



Provider Newsflash

March 2016

Home Health & Private Duty Nursing Town Hall for Billing and Processing Updates Horizon Care@Home Program

Purpose of this communication

The purpose of this communication is to notify our home health and private duty nursing (PDN) providers of a Town Hall meeting that will take place on **Monday March 21st, 2016 at 10:00 am EDT – 11:00 am EDT.**

What do I need to know?

The CareCentrix Town Hall will be held on Monday March 21st, 2016 at 10:00 am EDT via online video conferencing and phone dial-in.

Topics to be covered include:

- 1. Understanding Claims Rejections & Denials** – 30 minutes (this section is applicable to home health and private duty nursing providers)
 - a. In depth overview of rejections, drivers of rejections and best practices on claim resubmission
 - b. In depth overview of denials, drivers of denials and best practices on claim resubmission

- 2. Private Duty Nursing (PDN) Authorization & Billing Updates** – 15 minutes (this section is applicable to private duty nursing providers only)
 - a. Authorization and service authorization form (SAF) updates
 - b. CareCentrix will be re-issuing SAFs on current authorizations for 2016 services
 - c. Claim type required (professional vs. institutional) for billing

- 3. Provider Question & Answer Session** – 15 minutes
 - a. Questions must be submitted in advance (please see below)



What do I need to do?

- 1.** You will receive a calendar invitation shortly from **Julia Yelevich, CareCentrix Area Vice President.**
- 2.** Please add the meeting on your calendar and notify appropriate agency staff - billing, intake and management.
- 3.** In order to access the town hall you will need:
 - a. Access to a phone for audio dial-in
 - b. Access to a computer, internet and email to access the WebEx online video conferencing
- 4.** Meeting logistics are as follows:
 - a. To join the audio portion of the Town Hall:
 - i. Please call the following number: **1-866-827-5069**
 - ii. Follow the instructions that you hear on the phone
 - iii. Meeting ID: **214**
 - b. To view the WebEx video portion of the Town Hall:
 - i. Go to
<https://carecentrixmp.webex.com/carecentrixmp/j.php?MTID=m1658b5764c6f690bce8432a77667b287>
 - ii. If prompted for a password, enter the meeting password: **12345**
- 5.** If you have any questions that you would like to discuss on the Question & Answer section of the Town Hall, please email them no later than 5 PM Friday March 18th to Julia.Yelevich@carecentrix.com.
- 6.** Please check the CareCentrix Provider Portal at www.carecentrixportal.com for information on this and future Town Hall sessions.

Thank you for your participation and continued partnership. If you have any questions prior to this program, please reach out to your assigned provider management analyst for assistance.