



NETWORK NEWS

vol.6, September 2005

SCHA/CRG FALL SEMINAR:

DR. VINTON ALBERS ON X-RAY/MRI & BOUNDARIES

Mark your calendars to attend the CRG Fall Chiropractic Seminar at Cabela's in Owatonna. South Country Health Alliance is co sponsoring this professional development seminar for CRG network chiropractic providers.

The seminar opens with an informal lunch served from noon to 1:15 pm in the meeting room. During lunch CRG staff will provide an update on new programs that SCHA will be introducing to members beginning in October, 2005 (See the articles in this issue).

Dr. Vinton Albers will provide 3 hours of case-based spinal disorder review utilizing X-Ray and MRI studies with a focus on sources of neck and back pain. Dr. Albers will also provide a one hour overview of professional boundary issues affecting chiropractors.

The seminar has been approved by the Minnesota Board of Chiropractic Examiners for 3 hours X-Ray CEUs and 1 hour of Professional Boundaries CEU. The cost of the seminar is \$40 for CRG network providers and \$60 open registration. To reserve your seat at the seminar send your check and registration form to CRG.

If you have any questions or need a registration form call or email Carrie at 1-866-281-1997, cfjoeckel@clinicalgroup.net.

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AT A GLANCE: NEW SCHA PROGRAMS PLANNED FOR 2005 AND 2006

SCHA will soon be inviting its senior members to enroll in a new health plan managed by SCHA called SeniorCare Complete. Member mailings and community informational meetings are planned for early October with member enrollment or to follow. See details on page 2.

In 2006 SCHA will be offered as an option for its MinnesotaCare recipients. Eligible members will continue to have a choice of health care networks, but now will be able to choose SCHA directly. See details on page 3.



AbilityCare is a new product that SCHA will offer to eligible persons residing within the SCHA 9-county service area in 2006. Information on this program will be made available when the approvals have been cleared with the Center for Medicare Services (CMS).

SCHA INTRODUCES NEW MEDICARE PROGRAM, "SENIORCARE COMPLETE"

This Fall SCHA will begin marketing a new health coverage plan for its "dual eligible" (Medicare and Medical Assistance) members. This new product, SeniorCare Complete, is a partnership between SCHA and BluePlus. SeniorCare Complete will be offered to the 2,200 SCHA members who are over 65 years of age and have Medicare part A and part B (or no Medicare benefits at all).

Community informational meetings and mailings are planned throughout the 9-county SCHA service area for the early October for 2005 enrollment. During the enrollment period seniors who meet the eligibility guidelines can sign up and be covered by the new plan as early as November, 2005. Those seniors who have been SCHA members at least since August, 2005, and do not sign up during this voluntary enrollment period will be automatically enrolled as of January 1, 2006 unless they "opt out" of the dual program.

What does this mean for CRG network providers? SeniorCare Complete members must access chiropractic services through CRG network providers. Although you may not see many SeniorCare Complete enrollees until after the first of the year, you may see some in your offices as early as November 1, 2005. The SCHA Member Card shown here identifies them as SeniorCare Complete enrollees.

	Minnesota SeniorCare Complete	Partnering with 
RxBIN 610455 RxPCN PGIGN GRP T0132-ZA ISSUER NOT ASSIGNED ID XZG 9999999990 NAME 99 ELIZABETH M SAMPLENAME CARE TYPE TRIPLE GOLD SVC TYPE Rx CvrG GOLD SELECT COPAYS Brand Name 3.00 Generic 1.00 Eyeglasses 3.00 Office Visit 15.00 ER NONE Non-ER 6.00 Dental NONE PCP PROVIDER NAME PRINTS HERE XX		



CRG is the payer for the Medicare portion of the claims as well as the MA portion for SeniorCare Complete. Do not send claims for SeniorCare Complete members to the Medicare intermediary. Submitting one claim for services to CRG will improve the efficiency of the claims payment system for those members who choose SeniorCare Complete.

CRG will soon send you a SeniorCare Complete/AbilityCare Fee Schedule as an addendum to your provider agreement. You must be a Medicare participating provider to service SeniorCare Complete.

MINNESOTA SENIOR CARE PLUS

SCHA members have a choice of Medicare plans and can opt to stay with their traditional Medicare benefit separate from the "Dual Eligible" program. Those SCHA members who opt not to enroll in SeniorCare Complete will maintain their Medicare part A and B benefit separate from their SCHA coverage.

