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Your 1199SEIU patients also have many new tools to help them stay healthy and stick to their treatment plans. You will read about Medco’s free smartphone app and email reminders to help your patients manage their prescriptions. We have also included information on our expanded health coaching service by phone, which can support the care you provide to help your patients lose weight, quit smoking or manage chronic disease. Also included are plan updates, improvements to our prenatal program and changes to our prior authorization and coding systems.

Some of your 1199SEIU patients are required to pay co-payments. Please keep in mind that these co-payments do not apply to those covered by the 1199SEIU National Benefit Fund. Please check membership cards carefully.

In addition, there are no co-payments in any Fund for preventive services.

We are also pleased to tell you that we are bringing our Home Care members back into the National Benefit Fund, and we include information about their new plans. Finally, we want to remind you that some of your 1199SEIU patients are required to pay co-payments. Please keep in mind that these co-payments do not apply to those covered by the 1199SEIU National Benefit Fund. Please check membership cards carefully. In addition, there are no co-payments in any Fund for preventive services.

As always, we are glad to be working together with you to keep our members healthy. If you have questions about any of our policies, do not hesitate to talk to your Provider Relations representative or contact our Provider Relations Department at (646) 473-7160 for any information that you need.

Mitra Behroozi, Executive Director
1199SEIU Benefit and Pension Funds
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Important Reminder: Use the Most Current CPT/HCPCS Codes to Avoid Delayed Payments

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If you have any questions, please feel free to contact our Provider Relations Department at (646) 473-7160.

New Pre-Authorization Requirements: Outpatient Services and/or Ambulatory Procedures

As of July 1, 2011, we have expanded our list of outpatient services and/or ambulatory procedures requiring pre-authorization. These requirements apply to any care provided in either a physician’s office or ambulatory care center. Please note that these procedures are not all-inclusive to each category, so please call CareAllies at (800) 227-9360 with the specific CPT code(s) to receive pre-authorization.

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In addition to ClaimCheck, the comprehensive code-auditing software currently used by the Benefit Funds, as of July 1, 2011, we have begun using the National Correct Coding Initiative (NCCI), a system developed by the Centers for Medicare & Medicaid Services. Please make sure to submit your claims using the NCCI guidelines, which can be found by visiting www.cms.gov/NationalCorrectCodInitEd. The purpose of the NCCI is to promote correct coding methodologies and to control improper coding leading to inappropriate payment.
Prenatal Program Supports Expectant Mothers

If your 1199SEIU patients need extra support during their pregnancy, refer them to our Prenatal Program. Our program instructs expectant parents on how to have a healthy pregnancy with fewer complications and prepare for childbirth. Our Wellness staff also helps expectant mothers in working with their doctors to manage pre-existing conditions such as diabetes and asthma. Your patients can attend workshops that cover topics such as “What to Expect When You’re Expecting,” “Pregnancy 101,” and “Preparing for Your Due Date.” Please encourage your pregnant 1199SEIU patients to contact our Wellness Department’s Prenatal Program at (646) 473-8962 to join the program.

If your 1199SEIU patients have a high-risk pregnancy and need specialized nursing care at home, we can provide additional support as well. The Funds recently partnered with Alere health management services to give you more resources to help your high-risk obstetrical patients. The program offers your 1199SEIU patients access to a team of specialized, high-risk OB RNs and clinical OB pharmacists. Services are available for diabetes in pregnancy, history of spontaneous preterm birth (17P Administration), current preterm labor, nausea and vomiting, coagulation disorders and hypertensive disorders. For referrals, please contact Alere directly at (800) 950-3963 or visit their website at www.alere.com and identify yourself as an 1199SEIU provider.

1199SEIU Home Care Members to Return to the Fund as a Self-Administered Plan

As of November 1, 2011, we will be bringing all of our 1199SEIU Home Care members back into our self-insured, self-administered plan – the 1199SEIU National Benefit Fund for Home Care Employees. Your 1199SEIU patients will have two plans to choose from for their care. The first option, our Panel Provider Plan, will allow Home Care members to visit any of the 20,000 doctors in the Fund’s contracted network, to which you belong. These members will have the co-payments that are in place under New York State’s Family Health Plus plan. These co-payments will be listed on their new Health Benefits ID Card.

