

Please circulate to others and file in your *Provider Manual* for future reference.

January 2009

## COMMUNICARE ADVANTAGE PROVIDER MANUAL REVISIONS

Attached you will find our newest version of Community Health Group's (CHG) "Services That Do Not Require Prior Authorization." Changes to this list reflect additional CPT/HCPCS codes for services already listed. Effective immediately, this list replaces all other versions for our CommuniCare Advantage program.

The new "Services That Do Not Require Prior Authorization" and "Preferred Providers for Radiological Diagnostic Services at Free-Standing Facilities" listings can also be accessed on-line at [www.chgsd.com](http://www.chgsd.com) under Health Care Resources/Referral Request Resources in the Providers section of our website.

We have also included the following updates to our CommuniCare Advantage provider manual. Please take a moment to review and contact us if you have any questions.

- *Introduction*
  - Contacting CHG **revised** to include updated employee email addresses
- *Access to Care*
  - Hours of Operation **revised** to include requirements that 1) hours of operation be posted in a clearly visible area and 2) primary care physician offices must be open and staffed by a clinician who is available to members a minimum of 32 hours per week
- *Claims*
  - Claims Denied by Primary Payors **revised** to include as a separate subsection
  - Request for Additional Documentation **new – 90 day submission requirements**
- *Medical Records*
  - HEDIS® Documentation Requirements **revised** to 1) include 2009 measures and 2) name changed to Healthcare Effectiveness Data and Information Set
- *Member Services*
  - Language Interpreter Services **revised** to include a reminder that friends or family members should not be used to provide translation assistance during medical visits
- *Quality Management*
  - Use of Non-Physician Medical Practitioners **revised** to remove requirement to submit the Provider Information Letter to Report Non-Physician Medical Practitioner
- *Referral and Authorization*
  - Requesting Authorization **revised – authorization process for non-urgent requests is available on-line**
  - Services Requiring Prior Authorization **revised – requires notification to CHG by delegated entities for those services that have dual authorization responsibility (i.e., inpatient admission)**
  - Services That Do Not Require Prior Authorization **revised to add additional codes**
  - Preferred Providers for Radiological Diagnostic Services at Free-Standing Facilities **revised** with current addresses and telephone/fax information

As always, we thank you for your cooperation!