FROM THE VENDORSHIP AND MANAGED CARE COMMITTEE

Managed Care Toolkit

To order CMS-1500 forms:

http://www.health-forms.com (1-800-869-6590), $24.75 for 2500 forms

http://www.filerx.com , $ 9.95 for 250,$14.95 for 500

To obtain an NPI number:

1-800-465-3203

https://www.cms.gov/nationalprovidentstand/customerservice @npienumerator.com

For all Medicare information, including fee schedules, enrollment, documentation, and billing:

http://www.NGSMedicare.com

Provider Contact Center: 1-866-837-0241

Software for typing the CMS-1500:

EASYCMS 1500 Form Filler is available for $55 at http://www.littleguysoftware.com/easycms.htm

Software for practice management:

Therapist Helper   http://www.helper.com

Practice Magic   http://www.practicemagic.com

The Therapist   http://www.beaverlog.com

To apply for an Employer ID Number (EIN):

http://www.irs.gov/businesses/small/article/0,,id=97860,00.html

CAQH Universal Credentialing Data Source:

https://upd.caqh.org/oas/, 1-888-599-1771

CAQH maintains an online database for use by managed care companies. The provider completes a questionnaire online and gives permission for access to the insurance company. CAQH reminds the provider quarterly to update and reattest to the data.

NASW Managed Care Directory of Resources for Clinical Social Workers in Private Practice:

https://www.socialworkers.org/practice/clinical/managedCare08/default.asp?back=yes%20

Psychotherapy Finances:

http://www.psyfin.com, 1-800-869-8450

Newsletter, subscription $79 for new members

      Many articles are available from the website without subscribing.

Office of New York State Attorney General Andrew Cuomo:

Health Care Bureau Helpline: 1-800-428-9071

      Fax: 1-518-402-2163

      http://www.oag.state.ny.us/bureaus/health_care/about.html

New York State Insurance Department:

General telephone number 1-212-480-6400

      Prompt pay complaints 1-800-358-9260

      To file a complaint, address your letter, including policy number, to:

            Consumer Services Bureau

            New York State Insurance Department

            25 Beaver Street

            New York, NY 10004-2319

      "How to File a Complaint":   http://www.ins.state.ny.us/complhow.htm

The resources listed above are for the practitioner's consideration only and do not represent any endorsement by the NYSSCSW.

Prepared by Helen T. Hoffman LCSW and Judy Adelson LCSW

Vendorship and Managed Care Committee

0401/11

2013 CPT CODES

To view the 2013 CPT Codes **CLICK HERE**

As of January 1, 2013, new CPT codes must be used on claims filed with all commercial insurance companies and Medicare.

Click here for a crosswalk showing the new codes in comparison with the old: http://www.aacap.org/galleries/default-file/Psychiatric_Services_crosswalk.pdf

For Frequently Asked Questions About the New CPT codes go to www.nysscsw.org/vendorship-a-managed-care

For a flow chart providing an overall view of the new CPT codes go to http://www.aacap.org/galleries/default-file/Code_Selection_Algorithm_v3.pdf

What Members Say About Electronic Billing and HIPAA Compliance

In May 2011 we invited members of NYSSCSW to answer an online survey polling them on their experiences with electronic claims submission or their feelings of readiness to explore it. We asked about resources they found helpful, about HIPAA and privacy concerns, and about other issues that might be deterring them from moving in this direction.

157 persons completed the survey. (Society membership was approximately 1435.) Responses were skewed toward "early adopters" of technology in clinical practice. Considering that some member do not use a computer, do not receive electronic communications from the Society, or do not accept any insurance reimbursement, this sample probably represents those who are comfortable with the computer and are at least thinking about whether to bill electronically. Here were their responses:

63% of our sample indicated they were Medicare providers and most of these said Medicare represented less than a quarter of their practice. 73% indicated they were managed care providers.

Direct electronic claims submission to an insurance company: 29% of our sample said they were filing some claims electronically. (These did not include those billed through a billing service.) 37 respondents have billed UBH/Oxford/Optum directly; 21, Aetna; 20, Anthem Empire BCBS; 14, Value Options/GHI/HIP/Emblem; 10, Cigna; 7, SEIU-1199; 7, MHN; 5, Magellan; 4, Pomco; and 18, Medicare.

We asked, "What were some of the difficulties, if any, getting started? Has there been out-of-pocket expense?" Of the 52 people who answered the question, 16 said that there were few or no difficulties. 7 mentioned that owning a MAC made submission problematic or impossible. Some mentioned the expense of software or the time involved setting up.

