



Uniform Medical Plan

Your health. Your plan. Your choice.

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Provider Bulletin

January 2008

Please circulate the *UMP Provider Bulletin* to the appropriate clinical, billing, and bookkeeping staff.

Uniform Medical Plan Web site: www.ump.hca.wa.gov

UMP Changes Prescription Drug Benefits Manager in 2008

Beginning January 1, 2008, UMP has a new manager for prescription drug benefits. Washington State Rx Services is a partnership of companies that provide network pharmacy management, prescription drugs claims processing, customer service, and a mail-order pharmacy. See “How to Reach Us” on page 2 for contact information. Other than this change, the UMP prescription drug benefit has not changed. However, the *UMP Preferred Drug List* (UMP PDL) is updated quarterly; to find out if a drug is preferred (Tier 2), see the UMP PDL online:

- Go to www.ump.hca.wa.gov.
- Select the “Prescription Drug Benefits” tab.
- Choose the *UMP Preferred Drug List* link.

Changes to Uniform Medical Plan (UMP) Benefits for 2008

- **Mental Health Benefit Increase**—For outpatient visits, the annual limit will increase to 50 visits per year (up from 20 visits in 2007). For inpatient services, there is no specific limit, but services must be preauthorized.
- **Chemical Dependency Benefit Increase**—The maximum UMP payment for both inpatient and outpatient services is increasing to \$14,000 per 24 consecutive months.
- **Routine Hearing Exams Covered 100%**—Routine hearing exams will be covered under the preventive care benefit (no deductible and paid

at 100% when patients see a UMP network provider). UMP pays up to \$400 for hearing aids and associated hardware every three calendar years.

- **Some glucometers are free!** Glucometers listed as covered under Tier 1 on the *UMP Preferred Drug List* are free—patients still need a prescription for these to be covered.

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specifics, and plans to do so in February 2008. Currently, the HCA and DSHS have no prior requirements for approval of a lumbar fusion, while L&I requires preauthorization. Once the committee has made its final decision, the agencies will decide how and when to implement the new policy.

What is Laparoscopic Adjustable Gastric Banding (LAGB) Surgery?

LAGB involves the placement of a band around the top of the stomach, creating a small pouch which holds approximately 50 milliliters. This pouch “fills” with food quickly and the passage of food from the top to the bottom of the stomach is delayed. As the upper part of the stomach believes it is “full,” the brain receives a message to that effect, helping the individual to eat less and lose weight over time. The band is inflated and adjusted via a small access port placed just under the skin.

Office Ally Usage Grows by 50% in 2007

More than 1,100 small provider practices in the UMP network use Office Ally to submit their claims electronically—up from 700 a year ago. Office Ally is a *free* Web-based medical claims routing service (also called a clearinghouse) that submits claims electronically from providers directly to UMP and to all major health plans in Washington. With Office Ally, you don’t have to mess with paper claims, you save money on postage, and you get paid in half the time it takes with paper. You get immediate confirmation that your claims have been received, and if there’s a problem with the claim, you get feedback in less than 24 hours. You can also correct the claim and resubmit it online.

Office Ally works with all major claims processing software used by providers. If you don’t have billing software, Office Ally also offers free

practice management software that gives you the capability to generate HCFA claims for submission. There are no set-up fees and nothing to buy. Office Ally is free to providers because they charge health plans for their service. For more information and to get started, visit www.officeally.com or call 949-464-9129.

UMP’s New Network Vaccination Pharmacies

Doctor’s offices can’t always keep all vaccines in stock, yet want to make sure patients get the immunizations they need. Many vaccines are covered under UMP’s preventive care benefit and are free when provided by a network provider.

UMP now contracts with Washington State pharmacies to provide immunizations at the network rate; these pharmacies are called “Network Vaccination Pharmacies.” For some immunizations, you’ll need to write a prescription for your patients to take to the pharmacy. When obtained at one of these pharmacies, the cost to patients will be the same as at a network doctor’s office.

Here’s a preliminary list of network vaccination pharmacy chains in Washington State:

- Fred Meyer
- QFC
- Safeway

Please see our Web site or call Customer Service for up-to-date information on independent pharmacies and additional chains participating in this new program.

Updates to the Professional Fee Schedule

Just a reminder that the *Professional Provider Fee Schedule* was updated effective January 1, 2008. For this update, we reviewed new codes released for January and added them to the fee schedule. The July update, which occurs each year, is more comprehensive and includes both new codes and adjustment of UMP's conversion factor. Both the current and previous versions of the *UMP Professional Provider Fee Schedule* are available online at www.ump.hca.wa.gov/provider/.

