medicare Advantage patients moving with the SilverSneakers<sup>®</sup> fitness program (NJ only)** **P, F, A**  
May 2009
- Medicare Advantage product name and logo changes** **P, F, A**  
October 2009  
*Enclosure* – 2010 Medicare Advantage products flyer  
*Reminder article was posted in:*  
December 2009
- Member benefits changes and clarifications (PA and NJ only)** **P, F, A**  
December 2009  
*Enclosure* – Specialty Drugs Requiring Precertification
- New Jersey benefits clarification (NJ only)** **P, F, A**  
April 2009
- Reminder: AmeriHealth 65<sup>®</sup> Basic plan is discontinued (PA only)** **P, F, A**  
January 2009
- Reminder: AmeriHealth Direct Point-of-Service offers members more direct access to participating providers (PA only)** **P, F, A**  
February 2009

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PRODUCTS (CONTINUED)

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**Reminder: Upcoming precertification changes (PA and DE only)** P, F, A  
April 2009  
June 2009  
*Enclosure* – Specialty Drugs Requiring Precertification

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QUALITY MANAGEMENT

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**2008 General Medical Record Review, clinical appropriateness, and continuity of care assessment (NJ only)** P, A  
March 2009

***Clinical Practice Guidelines* study results for asthma and diabetes (NJ only)** P  
March 2009

**Our Quality Management Program supports quality of care and service** P, F, A  
November 2009

**PCP satisfaction with information received from organizational providers and specialists (NJ only)** P, F, A  
December 2009

**Policy reminder regarding utilization management decisions** P, F, A  
November 2009

**The Provider Satisfaction Survey coming soon to the NaviNet<sup>®</sup> web portal** P  
October 2009

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SMART<sup>®</sup> is a registered trademark of Health Dialog Services, Incorporated.  
SilverSneakers<sup>®</sup> is a registered mark of Healthways, Inc.