Others said they were too tired or too busy to try electronic billing; found the process too time consuming; were intimidated; lacked confidence in computer skills; had privacy concerns; liked the feeling of control represented by paper claims; had anxiety about change; or had a practice too small to be worth it. They found certain websites difficult to negotiate or were overwhelmed by the complexity of having different systems for different plans. Some were discouraged by past experiences and seemed to have given up.

Billing Services: Some members had found that a billing service was the answer. Services mentioned were Long Island Medical Billing Services, Precision Billing, MRS, Bill Shrinkers, Health Assets Management Kingston, NY, Billing for Doctors in Rockland County, Solutions Medical Billing (going out of business soon), MediQuik (not taking new clients), Claims Management Consulting, Emdeon, Computerized Office Services, and Claims Connect. A least four respondents used private individuals to assist with billing.

Clearinghouse Websites: A number of members had had positive experiences with clearinghouse sites, entities that submit claims to hundreds or even thousands of payers. 13 used Office Ally, and mention was also made of Secure Connect (Therapist Helper), Beaconhealth Strategies, Gateway EDI through Office Therapy, NaviNet and MDon-line.

Practice Management Software: Of the 16 who used practice management software, 11 mentioned Therapist Helper. Other software mentioned was Therascribe Small Practice Edition 5.0; Shrinkrapt; Notes444; EZClaim; and Office Therapy and Quicdoc by Docutrac . At least two people had created their own system. One mentioned "basic spreadsheet programs customized for our business needs."

Among those using Therapist Helper there were mixed reactions: "Not for the solo practitioner. Maintenance too expensive." "Only for note taking. I never mastered the claim form part." "Right now I only use it for billing." "A steep learning curve but worth it. Paid for the software and for monthly electronic billing. I have always done my billing myself and I have a big practice."

Electronic Record Storage: We asked, "Do you store any case records electronically?" This created some confusion since the survey did not distinguish between storing records on one's own computer and storing them on a remote website, which has greater HIPAA implications. 32% indicated that some records were stored electronically. 23 people stored only claims; 22 stored clinical material.

Paper Claims: For many members with just a few patients paper claims were still the mode of choice. We asked, "If you submit paper claims do you use any kind of program for typing your claims?" 28% said yes. The most commonly cited program (9 people) was Little Guy Software. Others mentioned EZcms1500 from Queens City Computer Press Instant Office Kit for Pschotherapists (3 people); EZ Claim (3); Smart Forms; HCFA1500 Fill and Print; Omni Forms; or Speedysoft for Medicare claims.

Still others mentioned the practice management software provided by Therapist Helper (11 people), Notes444, Office Therapy by Docutrac, or Office Ally. At least one person had created their own form.

Out-of-Network Providers: We asked, "If you file claim forms as an out-of-network provider, which methods do you use?" Of the 97 who responded, 63% filed hand-written paper claims, 28% filed typed paper claims and 10% used a billing service.

HIPAA: Because providers should not file electronically without becoming HIPAA compliant, we asked, "Are you HIPAA compliant?" 76% of respondents (106 out of 140) said yes. We then asked, "If no, please state your rationale for remaining non-compliant." 32 people answered this question thoughtfully and honestly. 12 said they were doing nothing patient-related online, were not a "covered entity", and therefore did not believe that they needed to be HIPAA compliant. 6 were unsure if they were in compliance. Other responses reflected confusion, procrastination, denial, misinformation, or protest, in response to HIPAA regulations.

Asked what procedures had been put in place to satisfy HIPAA, respondents mentioned:

> *Privacy policy fact sheet and an acknowledgement signed by the patient that they received it.*

> *Billing release.*

> *Patient bill of rights.*

> *Locked file cabinet, fire and waterproof storage containers.*

> *Computer password protected, electronic records stored properly.*

> *HIPAA statement included on each fax or email sent.*

> *Care taken in transmitting information electronically (no names used, only initials or numbers).*

Communication with the managed care company discussed with the patient and permission gained to share further information.

Overall the survey raised important questions. Members wanted more information about HIPAA compliance, billing services, software, MACs, out-of-network billing, and Medicare billing, and would be interested in a presentation on these topics.

To this end the Vendorship and Managed Care Committee is compiling more information on billing services and software and is planning a Billing Workshop October 15 in Manhattan to provide practical information on billing and HIPAA compliance.

Helen T. Hoffman LCSW, Chair

Vendorship and Managed Care Committee

July 24, 2011

Powerpoint on Electronic Billing Strategies from Jim Bavoso

VMCC Quarterly Report 10-31-2013

VMCC Quarterly Report 07-31-2013