



Provider Newsflash

April 2016

PEIA West Virginia Sleep Program Changes

Purpose of this communication

- To inform providers that PEIA West Virginia will be migrated to our Claims 2.0 operating model effective on 5/1/2016. Claims 2.0 is CareCentrix's enhanced claims processing technology and operations designed to align with industry best practices and to improve overall provider experience.
- In April 2016 providers will be contacted to attend a training that will explain the new claim and authorization process.

What do I need to know?

- All PEIA Respiratory and Sleep authorizations for dates of service on or after May 1, 2016 are to be requested through the Provider Portal at www.carecentrixportal.com.
- All PEIA claims with dates of service on or after May 1, 2016 should be submitted electronically to CareCentrix through your clearinghouse (a list of accepted clearinghouses can be located at www.carecentrixportal.com).
- If submitting paper claims with dates of service on or after May 1, 2016, all claims need to be submitted to the address located at the bottom of your SAF (Service Authorization Form).
 - NCC (National Claims Center)
PO Box 7779
London, KY 40742
- **Note:** If performing a sleep test (HCPC 95810, 95811, 95805, 95782 and 95783) in a sleep lab setting these claims should still be submitted directly to HealthSmart for processing.

What do I need to do?

- If you submit electronic claims to CareCentrix, ensure you are using the correct payor code for CareCentrix.
- Attend the provider training that will be scheduled by your Provider Management representative.
- If you do not receive a training invitation by April 15, 2016 contact your Provider Management representative immediately to schedule a training.
- If you do not have access to the Provider Portal please contact your assigned Provider Management representative for assistance.
- Visit the Education Center available on the Provider Portal for useful claim guides and tools.
- Review the CareCentrix Provider Manual posted on our Provider Portal for more information regarding billing requirements.



Is there anything else I need to know?

- If you have any questions, please contact your assigned Provider Management representative for further assistance. For a complete listing of Provider Management contacts, please reference the CareCentrix Provider Manual.

Thank you in advance for your cooperation and continued partnership.