This SCHA program is called Minnesota Senior Care Plus. It also includes the new Part D drug benefit. These members will present the card shown below:

	Minnesota SeniorCare Plus	Partnering with 
RxBIN 610455 RxPCN PGIGN GRP T0132-ZA ISSUER NOT ASSIGNED ID XZG 9999999990 NAME 99 ELIZABETH M SAMPLENAME CARE TYPE TRIPLE GOLD SVC TYPE Rx CvrG GOLD SELECT COPAYS Brand Name 3.00 Generic 1.00 Eyeglasses 3.00 Office Visit 15.00 ER NONE Non-ER 6.00 Dental NONE PCP PROVIDER NAME PRINTS HERE XXXX		

For these members, you will continue to submit your claims to Medicare. After receiving your EOP from the Medicare intermediary, submit any balance to CRG as the secondary payer. Remember, there is no automatic Medicare Crossover.

BUSINESS SERVICES TIPS

MN-ITS: New Eligibility System Operational

On July 1st, the Minnesota Department of Human Services (DHS) replaced its EVS (Eligibility Verification System) with a new on-line, HIPAA compliant, version called, "MN-ITS" (acronym "Minutes"). If you were using the old EVS system prior to July 2005, you should have received an Initial ID and Initial password from DHS allowing you to access and enroll in the new system.

MN-ITS is easy to use and provides accurate enrollment information on member eligibility in Minnesota Health Care Programs. It does not provide the specific co-pay responsibility that the EVS system did. Therefore, you must inquire directly of the patient as to their co-pay situation.

Co-pays apply to all MA and GAMC recipients unless they fall into one of the following groups: Persons under the age of 21, pregnant women, women who are 60 days post-partum, persons who are residing or expecting to reside for more than 30 days in a nursing home, persons receiving hospice care, and persons in the Refugee Medical Assistance Program.

If you are not currently signed up with MN-ITS you can do so on-line. Log onto www.mn-its.dhs.state.mn.us and click on Register for MN-ITS. Have your initial ID and password ready. If you no longer have that information, the prompts on the registration page will assist you in obtaining a new ID and password.

SCHA AND MINNESOTA CARE IN 2006

Effective January, 2006, Minnesota Care Recipients who reside within the 9 County SCHA service area will have the option to choose SCHA as their network. For CRG network providers this means that for these members you will no longer submit your Minnesota Care claims through the UCare or the BluePlus chiropractic network administrator. These claims must be submitted to CRG for processing and payment.

Member's eligibility changes from month to month making monthly verification of eligibility and benefits essential for your billing process. MN-ITS is your best source for fast and accurate information as the member's card may not be current. Be to note which Prepaid health plan the member has selected and send you claim to that plan.

DOCTOR TO DOCTOR BY DR. RICHARD PRINTON

PARTS Documentation is the Standard In January of 2005 CRG adopted the PARTS documentation format as our network standard, measuring Pain level, Asymmetry, Range of Motion, Tone/Texture/Temp, and Special Tests. As CRG moves into the management of Medicare programs it is important that we reemphasize this standard of documentation as essential to support the treatment provided.

I will address this topic at the informational session that will precede the CRG Fall Seminar in Owatonna on September 29th. We will also discuss the new CERT standard as it concerns Medicare recipients. I hope to see many of you at the Seminar.

MANAGEMENT NOTES

by: Gene Helle, President

2005 Provider Survey Results

CRG is committed to meet both the needs of our Health Plan Members and our provider network. Last December a survey was distributed to the network aimed at learning how effectively CRG is addressing its provider mission. We want to share the results with you and your office staff.

CRG invites all qualified licensed providers within our immediate service area to participate in our programs. We know that newly trained providers can have a hard time becoming credentialed with some major networks.

We were pleased to see that 9% of our survey respondents have been practicing 5 years or less,

31% ten years or less balanced by 35% 20 years plus.

80% of offices have internet access. 22% of respondents preferred method of claims submission is electronic while 78% prefer mail or fax. 37% report submitting electronic claims to some payers, primarily Medicare.

The tabulated responses to the survey questions concerning CRG are included on the next page of this mailing. We want you to see how the many provider offices responded to these questions. We value your input as well as your support and participation in the health care programs that we are associated with.

