

# PROVIDER *Notes*

## *BenefitsCheckUp* Enhances Members' Lives



**D**id you know that your patients can easily find out if they qualify for programs that pay for prescription drugs, utility bills, meals, health care, taxes, and more? It's easy and only takes a few minutes.

Windsor Medicare Extra and the National Council on Aging (NCOA) have teamed up to help older adults discover these benefits by offering *BenefitsCheckUp*—the nation's most comprehensive online service to screen for federal, state, and some local benefits programs for adults ages 55 and older.

They can simply log on to [www.benefitscheckup.org/windsor](http://www.benefitscheckup.org/windsor) and complete a short questionnaire about their age and living standards. The program instantly prepares a report on benefits available to them based on their answers.

*BenefitsCheckUp* includes more than 1,550 public and private benefits programs from all 50 states, including the Department of Energy Weatherization Assistance

Program, which enables low-income families to permanently reduce their energy bills by making their homes more energy efficient. On average, weatherization reduces heating bills by 31 percent and overall energy bills by \$358 per year at current prices.

By using the Windsor *BenefitsCheckUp*, participants also have access to application forms and fact sheets for more than 250 benefits programs. Detailed contact information for the offices in charge of the program with additional information is also available.

*BenefitsCheckUp* is available to all Windsor Medicare Extra members at no charge and may be used at any time by visiting [www.benefitscheckup.org/windsor](http://www.benefitscheckup.org/windsor). Those without access to the Internet may contact Windsor Medicare Extra's Navigator Program at 1-800-316-CARE (2273), ext. 6109 for assistance.



## FROM THE DESK OF THE **PRESIDENT:**

Recently, I had the opportunity to discuss with both our senior management team and the Regional Director for the Centers for Medicare & Medicaid Services, Windsor's significant growth, as well as details about some of the innovative benefits that we are providing to our members for 2008. At the conclusion of this meeting we determined that some of our benefits are so innovative that our competition is scrambling to emulate them, but rest assured that we are the genuine article.

In our last issue of *Provider Notes*, I highlighted some of the accolades, benefits, and corporate milestones we had received for providing award-winning health care plans from *MedicareNewsWatch.com* and others. One might be tempted to sit back and relax—resting on our laurels so to say, but not us. We have invested in additional programs to simply make *Windsor Medicare Extra* the absolute best choice for any Medicare Beneficiary in our five-state, 96-county service area.

We are constantly thinking of ways to provide better healthcare to our members to keep them healthy, independent, and feeling good. We appreciate your partnership in this endeavor and are open to your suggestions any time. You have a dedicated, toll-free line to contact us and a local Provider Representative in your area (*these numbers are on the back of the newsletter*) to ensure that our communication remains open and productive to ultimately benefit our member—your patient.

Michael Bailey



President & CEO



## Resources for Providers

**W**ith so many health plans with varying operating procedures, it's easy to get confused about how to deal with members and file claims. Here's a quick and easy guide when providing service to *Windsor Medicare Extra* members:

- Always ask for the member's ID card.
- Check the member's eligibility and claims status online at [www.windsorextra.com](http://www.windsorextra.com).
- Refer to the Prior Authorization grid on the *Quick Reference Guide* to determine if a procedure requires a preauthorization.

- Adhere to timely filing.
- DME must be arranged through Windsor HomeCare Network and all supplies require preauthorization unless listed on page 2 of the *Quick Reference Guide*.

Remember that the appeal time frame is 180 days from the original Remittance Advice date. Contact the local Provider Representative or use the Demographic Change form to notify Windsor of changes that occur in your practice.



### **AVANDIA® WARNING**

Previously, the FDA released new information linking Avandia (rosiglitazone) to an increased risk for heart attacks. While questions remain as to whether the risk for heart attacks or death is different with Avandia than with some other oral type 2 diabetes treatments, as of November 19, 2007, the FDA has added a new boxed warning about the risk for myocardial ischemia associated with treatment of patients with type 2 diabetes. Professionals are advised to closely monitor certain populations taking this drug and to review the latest information available at [www.fda.gov/cder/drug/infopage/rosiglitazone/default.htm](http://www.fda.gov/cder/drug/infopage/rosiglitazone/default.htm).

