



## Welcome New Primary Care Sites

Commonwealth Care Alliance has expanded its primary care resources. In recent months, we began new relationships with the following primary care sites:

- Cambridge Health Alliance
- Dorchester House Health Center
- Framingham Community Health Center
- Whittier IPA
- Holyoke Health Center

The additional primary care sites build upon the care being provided through our existing primary care sites:

- Boston University Geriatric Services
- Boston's Community Medical Group
- Brightwood Health Center
- East Boston Neighborhood Health Center
- Elder Service Plan of North Shore
- Goldfarb Primary Care Association
- Harbor Health Services, Inc.
- Uphams Corner Health Center
- Urban Medical Group

Commonwealth Care Alliance welcomes the new sites and looks forward to successful collaboration with them. ♦

## NPI Update

Beginning December 1, 2007, Commonwealth Care Alliance will require NPI numbers on all Health Insurance Portability Accountability Act (HIPAA) transactions. Whether submitting via an 837 P/I transaction or via a CMS-1500/UB-04 claim form, please be sure to include the necessary NPI number of the rendering provider/entity as applicable. For your convenience, we have noted the primary field locators for claim forms. These fields include:

- |   |                |
|---|----------------|
| <b>CMS-1500</b>                         | <b>UB-04</b>   |
| • Field 24J - Rendering Provider        | • Box 56 - NPI |
| • Field 33A - Billing entity NPI number |                |

If you need assistance obtaining an NPI or if you have an NPI and need to share that information with us, please call Carol St. John, Provider Network Support Specialist, at 617.426.0600 ext. 234. ♦

*More claims information on page three...*

# Enrollment Numbers

## Senior Care Options (SCO)

= 1437 members

### Member demographics:

Spanish-speaking 40%

English-speaking 37%

Russian-speaking 12%

Cape Verdean/Creole-speaking 7%

Haitian/Creole-speaking 1%

All other languages 3%

## Commonwealth Care Connection (CCC)

= 196 members

### Member demographics:

English-speaking 76%

Spanish-speaking 23%

All other languages 1%

## Severe Disabilities Program at BCMG

= 450 members

### Member demographics:

Adults with severe physical disabilities

## Brightwood Pilot

= 400 members

### Member demographics:

Adults with chronic, complex conditions, advanced HIV disease and significant behavioral health conditions

## COMMONWEALTH CARE ALLIANCE

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Hours of Operation: Monday-Friday  
8:00am - 5:00pm



[L-R] CDSMP Leader Training: participant, Gina Kupski (Elder Service Plan of the North Shore); Master Trainers, Muriel Clement & Susan Brown (Greater Lynn Senior Services); participants, Mary L. Santiago & Lourdes Silva (Brightwood Health Center); Rosa Palacios (Commonwealth Care Alliance)

## CCA Health Workers becoming Leaders of Chronic Disease Self-Management

Commonwealth Care Alliance has begun offering a number of our motivated community health workers the opportunity to become leaders of the Stanford Chronic Disease Self-Management program (CDSMP). The program, which is based on studies conducted by the Stanford Patient Education Research Center in California, teaches skills to individuals with chronic diseases that will assist them in the day-to-day management of their condition. Once a week for six weeks, participants of the program learn subjects such as, overcoming problems of frustration; pain and isolation; communicating effectively with other; appropriate use of medications; and nutrition.

Our community health workers are jumping at the chance to become trained as leaders in the program. Mary L. Santiago, SCO/CCC Transportation Coordinator at Brightwood Health Center, participated in a training held during October this year. "When asked to be part of this training, I didn't hesitate to accept," she says. "I want to teach our members a program that will make a positive change in their lives."

