



Provider BULLETIN

MAY 2010



This Bulletin applies to:

- Medi-Cal
- Alliance CompleteCare
- Healthy Families
- Alliance Group Care

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Claims Review Upgrade

The Alliance recently updated its claims adjudication processes to increase payer productivity and accuracy. These improvements will enable us to more effectively and universally implement fair reimbursement rules and guidelines aimed at providing equitable reimbursement to all providers and preventing fraud. The new procedures will impact some claims payments for providers, and there will be a period of adjusting to the implementation of these policies. We are committed to being fair and consistent to providers and members in our payment of health care claims.

The Alliance has employed skilled clinical and coding analysts and software editing to assess and evaluate the coding of claims, in addition to all other reimbursement processes that the Alliance currently uses. By utilizing clinical staff to review system-detected reimbursement issues, the Alliance is able to evaluate the claim from a clinician's perspective, and in doing so will authorize payment on many services that the system would normally deny. This prevents unnecessary resubmissions of claims and provides more consistent and logical claims processing.

We understand that each member and provider has unique circumstances. If you strongly disagree with one of our determinations, we would appreciate the opportunity to consider any information that might impact our decision. In such a case, we encourage you to appeal the decision and submit medical documentation, office notes, procedure reports, or results of diagnostic testing that demonstrates these facts.

If you have questions about claims review, please contact the Claims department at **510-747-4530**.







You Can Stop Fraud, Waste & Abuse



E-prescribing: The Prescription for Fraud Prevention

We encourage Alliance physicians to use electronically generated prescriptions, rather than paper prescription pads that can be misplaced or stolen. E-prescribing is the most effective tool for preventing theft or altering of prescriptions. Reports show that physicians find e-prescribing easy and that it reduces time spent clarifying handwritten prescriptions for pharmacies.

At both the federal and state levels there are incentive and pilot programs to encourage use of e-prescribing to prevent fraud and also increase patient safety. The Centers for Medicare and Medicaid Services (CMS) will move toward requiring use of e-prescribing by providers in government programs starting in 2012.

Report Fraud & Abuse

The Alliance promotes prevention, detection and resolution of fraud, abuse and unlawful activities*. If you know of possible unethical business practices or potential illegal activity regarding our health plan, our providers, vendors or members, report it by contacting:

- Alameda Alliance for Health Compliance Officer: 510-747-6189
- Alameda Alliance for Health Compliance Hotline: 510-747-4576
- For Medi-Cal: Call the Department of Health Care Services Medi-Cal Fraud Reporting Line at 1-800-822-6222
- For Medicare Part C & D: Call 1-877-772-3379, fax 410-819-8698, or write to Health Integrity, Attention: MEDIC, 9240 Centreville Road Easton, MD 21601

*The Alliance complies with all applicable federal and state laws addressing false claims, including the Federal False Claims Act, the California False Claims Act, and the Deficit Reduction Act of 2005 (Section 6032).



Health Education Resource Directory

Our updated Provider Resource Directory offers health education options for Alliance members. You are invited to refer patients to the listed classes, support groups, phone support and case management, all of which are free to Alliance members. The directory includes a listing of translated, low-literacy health education materials that may be requested for use in provider offices. For a copy of the directory, call Elizabeth Edwards at **510-747-6178** or download it at www.alamedaalliance.org/pdfs/ResouceDirectory_2010_Spring.pdf.



The New and Improved Alliance Provider Manual is now available!

Great News! The latest Provider Manual for Medi-Cal, Healthy Families, and Alliance Group Care is now live on our main Web site. The Provider Manual delivers information on Alliance policies and procedures including:

- Alliance Resources (various departments within the Alliance at your service)
- Eligibility (verifying member eligibility, how to discharge members, etc.)
- Roles and responsibilities of the PCP
- Authorization
- Claims and Payment
- Services and Referrals for Adults, Newborns, Children and Adolescents
- Perinatal Services
- Formulary and Pharmacy Services
- Clinical Lab Services
- Provider Credentialing
- Facility Site Review
- and much more...

Go to www.alamedaalliance.org/provider_manual.html to view the manual. Contracted providers who would like to receive the Provider Manual on CD or another format, please contact the Provider Services department at **510-747-4510** or email providerservices@alamedaalliance.org.



Free Service: Qualified Medical Interpreters for Alliance Members



The Alliance strongly discourages use of family or friends as interpreters for Alliance members. Using an untrained interpreter may cause miscommunication of medical information, embarrassment when discussing sensitive topics, and compromise quality of care. If a member declines interpreter services, the state of California requires the provider to document this in the medical record.

To request a free interpreter for an appointment with an Alliance member, call:

In-person interpreter: 510-747-4567 or **Interpreter by phone: 415-788-4149**

