

Happy New Year!



As we begin 2015, all of us at HealthyCT would like to wish you a very happy and healthy New Year. It's hard to believe the new year is already here and in full swing.

Over the past year, we've come so far together. We couldn't have reached any of these milestones without your commitment and dedication to delivering high quality healthcare. Our:

- Individual and group enrollments exceed 25,000.
- Network now includes more than 16,000 healthcare professionals and every hospital in the state.
- New Board of Directors is in place, and the majority is comprised of HealthyCT members.
- Staff now stands at over 50 employees, with locally-based leadership.

Thank you for participating. We look forward to continuing our partnership with you this year and well into the future!

Now featuring: new and improved ID cards



Last year, we heard from members and providers experiencing some difficulty with our ID cards. Great news! Newly enrolled and renewed members are receiving new, improved ID cards that are thicker, sturdier and more resistant to bending and smudging.

When a member presents their new ID card, please review the information on it carefully and be sure to verify membership at the time of service. The member's plan name will be different than it was last year, and their deductibles and copays may have also changed.

Tell us how we're doing!



Our first Provider Satisfaction Survey is now available.

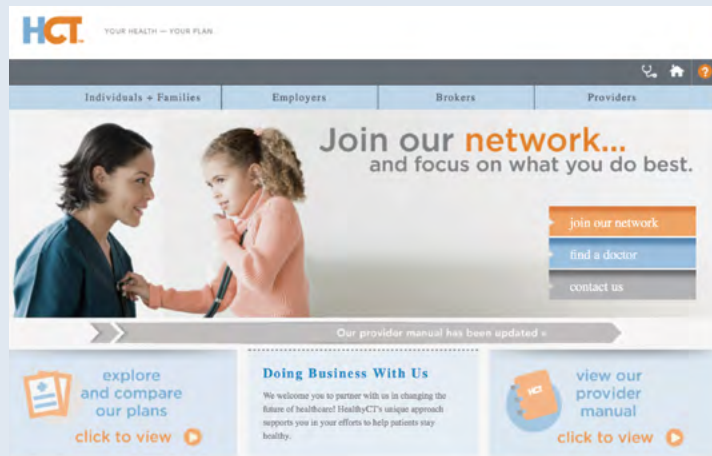
We'd love to hear about your experience as a HealthyCT participating provider so far. What are we doing well? What can we do better?

Please take a few minutes to complete the survey at www.healthyct.org/providersurvey. Your valuable insight will help us continuously improve the service we deliver to you, your staff and your patients.

By completing the survey and providing your practice name and email address, you'll be entered for your chance to win a \$100 Panera Bread Gift Card to buy lunch for your office!

SEND US YOUR EMAIL and practice name to providerinfo@healthyct.org so you can quickly get the latest HealthyCT news and updates.

Website enhancements



We continue to add important online information and features for providers at www.healthyct.org/providers/resources. A few recent additions include:

- Provider Directory: New “About Our Directory” page helps members better understand how to find a participating provider.
- Provider Resources: “Payment Guidelines” section added for your reference.

PROVIDER MANUAL

We recently updated these sections of our Provider Manual and posted it to the Provider Resources page at www.healthyct.org/providers/resources:

- Clean Claim Requirement
- Quick Reference Guide
- Claim Appeal Address

As always, if you have any questions about any of the information contained in the Provider Manual, please call Provider Partnerships at **1-855-458-4928**.

SECURE PROVIDER WEBSITE

We’ve updated our secure Provider website with claim and remittance information. Please visit <https://healthyct.alderaplatform.com> and log in with a user name and password. To get started, have your HealthyCT ID number available (this was on the Profile Sheet in your Provider Welcome Kit).

If you can’t find your ID number or need help registering, please call Provider Services at **1-855-208-1641**. We continue to add new features, so register today! Visit www.healthyct.org/providers.

Confirming your patients’ eligibility

As you treat our members, please keep in mind that their ID card does not guarantee their eligibility for coverage. That’s why it’s important to always check your patients’ eligibility at the time of service. You can do this 24/7 by logging into the secure provider section of our website at <https://healthyct.alderaplatform.com> or calling our Interactive Voice Response (IVR) system at **1-855-208-1641**. Please have your patient’s name, date of birth and HealthyCT member identification number ready.

We do our best to maintain accurate data. However, due to various circumstances, the IVR and online systems may not always reflect the most current information. If you can’t find a particular member, please speak with a Provider Services representative at **1-855-208-1641**, Monday-Friday 8:30am-5:00pm ET.

PharmaCares website helps you educate your patients about the Affordable Care Act



Many healthcare professionals have been looking for additional information on the Affordable Care Act (ACA). We’re proud to sponsor an educational program created by PharmaCares to cover the basics of the ACA, the benefits to your patients, the impact on your practice and where to send your patients to get enrollment assistance.

Please visit the HCPS section of the Pharmacares website at www.pharmacares.org/HCP. It’s just for healthcare professionals to learn more, listen to podcasts on specific ACA topics and print out posters for your office and informational flyers for your staff to provide to patients. We hope you and your staff find these materials useful in assisting your patients.

In-Network Lab and Pathology Providers

As you know, referring your patients' specimens to participating network facilities helps them receive the highest level of benefits and avoid unnecessary out-of-pocket costs. Quest Diagnostics and our participating hospital/hospital-affiliated laboratories and pathology groups provide in-network services for our members.

