

NETWORK NEWS

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CRG

CLINICAL RESOURCE GROUP, INC

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SCHA Transition Update

The CRG network is now in its second month of operations for South Country Health Alliance. We are very pleased with how well the transition has gone. We want to acknowledge the cooperative spirit and friendly support of all the provider offices that we have worked with over the last several months in preparation for the transition. There will be questions and clarifications required of CRG from time to time. Our pledge to you is to take each challenge in stride and remain focused on our commitment of service to you, our providers.

To assist in providing answers to questions that have arisen, we have included a list of Frequently Asked Questions in this edition that we suggest you retain as a reference tool. We welcome your input and suggestions for information that you wish to share with the network in future editions.

Next Month's Issue:

- ◆ Pediatrics Care
- ◆ Personal Customer Service
- ◆ Worker's Comp

Site Visits

CRG will be scheduling visits to our network provider offices over the next several months. The site visit is an opportunity for CRG staff and network providers, managers and office staff to meet face to face. It is also a credentialing requirement of the National Committee on Quality Assurance (NCQA). South Country Health Alliance requires its provider networks to meet the standards of the NCQA and has delegated this responsibility to CRG. We are looking forward to the visits and will make sure that the time spent together will be both useful and informative.



The Provider Directory is Available for Immediate Download Online:

www.clinicalgroup.net

Updated Provider Directory to be Printed

SCHA will print and distribute an updated Provider Directory in June. This directory will include those providers who have been added to the network since the first of April.

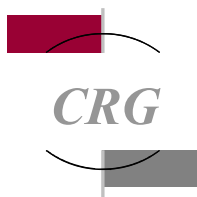
Providers added to the network in the interim are included on the CRG Web site directory which is updated monthly. Make a note to inform CRG of any changes to your clinic name or address, as well as any additional providers who will be joining the office clinical staff so those updates can be included in the printed directory. Also, please note that any new doctors must be credentialed in order to participate in the CRG network and be included in the new directory.

HIPAA Readiness

HIPAA standards went into effect April 14, 2003. As a Business Associate of South Country Health Alliance, CRG is responsible for assuring its compliance with HIPAA, and as such, the compliance of its contracted provider sites. One of the areas that will be checked on site visits will be your HIPAA efforts. The list below is intended to be a quick reference for your office:

- ◆ HIPAA Compliance Officer must be designated.
- ◆ 45 policies and the associated procedures developed and implemented.
- ◆ 20 state laws must be integrated into the policies and procedures—some of these override federal law, some supplement it.
- ◆ New forms must be developed and implemented.
- ◆ Business Associates must be identified and agreements signed with each of them.
- ◆ Training for all employees in general awareness and specific responsibilities must be conducted and documented.

If you still need assistance with your office's HIPAA efforts, CRG can help you find cost effective resources to assist you.



Web Resources

CRG has a number of essential tools available on our web site including the following:

- ◆ **CRG Clinical Guidelines**
- ◆ **Provider Directory**
- ◆ **Current and Archived Newsletters**
- ◆ **Provider Administrative Manual**

In addition to the above, the following resources are now available at www.clinicalgroup.net:

- ◆ **CRG Participating Provider Application Form.** CRG now has the Universal Provider Application Form online. You can download this form to your computer, print it, complete it and send it in with the necessary attachments and signatures, saving both time and postage.

- ◆ **SCHA Member Eligibility.** Member eligibility can be queried using the "State of Minnesota Electronic Verification System". This site is accessible via a link on the CRG Website. Click on "**Provider Resources**" and select the "**Member Eligibility**" button. You may also access the site directly at www.mnevs.state.mn.us. See the article in this edition explaining more details about the site and how to make use of it at your office.



We encourage you to take advantage of these time saving resources. They include the most current administrative policies and procedures as well as clinical treatment guidelines, all available for you to easily download to your PC or Mac, or print to paper and keep in your files. If you do not have access to the Internet at your office we strongly suggest that you consider setting up service.

Applying the Radiology Guidelines

By: Rick Printon, D.C. Clinical Director

CRG's Clinical Guidelines are a useful resource in developing the plan of care for your patients and describe the services considered "medically necessary" for your CRG patients. They are not intended to be prescriptive and your own approach to diagnosing with the assistance of radiographs may differ from the CRG Guidelines. Those radiographs that will be paid in accordance with the CRG Provider Agreement Fee Schedule however, are described by the guidelines.

SCHA Members have coverage for the treatment of acute spinal related complaints. Radiographs taken of areas of the spine other than the specified area with the presenting problem are **typically not covered**. The same is true of treatments to areas of the spine other than the specified area with the presenting problem.

The CRG Guidelines describe what are considered "medically necessary" services and replace the necessity of obtaining prior authorization before treatment can be provided. If services are provided that exceed the guidelines as described above, you can expect payment for those services to be denied.

Member Eligibility Verification Online

Membership in SCHA can change from month to month. For that reason, a recent membership card does not necessarily guarantee patient eligibility. You should always verify current member eligibility before submitting a claim to CRG. The "State of Minnesota Electronic Verification System" is your best resource for verifying SCHA Member eligibility or the eligibility of any Minnesota State Healthcare Programs. You can access this site via the CRG website with your PAScode.

If you are an enrolled Minnesota Health Care Provider, and do not have a PAScode or you have forgotten your PAScode or Authorization Code, send an e-mail to ACCT.EVS@state.mn.us. Be sure to include your MHCP provider number and your phone number.

When you access the eligibility screen, you must enter the **date of service**. You can look back as far as 12 months from the current date to determine eligibility dates. The screen asks you for an SSN, date of birth, and member name. You need to have the name of the member exactly as they are enrolled, (i.e. William vs. Bill or Billy) and either the SSN or the date of birth, one or the other is enough.

The following screen is then displayed:

Provider Number	Date of Service	Client ID	Client Name	Date of Birth	Age	Sex
Your number	05/06/03	0000000	A. Patient	03/19/76	27	Male

This client has eligibility for major program/s: [MA](#) [Major Program Help](#)

Additional Client Information:

Not Restricted.
Not enrolled in the waiver program.
No Medical Spend down.

Prepaid Health Plan Information		
Name	Phone	Product
South Country Health Alliance	1-866-613-1395	MA01

The client is not eligible for special transportation.
No Medicare or other Insurance Information is available.

This member is eligible for coverage under the SCHA plan and the claims should be sent to CRG.

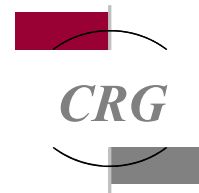


If there is other insurance, the following screen will be displayed:

Prepaid Health Plan Information		
Name	Phone	Product
South Country Health Alliance	1-866-613-1395	MA01

The client is not eligible for special transportation. **Ins. Help**
Medicare or other Insurance Information is available.

Click on "Ins. Help" for additional information addressing additional coverage such as medicare or other insurance. MA and SCHA are always secondary coverage to other payors. Payment must be obtained from the primary insurance before CRG can be billed for the unpaid balance on the accounts of these patients. When you submit claims with coordinating benefits, always include a copy of the "Explanation of Payment" with your claim.



Memo From the President

"Around the next bend"

Stay one step ahead has always been good advice, particularly when it applies to your practice. An important service that CRG wants to provide our network providers is our perspective on what we see ahead and how to be positioned for what is around the next bend in the road. We believe that provider driven networks are part of that future. Your continued support and participation are an important step in this direction.

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