## FEATURED PROVIDER

# Mississippi Methodist Rehabilitation Center

**W**indsor Medicare Extra is pleased to highlight the Mississippi Methodist Rehabilitation Center (MMRC) as a premier healthcare facility and network partner. This important alliance affords Windsor members access to nationally-recognized specialty care right in their community.

Nestled in central Mississippi on two campuses, MMRC is Mississippi's only comprehensive rehabilitation hospital. MMRC features programs specifically designed to treat people who have had a stroke or a brain or spinal injury. Each program has staff dedicated to the treatment of these specific injuries or illnesses.

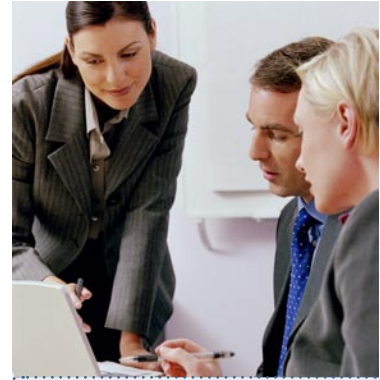
MMRC has twice been the only hospital in Mississippi named as

one of America's Best by *U.S. News & World Report*. It has also twice been named one of only 16 Traumatic Brain Injury Model Systems in the nation, putting them at the forefront of exciting improvements in the treatment of brain injuries.

The medical facility has also gained worldwide prominence for groundbreaking West Nile virus research being conducted at its Center for Neuroscience and Neurological Recovery.

MMRC patients exceed the national average in regaining functional abilities, and they are more likely to return to their home and community.

Congratulations MMRC, *Windsor Medicare Extra's* featured provider for March 2008.



## BILLING UPDATE FOR ASC PROVIDERS

For providers billing on the Form CMS-1500, an important ASC billing update is now available. The Place of Service (POS) code is 24 for procedures performed in an ASC.

Prior to January 1, 2008, Type of Service (TOS) code was "F" (ASC Facility Usage for Surgical Services). This code is appropriate when the modifier SG appears on an ASC claim. Otherwise, TOS "2" (surgery) for professional services rendered in an ASC is the appropriate code.

Beginning January 1, 2008, ASCs no longer are required to include the SG modifier on facility claims in Medicare. Modifier-TC is required unless the code definition is for the technical component only. TOS should remain "F" when billing the facility usage for surgical services.

If you have questions about this or have any other claims question, please contact Provider Services toll-free at **1-866-270-5223**.



**WINDSOR MEDICARE EXTRA  
PROVIDER REPRESENTATIVES**• **East Tennessee**

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• **Middle Tennessee/Alabama**

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• **Central Arkansas**

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• **Central Mississippi**

Myriame Davis: 601-321-5625

• **South Carolina**

Tonya Ruff: 864-316-5124

To view any changes we have made to our formularies, please visit <http://WindsorExtra.com/provider/coverage.html>.

# CAQH Saves Time and Money

**R**emember when you had to fill out dozens of credentialing applications for every health plan, even though all the information was the same? Remember the time and expense involved in completing every credentialing and re-credentialing application?

*Windsor Medicare Extra* is happy to announce that through affiliation with the Council for Affordable Quality Healthcare (CAQH), the credentialing and re-credentialing process has been significantly streamlined. Providers may now fill out one application, either on paper or electronically, which is available to any health plan that is affiliated with CAQH.

To learn more about CAQH and how this new program can save your practice time and money, visit <https://caqh.geoaccess.com/oas> or call Joan Van Vleet, Windsor's Credentialing Coordinator, at 615-782-7955.

Windsor and CAQH adhere to the strictest confidentiality guidelines. Information is only released to authorized users and only as part of the credentialing processes for health plans, hospitals, and delegated entities.



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