The second option, our Member Choice Home Care Select, will be a coordinated plan where members choose one health center for all their primary care. If you are a provider at one of these health centers, members who choose this plan will not have any co-payments for medical services or prescriptions, as long as they use their designated center.

All members will receive new Health Benefits ID Cards clearly stating which plan they have elected. Please remember to check all your 1199SEIU patients’ Health Benefits ID Cards to see if there are any required co-payments.

For the most up-to-date information on your patients’ eligibility for benefits or the status of a claim, remember you can always call our Interactive Voice Response System (IVR) at (888) 819-1199. Or during regular business hours you can reach a Provider Relations representative at (646) 473-7160.
Refer Your 1199SEIU Patients to a Health Coach

According to a recent study published in the *Archives of Internal Medicine*, overweight patients whose doctors told them they needed to lose weight were twice as likely to have tried to lose weight in the previous year as patients whose doctors never raised the issue. If your 1199SEIU patients are struggling to lose weight or quit smoking, our Funds offer added support. Now you can refer your patients to our health coaching service for intensive weight management and smoking cessation programs by phone, improving their chances of maintaining a healthy weight and quitting smoking once and for all.

Professionally trained health coaches will support the care you provide with extra, one-on-one coaching for your 1199SEIU patients. In addition to health coaching, our smoking cessation program also offers free nicotine replacement patches or gum so that they can choose the method that works best for them. If your 1199SEIU patients need smoking cessation medications, you can prescribe one through the Funds’ prescription drug benefit.

Our health coaching services can also provide your patients with education and support to help them manage two of our members’ other top health concerns – diabetes and heart disease. And the staff at our 24-Hour Nurse Helpline are always available to answer health-related questions 24 hours a day, 7 days a week.

New Funds’ Software System Helps Streamline Eligibility Questions

Earlier this year, the 1199SEIU Funds launched a new, state-of-the-art system that speeds updates to our eligibility data and makes verifying your patients’ coverage for services easier than ever. Our new system houses all the information for each member or retiree in one place and performs administrative functions much more efficiently than our previous systems, making processes simpler and more cost-effective.

Please remember to always verify your 1199SEIU patients’ coverage before providing services to ensure prompt payment. You may verify patients’ eligibility by calling the Funds’ automated line at (888) 819-1199 or through NaviNet at www.navinet.net.

Medco’s Mobile Application and Email Alerts Can Help Your Patients Track Benefits Online

Your 1199SEIU patients can now monitor their prescription drug benefits on Blackberry, iPhone and Android smartphones, giving them on-the-go access to their personal prescription records and helping them adhere to their treatment.

The features include:

- **My Rx Choices** shows members all the drugs covered by the Funds’ prescription drug plan.
- **My Medicine Cabinet** allows members to view their prescription drug profile and set reminders to take their medication or order refills.
- **Prescription ID Card** gives members a virtual ID card that they can present at participating retail pharmacies to fill prescriptions.

Medco’s email alerts also make it easier for your 1199SEIU patients to manage their prescription drug benefits and are a good way to help them improve their adherence to medication schedules. When members register at www.medco.com, they’ll get an email reminder whenever they need to refill a prescription or when there are updates to their prescription drug benefits. At www.medco.com, your 1199SEIU patients can review their prescription history, see a list of all the medications they’re taking and refill prescriptions.

The mobile app and email alerts are great ways to help your 1199SEIU patients adhere to their prescription treatment, so encourage them to register at www.medco.com and download the free Medco Mobile App at iTunes or Verizon’s VCAST app store.

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Please note that co-payments do not apply to patients covered by the 1199SEIU National Benefit Fund.

Co-payments also do not apply to preventive services (including annual check-ups, well-child visits and numerous health screenings and vaccinations) for any of your 1199SEIU GNY patients. You can find a full list of preventive services at www.healthcare.gov.

The easiest way to know which Fund covers your 1199SEIU patients is to check their Health Benefits ID Card. You can also call the Funds’ automated eligibility system at (888) 819-1199, or log on to the provider portal of our website at www.1199SEIUBenefits.org. Our Provider Relations representatives are available to answer your questions during regular business hours at (646) 473-7160.
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