

September 2018

For all providers

Instructional videos now available for expanded NaviNet® functionalities

We recently added functionality in NaviNet to enable you to complete more activities directly in the portal. To help you take advantage of these convenient features, we are sharing videos that walk you through the steps of each function. You can access and view the following videos on NaviNet Plan Central:

- Claims Investigation.
- Care Gap Response Form.
- Intensive Case Management Program.

Additional resources

For other resources on managing and using your NaviNet account, check out the NaviNet Basics page (<https://support.nanthealth.com/health-plans/navinet-basics>). This is your virtual user guide to navigating NaviNet. Simply click **NaviNet Basics** to go directly to the support page. Or, after you are logged in, click **Help** at the top left of the NaviNet screen, and then click the **NaviNet Basics** tab.

Not using NaviNet? Sign up now!

NaviNet is our secure, web-based provider portal. It allows us to share administrative, financial, and clinical data in one place. NaviNet delivers:

- Cost-effective tools and services through a single, secure web portal.
- Reliable member information right on the desktop.
- Increased efficiency for streamlining business processes.
- Reliable access to real-time, paperless transactions.

If you are not taking advantage of these tools, sign up now for your NaviNet account at <https://navinet.secure.force.com/>.



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electronic funds transfer (EFT)
payments is complicated? It's not.
Follow these four easy steps!

Coding Corner: Neoplasm disease —
current versus personal history

If you suspect it, report it.
Help us fight fraud, waste, and abuse.

If you have questions about
this communication, please
contact your provider
Account Executive or one of
the following departments:

**AmeriHealth Caritas
Pennsylvania
Provider Services
1-800-521-6007**

**AmeriHealth Caritas
Northeast
Provider Services
1-888-208-7370**

For all providers

Do you think signing up to receive electronic funds transfer (EFT) payments is complicated? It's not. Follow these four easy steps!

Step 1: Enroll with Change Healthcare, our clearinghouse, to receive EFT from AmeriHealth Caritas Pennsylvania and AmeriHealth Caritas Northeast (the Plan) if you have not done so already. Access the **EPayment Enrollment Authorization Form** (for initial EFT enrollment) on the Change Healthcare website under New Provider at www.changehealthcare.com/support/customer-resources/enrollment-services/medical-hospital-eft-enrollment-forms.

Step 2: Complete the EPayment Enrollment Authorization Form. To speed up the process, gather the following information before you begin:

- **Your trading partner ID or plan-assigned provider ID:** If you are unsure of your trading partner ID, please contact your Plan-assigned Account Executive or call AmeriHealth Caritas Pennsylvania Provider Services at **1-800-521-6007** or AmeriHealth Caritas Northeast Provider Services at **1-888-208-7370**.
- **Electronic copy of a government-issued ID** (i.e., state driver's license, visa, passport, military ID, etc.) displaying your signature, on payee legal entity's letterhead.
- **Contact name, address, and phone number of financial institution.**
- **Bank authorization letter or voided check.**
- **AmeriHealth Caritas Pennsylvania plan payer ID: 22248.**
- **AmeriHealth Caritas Northeast plan payer ID: 77001.**

Note: If you have multiple NPIs and plan provider IDs under one tax ID, please include a spreadsheet listing all NPIs and provider IDs per tax ID.

Step 3: Print, sign, scan, and e-mail the form and verification documents to Change Healthcare.

Be sure to include an original signature (no stamps or e-signatures) on all forms and send your completed EPayment Enrollment Authorization Form and verification documents as PDF attachments by email to EFTErollment@changehealthcare.com or by fax to **1-615-238-9615**.

Step 4: Confirm test deposit to verify account.

Once you have completed the enrollment process, Change Healthcare will make a test deposit in an amount between \$.01 and \$.99 to your designated bank account with the reference note "EFT Enroll." The process will take place within 15 business days. After this has been deposited into your designated account, please call **1-866-506-2830** or email EFTErollment@changehealthcare.com to verify. **Note:** Enrollment is not complete until you have verified the test deposit.

If you have questions while enrolling, please contact Change Healthcare at **1-866-506-2830** or EFTErollment@changehealthcare.com. An EFT enrollment support specialist will be able to assist you.



For all providers

Coding Corner: Neoplasm disease — current versus personal history

Health plan claims analysis reveals that malignant neoplasm or “active cancer” is a frequently over-coded diagnosis. It is important that accurate coding and correct documentation are used to distinguish between an active malignancy versus personal history of a malignancy. As you know, complete and correct coding is important for many reasons, including:

- It helps reduce future medical record inquiries for audits to support the reporting of chronic conditions.
- Adherence to **ICD-10-CM** coding conventions for diagnosis reporting is required under Health Insurance Portability and Accountability Act (HIPAA) regulations.¹
- It is vital for managed care organizations, such as AmeriHealth Caritas Pennsylvania and AmeriHealth Caritas Northeast, to have accurate and complete neoplasm diagnosis data on file to provide optimal care management for health plan members.