Changes to ASC Payment Methodology

The Centers for Medicare & Medicaid Services (CMS) has approved reimbursing Ambulatory Surgery Centers (ASC) using similar payment policies as for hospital outpatient departments. UMP is reviewing this policy, along with L&I and the Health Recovery Service and Administration (HRSA).

UMP is working with the Washington Ambulatory Surgery Center Association to review our options regarding ASC payment methodology. We are considering either a system similar to CMS's, or retaining the current nine payment groups. To provide feedback, contact Elaine Youell at elaine.youell@hca.wa.gov.

Get Paid Electronically With EFT

Would you like to join the nearly 100 provider groups—from single providers to large clinics—whose UMP payments are now directly deposited into their bank accounts via electronic funds transfer (EFT)? We can also send an electronic Detail of Remittance (DOR), called an 835—this supplies all the same processing details on a claim as paper DORs, and makes it easy to reconcile payments with billing.

To set up either EFT or 835s, call Provider Services at 1-800-464-0967 and ask to speak to a provider relations coordinator. They'll explain how it works and send you an application.

New Fee Schedule Look-Up Tool on UMP Web site

Want to know what UMP pays for a set of codes without having to read through our 300-plus page fee schedule? Now you can with the new fee schedule look-up tool on UMP's Web site. You can search up to a dozen codes at a time and receive a printable report. Click on "fee schedules" on the provider main page at www.ump.hca.wa.gov/provider.

S-Codes for Home Infusion Services

After reviewing our policies this fall, UMP has decided to cover certain Home Infusion S-Codes. These codes are used by home health providers to bill UMP for home infusion services. These services must often be preauthorized; see the current *UMP Certificate of Coverage* for details. Reimbursement is "by report" (based on a percentage stated in the provider's contract). The codes are now listed in the Professional Provider fee schedule, available on the UMP Web site. If you have questions, call UMP Provider Services at 1-800-464-0967.

Check Out the UMP Web Site's "New Look!"

The UMP Web site (www.ump.hca.wa.gov) recently underwent a makeover—take a look and let us know what you think! We're expanding the provider information section; let us know if there's something in particular you'd like to see. Send suggestions to umpwww@hca.wa.gov, or call us at 1-800-292-8092.

Incentive Programs for Inpatient Hospitals: Leapfrog and COAP

Thank you to all the per-case hospitals currently participating in Leapfrog and the Clinic Outcome Assessment Program (COAP). We appreciate your commitment to a more transparent healthcare system.

Just a reminder: Leapfrog scores and COAP participation were reviewed in December. Any changes in scores or participation are reflected in the inpatient conversion factor effective January 1, 2008. Letters were sent notifying hospitals prior to the change.

To provide feedback, contact Elaine Youell at elaine.youell@hca.wa.gov.

If your per-case hospital isn't currently participating, we encourage you to add our incentive programs to your contract. For more information on these programs, see their Web sites:

- Leapfrog at www.leapfroggroup.org
- COAP at www.coap.org

Message Codes on the UMP Web Site

In response to many requests by providers, the UMP Web site now has a list of the message/explanation codes shown on the Detail of Remittance (DOR). These codes explain how the claim was processed. The list is available in an Excel file on the UMP Web site; to access:

- Go to www.ump.hca.wa.gov.
- Click on the "For Providers" tab.
- Click on the "Claims Submission" tab under Administrative Info.
- Find the link to DOR/Remittance Advice Explanation Codes.

Notify UMP of Changes

Please let UMP know by calling 1-800-292-8092 about any changes to your practice or status, such as your business address, telephone numbers, tax I.D. number, licensure, certification, registration, or qualifications.

Vision and Hearing Benefits Added to "Self-Serve" Provider Line

Did you know that you can check enrollee eligibility and claim status on the phone 24 hours a day?

You can also now check enrollee eligibility for vision and hearing benefits—whether the enrollee is eligible for a vision or hearing exam, and how much benefit remains for hardware (glasses, contacts, or hearing aids). To access:

- Call 1-800-464-0967.
- Press "1" to get into self-serve option.
- Press "2" for vision, or "3" for hearing.

You can also find this information online at www.onehealthport.com. Through OneHealthPort, providers have free secure access to enrollee eligibility and claims information.



www.ump.hca.wa.gov

To obtain this document in another format,
call our Americans with Disabilities Act (ADA) Coordinator at 360-923-2805.

TTY users (deaf, hard of hearing, or speech impaired), call 360-923-2701 or toll-free 1-888-923-5622.