Quick Guide to SCHA Programs and Claims Management		
<input checked="" type="checkbox"/> a current program <input type="checkbox"/> a new program		
<i>Program</i>	<i>Where claims need to go</i>	
<input checked="" type="checkbox"/> Medicaid managed care program for Families with Children	no change – send these claims to CRG	
<input checked="" type="checkbox"/> General Assistance Medical Care	no change – send these claims to CRG	
<input checked="" type="checkbox"/> SCHA Members with Medicare – In 2006 These members will be Minnesota SeniorCare Plus (Part D)	no change - bill Medicare first and send to CRG for secondary coverage	
<input type="checkbox"/> SeniorCare <i>Complete</i> and Part D drugs	send the claim to CRG, do not submit to Medicare	
<input type="checkbox"/> AbilityCare and Part D drug program	send the claim first to CRG for payment of the medicare portion. The MA portion to be submitted directly to the state?	
<input type="checkbox"/> MinnesotaCare	SCHA will be an option for MnCare recipients in 2006. For those who select SCHA, their claims will go to CRG.	

EDITORIAL STAFF

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GRAPHICS/LAYOUT

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WELCOME NEW CRG PROVIDERS

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CLINICAL RESOURCE GROUP, INC.
2004 Provider Services Survey

9. CRG Provider Services . . .		Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
a.	answer your phone calls promptly	<input type="checkbox"/> 65%	<input type="checkbox"/> 25%	<input type="checkbox"/> 3%	<input type="checkbox"/> 0%
b.	are courteous and knowledgeable	<input type="checkbox"/> 65%	<input type="checkbox"/> 29%	<input type="checkbox"/> 0%	<input type="checkbox"/> 0%
c.	provide you with accurate answers to your questions	<input type="checkbox"/> 61%	<input type="checkbox"/> 32%	<input type="checkbox"/> 0%	<input type="checkbox"/> 0%
d.	call you back promptly when you leave a message	<input type="checkbox"/> 55%	<input type="checkbox"/> 35%	<input type="checkbox"/> 0%	<input type="checkbox"/> 0%
10. CRG Claims Services . . .		Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
a.	provide you with accurate information on member eligibility	<input type="checkbox"/> 65%	<input type="checkbox"/> 32%	<input type="checkbox"/> 0%	<input type="checkbox"/> 0%
b.	pay your claims accurately	<input type="checkbox"/> 55%	<input type="checkbox"/> 32%	<input type="checkbox"/> 10%	<input type="checkbox"/> 0%
c.	pay your claims promptly	<input type="checkbox"/> 55%	<input type="checkbox"/> 19%	<input type="checkbox"/> 19%	<input type="checkbox"/> 3%
d.	are helpful and patient in resolving claims problems	<input type="checkbox"/> 58%	<input type="checkbox"/> 25%	<input type="checkbox"/> 10%	<input type="checkbox"/> 0%
e.	provide a useful and accurate explanation of payment (EOP)	<input type="checkbox"/> 55%	<input type="checkbox"/> 25%	<input type="checkbox"/> 10%	<input type="checkbox"/> 0%
11. CRG Clinical Management . . .		Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
a.	provide reasonable treatment guidelines	<input type="checkbox"/> 29%	<input type="checkbox"/> 52%	<input type="checkbox"/> 3%	<input type="checkbox"/> 6%
b.	involve network providers in leadership roles	<input type="checkbox"/> 29%	<input type="checkbox"/> 32%	<input type="checkbox"/> 10%	<input type="checkbox"/> 3%
c.	minimize the need for prior authorization of services	<input type="checkbox"/> 48%	<input type="checkbox"/> 25%	<input type="checkbox"/> 13%	<input type="checkbox"/> 0%
d.	allows you to focus on the treatment needs of the patient	<input type="checkbox"/> 32%	<input type="checkbox"/> 35%	<input type="checkbox"/> 10%	<input type="checkbox"/> 10%
e.	provide timely answers to your clinical service questions	<input type="checkbox"/> 32%	<input type="checkbox"/> 48%	<input type="checkbox"/> 0%	<input type="checkbox"/> 0%
12. CRG Network Administration . . .		Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
a.	treat you as a valued member of its health care network	<input type="checkbox"/> 39%	<input type="checkbox"/> 32%	<input type="checkbox"/> 10%	<input type="checkbox"/> 10%
b.	is receptive to provider input and recommendations	<input type="checkbox"/> 32%	<input type="checkbox"/> 29%	<input type="checkbox"/> 10%	<input type="checkbox"/> 6%
c.	has a good working relationship with this office	<input type="checkbox"/> 39%	<input type="checkbox"/> 48%	<input type="checkbox"/> 3%	<input type="checkbox"/> 3%
d.	should expand to service other health plans that you work with	<input type="checkbox"/> 25%	<input type="checkbox"/> 29%	<input type="checkbox"/> 3%	<input type="checkbox"/> 16%

**Survey results were calculated based on 32 individual responses*

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