Guidelines

Accurate coding of neoplastic disease requires understanding of the **CMS ICD-10 CM Official Guidelines in the ICD-10 Manual**. Please follow the quick reference guide and examples below when coding for neoplasm disease:

- **Active/Current Malignant Neoplasm:** Assign the correct **active** neoplasm code for the primary malignancy until treatment is completed. This applies even when the primary malignancy has been excised but further treatment (e.g., radiation therapy, chemotherapy, or additional surgery) is directed to that site.
- **Personal History Of:** When a primary malignancy has been excised or eradicated and there is no further **treatment of the malignancy** directed to that site, and there is no evidence of any existing primary malignancy, a code from Category Z85 indicating there is a personal history of malignant neoplasm should be used for the site of the former malignancy.

Important note regarding leukemia, multiple myeloma, and malignant plasma cell neoplasms: Do not confuse personal history with “in remission.” Codes for leukemia, multiple myeloma, and malignant plasma cell neoplasms **are considered active** conditions and must indicate whether the condition has achieved remission. Assign a code for personal history of leukemia when the physician documents that the leukemia no longer exists. The codes for personal history and in remission are only assigned when documented by the provider.

The ICD-10-CM Table of Neoplasms in the alphabetic index of the **CMS ICD-10 CM Official Guidelines in the ICD-10 Manual** lists the codes for **neoplasms** by anatomical site. For each site, there are six columns of codes identifying whether the neoplasm is malignant, benign, in situ, uncertain or unspecified behavior. Certain benign neoplasms, such as prostatic adenomas, may be found in the specific body system chapters.

Examples

1. **Situation:** Medical documentation states a patient was admitted to rule out metastatic bone cancer originating from the breast. The breast cancer was treated with mastectomy and adjunct chemotherapy three years ago.

Coding example: Report the code that corresponds with a personal history of malignant neoplasm at the former site of the cancer because the breast cancer has been treated and is not an active diagnosis of breast cancer. (Category Z85.)

2. **Situation:** A patient with metastatic bone cancer originating from breast cancer that was eradicated three years ago is admitted for pain management.

Example coding categories:

G89 – Neoplasm related pain (acute) (chronic).

C79 – Secondary malignant neoplasm of bone.

Z85 – Personal history of malignant neoplasm.

3. **Situation:** A patient with leukemia documented as “in remission” is admitted for autologous bone marrow transplantation.

Coding example: Use the appropriate code to designate the type of leukemia and in remission.

¹“HIPAA administrative simplification: modifications to medical data code set standards to adopt ICD-10-CM and ICD-10-PCS. Final rule,” Federal Registry, January 16, 2009; 74(11):3328-62, accessed July 23, 2018, www.ncbi.nlm.nih.gov/pubmed/19385111.

For all providers

**If you suspect it, report it.
Help us fight fraud, waste, and abuse.**

- Call our toll-free Fraud Tip Line at **1-866-833-9718**.
- Email **fraudtip@amerihealthcaritas.com**.
- Mail a written statement to:
Special Investigations Unit
AmeriHealth Caritas Pennsylvania/AmeriHealth Caritas Northeast
200 Stevens Drive
Philadelphia, PA 19113

Information may be left anonymously.

Providers may also report suspected fraud, waste, and abuse by:

Phone: **1-844-DHS-TIPS** or **1-844-347-8477**

Online: **www.dhs.pa.gov**

Fax: **1-717-214-1200**, Attn: OMAP Provider Compliance Hotline

Mail: Bureau of Program Integrity
OMAP Provider Compliance Hotline
P.O. Box 2675
Harrisburg, PA 17105-2675

Mandatory fraud, waste, and abuse provider training is available online at AmeriHealth Caritas Pennsylvania

www.amerihealthcaritaspa.com/provider/resources/fraud.aspx

or

AmeriHealth Caritas Northeast

www.amerihealthcaritasnortheast.com/provider/resources/fraud.aspx.



Please contact AmeriHealth Caritas Pennsylvania's Provider Services department at **1-800-521-6007** or AmeriHealth Caritas Northeast's Provider Services department at **1-888-208-7370** with any demographic changes to your office information or changes, additions, or deletions to your provider rosters. Keeping us apprised of your office's correct physical location and provider rosters ensures our members have the best possible experience when trying to locate their medical providers. You may check your information in our systems by going to either **www.amerihealthcaritaspa.com** or **www.amerihealthcaritasnortheast.com** → **Providers** (top menu) → **Provider Directory** (left-hand menu) and searching your information in our Provider Directory.