

# HNS Network News

## *Physician News*

December 6, 2010

### **This section includes the following 8 articles:**

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**5<sup>th</sup>  
Annual**

**The 5th Annual  
HNS Free CE Seminar  
March 4-6, 2011**

**5<sup>th</sup>  
Annual**

**SAVE THE DATE!!**

HNS is excited to announce our 5th annual “**Free CE from HNS**” seminar program, designed to assist you with meeting your annual continuing education requirements.

Our 2011 annual CE seminar will again be held at the Sheraton Resort at the Four Seasons/Koury Convention Center in Greensboro, NC and will be held on **MARCH 4 - 6, 2011**.

In addition to great speakers for our providers, this year’s seminar will include a special program for providers, practice managers and billing CA’s.

Online registration for the seminar will be announced within the next few weeks, but please mark your calendars for **MARCH 4 - 6, 2011** and SAVE THE DATE for our 5th annual “FREE CE from HNS” Seminar.

## 4 Hours of Free Online CE

**FREE**

Do you still need additional CE credits?

As a benefit to our providers, HNS provides 4 hours of free, online CE on Documentation, Coding and Compliance. This online program is taught by Dr. Mario Fucinari, a well-known NCMIC speaker and consultant for chiropractic documentation and billing procedures.

When you have completed the online video, you will be prompted to take a short 10 question quiz and must answer questions correctly to earn the 4 CE credit hours. After successfully completing the quiz, you will receive an email confirmation.

On your behalf, HNS will report your 4 CE credit hours to the North Carolina Board of Chiropractic Examiners (NC BOCE).

## New HNS EOBs and HNS Check Packets

HNS is excited to bring you improvements to your HNS provider check packets!

Your HNS check packet includes your HNS check, provider statement, multiple remittance summaries, and because we receive different types of EOBs from various payors, you receive various types of EOBs from HNS. Additionally, to comply with HIPAA requirements, HNS has had to “black out” information on certain EOBs before sending these to you.

As part of our ongoing effort to improve our services to you, HNS has redesigned our provider check packets. Within the next few months, all HNS providers will be converting to EFTs and web-based EOBs. Despite the new electronic solutions coming soon, we are excited to bring you these new features!

Your new HNS check packets will include:

- One Remit Number per check packet
- Uniformity of all EOBs
- Each date of service will have its own “total” line
- Summaries and totals for each payor
- Only one remittance summary sheet per payer (BCBSNC, CIGNA, MedCost, etc...)
- EOB remark codes which will be consistent for ALL HNS payors

We will be implementing the “new” check packets in late December. As always, please contact your HNS Provider Rep if you have any questions.

## Update on HNS and HNS Payor Policies

Your participation in our network is very important to your patients, to HNS and to our contracted payors and we want to assure that all network providers have the tools and resources needed to properly comply with the policies and practice guides of applicable state licensing boards, HNS and HNS payor policies.

HNS has revised the sections of our website to make it easier to find important information regarding HNS and HNS payor policies and the policies of the N.C. State Board of Chiropractic Examiners.

Please review the listings under the "Provider" tab on the home page of the website. The section titled "HNS/Payor Policies" includes HNS documentation policies, HNS payor policies, as well as the N.C. BOCE Practice Guides. We hope you find this to be a great resource.

If you have questions about any of the policies included on our website, please contact your HNS Provider Rep for assistance.

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## Update on CIGNA Bundling Edits

In August of this year, HNS announced that CIGNA HealthCare had implemented the use of certain CCI edits that resulted in the bundling of 97140 and 97012 when performed on the same patient on the same date of service. We also informed you this was inconsistent with the HNS/CIGNA fee schedule and we were working with CIGNA to get this issue resolved.

Since that time, HNS has been working with CIGNA HealthCare network management to have these edits removed. We are pleased to announce that while the edits have not yet been removed from the CIGNA payment system, **CIGNA has agreed to reprocess all HNS claims impacted by this edit.** CIGNA is continuing to work with HNS on this issue and we believe these edits may be removed by early 2011. In the interim, all claims impacted by these edits will be correctly reprocessed by CIGNA.

Please do not file any corrected claims associated with this issue. CIGNA is identifying these claims from information submitted by HNS and will internally correct these claims - so again, please do not file corrected claims. These claims must be manually reprocessed by CIGNA, so it will be several weeks before all claims are reprocessed.

We are also pleased to report that CIGNA has corrected their erroneous system edit that resulted in the inappropriate denial of certain E/M codes billed by HNS providers and CIGNA has now correctly reprocessed these claims.

If you have any questions about this issue, please contact your HNS Provider Rep for assistance.



## **The time of year for RE-VERIFYING BENEFITS is almost here again!**

While some insurance plans renew throughout the year, the majority of plans renew at the beginning of each calendar year.

Beginning January 1, 2011, you will need to obtain new copies of patient insurance cards, check the effective dates of the plan, and if the plan renewed on January 1, you will need to call and verify eligibility and plan benefits.

When plans renew, benefits can change including number of visits allowed, co-payment amounts, co-insurances and deductibles.

### ***Are you using a Verification of Benefits form?***

To assure you are properly paid for the services you provide, please remember you must verify benefits prior to providing treatment. HNS has provided you with a Verification of Benefits form that is available on the HNS website: [www.healthnetworksolutions.net](http://www.healthnetworksolutions.net). All HNS forms can be accessed from the home page of our website under the heading "HNS Forms".

## **Billing for Electrodes with Electrical Stimulation**



Please remember it is inappropriate to bill for electrodes when billing electrical stimulation (97014, 97032). The relative value of the applicable codes includes reimbursement for electrodes.

If you inadvertently bill and receive payment for electrodes, these funds must be promptly returned to the payor. If you have inadvertently billed a HNS contracted payor for electrodes, you must file a corrected claim to have these funds recouped by the payor. Please contact your HNS Rep if you have any questions or need assistance.



## HNS Electronic Solutions to Save You TIME & MONEY



HNS is committed to providing the most advanced electronic solutions to our providers and after more than 2 years of design, development and testing, we are preparing to launch our newest electronic solutions.

These new electronic solutions will allow you to receive funds from HNS payors more quickly and allow you to retrieve your EOBs from our secure website.

Our new electronic solutions include:

- Replace HNS “paper” checks with Electronic Fund Transfers (EFTs), directly to your bank account via secure, online transactions.
- Providing you with two electronic options to receive your HNS EOBs:
  1. You will be able to print your HNS EOBs directly from the HNS website and continue to post payments just as you currently do.
  2. If your software has the capability to post payments from the information provided to you by HNS in the electronic payment file, and can interpret the data contained in this file, you will be able to download the HIPAA ERA/835 payment file to your practice management software system *for automatic posting directly to your patient accounts*. To take advantage of this new feature, you will need to contact your software vendor to determine if your software can correctly interpret the data contained in this file and obtain their assistance in setting up and testing these 835 files.

We encourage you to contact your software vendor and find out if your software can accept a HIPAA 835 file to automatically post payments to your patient accounts.

The registration process for these new electronic solutions will begin shortly and continue through the end of April, 2011. By the end of April, all HNS payments will be issued via EFTs and your EOBs will need to be printed from our website OR downloaded to your billing software if your billing software can accept HIPAA 835 files.

***“The hallmark of a well-managed organization  
is not the absence of problems,  
but whether or not problems are effectively resolved.”  
~ Steve Ventura***