

NOTICE 1: PHYSICAL, OCCUPATIONAL, & SPEECH THERAPY CLAIMS

UPDATED DATE: EFFECTIVE NOVEMBER 1, 2017

Please note, as we mentioned in previous communication, Coordinated Care is partnering with National Imaging Associates, Inc. (NIA) to ensure that the physical medicine services (physical, occupational, and speech therapy) provided to our Coordinated Care members are consistent with nationally recognized clinical guidelines. The implementation date has been moved from claims with date of service on or after October 1, 2017, to claims with dates of service on or after **NOVEMBER 1, 2017**.

Claims should continue to be submitted to Coordinated Care for adjudication. All therapy claims must contain the appropriate modifier when submitted to the health plan in order to ensure appropriate adjudication. Failure to include a specialty modifier (GN, GO, GP), may result in the inability to process your claim. Medical necessity denials can be appealed through NIA. All other claims appeals are processed through the health plan.

We appreciate your participation in assuring that Coordinated Care members receive Physical, Occupational and Speech Therapy services in a quality, clinically appropriate manner. We will provide further, detailed information on this transition. Should you have questions in the interim, please contact Coordinated Care Provider Services at 1-877-644-4613.

NOTICE 2: PROVIDER SATISFACTION SURVEYS

In an effort to provide quality service to you and your staff, Coordinated Care is conducting our 2017 Provider Satisfaction Survey. We value your opinions and feel it is important that we understand how Coordinated Care impacts your office and practice on a daily basis.

Results from this survey will be used by Coordinated Care to help direct administrative and operational changes to our health plan and to point out areas that need improvement.

If you like, you can complete this survey on the Internet. To complete the survey on the Internet, log onto <https://sphawebssurv.com/Provider.aspx> and enter the following user name and password:

User name: «|User|D»

Password: «|Password»

SPH Analytics is an independent research firm that is helping us conduct the survey. Please call the toll-free number 1-877-499-2538 if you have any questions.

We greatly appreciate your input. As always, thank you for partnering with us to improve the health of individuals, families and communities.
