

## ALAMEDA ALLIANCE FOR HEALTH

# PROVIDER BULLETIN

MAY 2007

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### Timely Claims Submission Requirements

Providers frequently ask about Alameda Alliance for Health's (Alliance) claims submission requirements. Timely filing periods are determined by State law and are included in our provider contracts. The Alliance complies with the minimum filing limits for claims established by the California Code of Regulations (CCR), Title 28, and Section 1300.71, which are as follows:

- **Contracted providers** may not have a filing limit of less than 90 days from the date of service imposed for claims submission.
- **Non-contracted providers** may not have a filing limit of less than 180 days imposed for claims submission after the date of service, except as required by any state or federal law or regulation.

Corrections to previously submitted claims must be received in a timely fashion. When a claim is submitted to the Alliance, we accept the claim as true and correct, and process the claim based on the information in the form. Providers and billing services must take care to ensure that claims are correct when initially submitted. When a correction is necessary, the correct claim document along with supporting records must be received by the Alliance with 90 days of our initial claim determination.

For further information, please contact the Claims department at (510) 747-4530 or e-mail [claims@alamedaalliance.org](mailto:claims@alamedaalliance.org)

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### Dental Evaluation Requirement

AB 1433 was passed in 2006 and requires children to have a dental checkup by May 31 of their first year in public school, at kindergarten or first grade. Dental evaluations within 12 months prior to school entry also meet AB 1433 requirements. According to the legislation, a dental evaluation consists of checking for visible cavities and/or fillings and urgency of treatment if needed, but is not a comprehensive exam.

#### Steps for dental evaluation are as follows:

- Parent/guardian must schedule a dental evaluation for their child with a licensed dentist or other licensed or registered dental health professional.
- Parent must take the Oral Health Assessment/Waiver Request Form to the dental evaluation appointment. The form, available in English and Spanish, can be obtained from the child's school or online at the California Department of Education's Web site at [www.cde.ca.gov/ls/he/hn/](http://www.cde.ca.gov/ls/he/hn/).
- The Oral Health Assessment/Waiver Request Form must be completed by a licensed dentist or other licensed or registered dental health professional and returned to the school no later than May 31.
- If the child cannot get a dental evaluation by the May 31 deadline, they can be excused from the requirement by filling out Section 3 on the Oral Health Assessment/Waiver Request Form.

This legislation affords the unique opportunity to educate families about no-cost and low-cost public coverage programs available to help them fulfill the dental evaluation requirement.

The Alliance provides information on dental and medical coverage options and offers free application assistance. Families can contact our Outreach staff at 1-877-371-2222 / TTY: (510) 747-4501.

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## New Specialty Pharmacy Vendor

Effective July 1, 2007, BioScrip will become the new specialty pharmacy vendor supplying Alliance providers with specialty self-injectable medications. BioScrip will replace Curascript and Optimal Health Services as the Alliance's vendor for these drugs.

To ensure continuity of care during the transition between vendors, members receiving treatment for Hepatitis C through Optimal will be allowed to complete their course of care through Optimal if care began prior to July 1, 2007. Members who currently utilize Curascript for other self-injectables can continue to use its service until March 31, 2008. **All prescription requests for self-injectables written on or after July 1, 2007, will be directed to BioScrip for processing.**

The Alliance will keep you informed of changes to the prior authorization and claims processes, as well as provide you with additional training in the near future.

If you have questions about transitioning care for your members or BioScrip services, please contact our Medical Services department at (510) 747-4540.

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## Pay For Performance Reminder

There is still time to improve your scores for the current Fiscal Year 2006-2007 (July 1–June 30) Pay for Performance Program. The Alliance encourages all providers to continue meeting HEDIS standards, such as conducting initial health assessments, preventative visits, and monitoring patients with chronic conditions in the outpatient setting.

For further information, please contact Provider Services at (510) 747-4510 or e-mail [providerservices@alamedaalliance.org](mailto:providerservices@alamedaalliance.org).

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## Credentialing Gets Streamlined

We are pleased to announce that the Alliance has contracted with Medversant Technologies to provide Web-based verification services for our Peer Review and Credentialing department. Medversant will shorten our processing time for credentialing new provider applicants and recredentialing existing providers to our network. Applicants requesting initial credentialing and providers due for recredentialing will receive written requests from Medversant to verify credentials. If you have any questions about Medversant or the credentialing process, please contact Provider Services at (510) 747-4510.

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## FDA Recall of Zelnorm

On March 30, 2007, the U.S. Food and Drug Administration (FDA) announced that Novartis Pharmaceuticals agreed to voluntarily discontinue the marketing and sales of Zelnorm (tegaserod maleate) due to new information about an increased risk of serious cardiovascular events associated with the use of the drug. Zelnorm is used for the treatment of irritable bowel syndrome (IBS) with constipation and for chronic idiopathic constipation. Physicians who prescribe Zelnorm should work with their patients to transition them to other therapies as appropriate. The Alliance has notified patients who are currently taking Zelnorm of this change.

Novartis plans to remove Zelnorm from pharmacies. Patients are allowed to return unused Zelnorm for reimbursement. The FDA will work with Novartis to open a treatment protocol (treatment IND) to allow access to Zelnorm for patients without other treatment options.

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Additional information regarding Zelnorm may be found at <http://www.fda.gov/bbs/topics/NEWS/2007/NEW01597.html> and <http://www.fda.gov/cder/drug/advisory/tegaserod.htm> or from Novartis Pharmaceuticals: (888)-NOW-NOVA (888-669-6682).

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## Dermatology Clinic for PCPs - Save the Date!

The Alliance is pleased to announce that it will offer a hands-on dermatology clinic where primary care providers can refresh their skills in diagnosing and treating common dermatological conditions in addition to performing in-office dermatology procedures. Dr. Toby Mauer, Chief of Dermatology, San Francisco General Hospital, will teach this class at the Alliance offices, 1240 South Loop Road in Alameda on **Saturday, May 12, 2007, from 8:00 a.m.-noon**. Twenty-five openings are available and **CME credits** will be offered. Advance reservations and a refundable pre-registration deposit of \$30 to reserve a seat is required. Additional information about this opportunity will be sent to provider offices soon. Please direct questions about this event to Provider Services at (510) 747-4510 or e-mail [providerservices@alamedaalliance.org](mailto:providerservices@alamedaalliance.org).

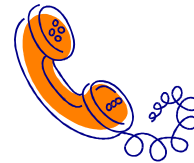
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## FREE Interpreter Services 24/7

Interpreter services for health care are **FREE** and accessible to all Alliance members 24-hours per day, 7 days per week. Whenever possible, requests for interpreter requests should be made at least 48 hours in advance. Please follow the steps below to request an interpreter:

### Telephonic Interpreter Services

1. Check patient's eligibility. The patient must be an Alliance member.
2. Call (510) 257-5995 to request telephonic services.



### Face-to-Face Interpreter Services

1. Check patient's eligibility. The patient must be an Alliance member.
2. Complete an Interpreter Request Form and fax it to (415) 788-4829 or call (510) 257-5995.
3. Confirmation of your request will be sent to you via e-mail or fax.

### American Sign Language Interpreter Services

1. Check patient's eligibility. The patient must be an Alliance member.
2. Call Almalssi Interpreting Service at (510) 382-9111 / TTY: (510) 382-9111 or call International Effectiveness Center at (510) 257-5995.



Please contact the Alliance Provider Services department at (510) 747-4510 if you have questions or need an Interpreter Request Form.