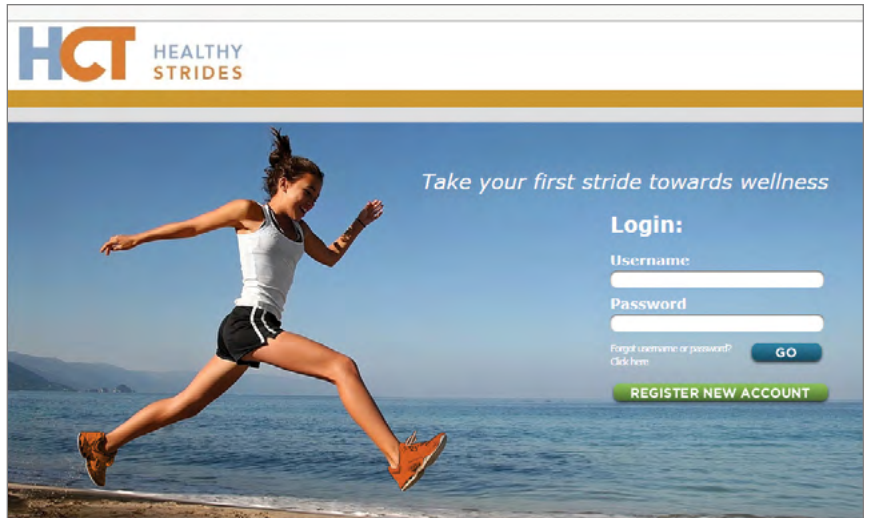
Visit www.healthyct.org, click "Find a Doctor" and then select "Hospitals, Urgent Care & Other Facilities."



What our Quality Improvement Program means to you

Our Quality Improvement (QI) Program is a formal process designed to implement, monitor and evaluate the services we provide to our members and providers. Whether that's the implementation of a new wellness program or the monitoring of our Member Services answer times, the QI Program plays a role in everything we do. At the end of every year, we formally evaluate what we've achieved in comparison to our QI Program goals. This written document, called the "QI Program Evaluation," assesses the overall effectiveness of the QI Program.

For a full description of our QI Program and the 2014 QI Program Evaluation (available in April 2015), please send an e-mail to providerinfo@healthyct.org.



Healthy Strides – a wellness program for members

Our members have a new way to establish and meet their health and wellness goals – HCT Healthy Strides!

THIS NEW PROGRAM INCLUDES:

- An innovative website at www.healthyct.org/healthystrides to help them eat well, track their workouts and access fitness coaches, nutritionists, wellness workshops and more.
- The 24 x 7 x 365 Nurse Advice Line that puts the answers to their medical questions just a phone call away.
- Access to discount programs, educational materials and community resources (many are available to you, too!).

It's all free to our members! For more information, please visit www.healthyct.org/wellness today and encourage your patients to take advantage of available health and wellness services.

Help us streamline credentialing

We use two information sources when credentialing our network providers: CAQH and Aperture. To help us complete the credentialing process as quickly as possible, please verify and attest to your data in CAQH. Please also be sure to grant us access to it. If you need help recovering your CAQH provider ID, please contact their support desk at **1-888-599-1771**. You may receive follow-up requests for more information from Aperture. These requests are legitimate and vital to our credentialing process.

Prior authorizing injectable medications



Certain injectable medications require prior authorization. For injectable medications purchased and administered by your office, please complete and

fax a **Drug Prior Authorization Request Form** and supporting medical documentation to our Prior Authorization Department at **1-855-817-5696**.

For injectable medications purchased by your patient at a specialty or retail pharmacy, please complete and fax a **Drug Prior Authorization Request Form** and supporting medical documentation to Catamaran's Prior Authorization Department at **1-866-511-2202**.

The Drug Prior Authorization Request Form is available on our Provider Forms web page at www.healthyct.org/forms/#provider.

Important clinical updates

Our Utilization Management/Medical Policy Committee approved and adopted policies for these conditions:

- Acupuncture
- Bronchial Thermoplasty
- Cardiac Risk Assessment Laboratory Tests
- Digital Breast Tomosynthesis
- Fecal DNA Testing for CRC Screening
- High Resolution Anoscopy for Evaluation of Anal Lesions
- Hyperbaric Oxygen Therapy
- Umbilical Cord Blood Harvesting and Storage

You can view all policies, including pharmacy, at <https://healthyct.alderaplatform.com>. Please note, you'll need to log in with a user name and password.

Disease management programs for members

Living with asthma and/or diabetes can be hard, but we have a program that can help! Our Disease Management Program helps educate members and make it easier for them to manage their asthma or diabetes. These programs are voluntary and offered at no cost.

Program participants will receive informational mailings on at least a quarterly basis. Those with more critical needs will be connected to one of our Disease Management Nurse Case Managers.

We also have online tools, links to community services and other programs to complement these programs. Please see the HCT Healthy Strides article to learn more.

We'll mail you a letter with the names of your patients enrolled in these programs. If you have any questions, please call Provider Services at **1-855-208-1641**.

Let us know about changes to your practice

If a provider is joining or leaving your practice, let us know as soon as possible by completing the **Provider Change Form** on the Provider Forms web page at www.healthyct.org/forms/#provider and faxing it to **203-774-5727**. This helps us keep our Provider Directory up to date.

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www.healthyct.org