Stella Kremen, Executive Director of StayWell Adult Day Health Center, also participated in the October CDSMP training session. "I am always looking for new ideas to bring back to my community, especially those in the area of health education. [CDSMP] is a very different approach and I'm really happy that Commonwealth Care Alliance gave me the opportunity to be a part of it. Now I have a better understanding of self-management and how to care for people living with chronic disease. Becoming a trainer in CDSMP is very empowering. I was very glad to mix with like-minded people who are passionate about community-based health care."

Commonwealth Care Alliance has conducted a number of CDSMP workshops solely for its members to great success. We are now concurrently training leaders in the program, so that we may offer the workshops to our members in greater numbers in more of our community health centers.

If you are interested in becoming trained in the Stanford CDSMP or need further information about any aspect of the program, please contact Rosa Palacios at Commonwealth Care Alliance, 617.426.0600 ext. 226 or [rpalacios@commonwealthcare.org](mailto:rpalacios@commonwealthcare.org) ♦

# Electronic Claim Transmissions

Did you know that Commonwealth Care Alliance has a full array of electronic claim transmission capabilities that will meet the needs of your organization. Why not submit claims simply, accurately and efficiently via:

- Direct submissions of 837 transaction files via our web based portal;
- 837 transactions files through your designated clearinghouse;
- “Single claims entry” function - for smaller entities looking to eliminate claim forms.

*Note: There are no fees associated with direct submissions to CCA.*

Additionally, with electronic claim submissions you will have the ability to manage your accounts receivable for a faster reconciliation process. You will gain access to:

- Verification of patient eligibility
- Review the status of a claim submission
- A variety of reporting tools

**Interested? Have Questions?** Please call 800.306.0732 and ask for Paul Costello who will assist you in choosing the best option for your organization. ♦



## CMS-1500 (08/05) & UB-04 (1450)

Beginning December 1, 2007, the current CMS-1500 (12/90) & UB-92 (CMS-1400) versions will no longer be accepted. All new and rebilling of claims should be on the revised CMS-1500 (08/05) & UB-04 (CMS-1450) forms. All submissions utilizing old claim forms and omission of NPI numbers will be returned to the billing entity. ♦

## The Deficit Reduction Act and You

As you may be aware, the Federal Deficit Reduction Act (DRA) went into effect in January of 2007. Under the DRA federal and state governments have been granted additional resources to combat fraud and abuse in the Medicare and Medicaid programs. The DRA impacts any entity with annual Medicaid revenues greater than \$5 million. The False Claims Act (FCA), which is a part of the DRA, establishes liability for any person who knowingly presents or causes to present a false or fraudulent claim to the US government for payment.

As a part of the law, Commonwealth Care Alliance needs to ensure that its providers are aware of the DRA, how to report fraud and abuse, and how Commonwealth Care Alliance along with its contracted providers can combat fraud. We, at Commonwealth Care Alliance, are committed to detecting and reporting fraud and abuse of any kind. If you detect member or provider fraud, there are a few ways to report the fraud. These include:

- Contacting the Director of Regulatory Affairs and Compliance at Commonwealth Care Alliance at 617.426.0600
- Contacting the Commonwealth Care Alliance Compliance Hotline at 1.800.826.6762
- Contacting the Office of Inspector General (OIG) within the Department of Health and Human Services at 1.800.447.8477

Please Note: Additional information on Commonwealth Care Alliance’s fraud and abuse program will be forthcoming in 2008. ♦



## Pharmacy Update

Commonwealth Care Alliance has worked with CMS and our PBM, Express Scripts, Inc. (ESI), to streamline the prescribing process to the greatest extent possible under the Part D regulatory framework.

Here is what we can offer to minimize any hassle in caring for Commonwealth Care Alliance members:

1. For our new and existing members, all medications currently prescribed will be “grandfathered in” without prior approvals (PA), step therapies or formulary review. In these instances, all prescriptions that are “re-ups” can be filled without difficulty regardless of formulary compliance. The only exception to this is a subsequent fill for a PA medication which requires clinical review in advance of approval. You can request this clinical review by calling ESI at 1.800.417.8164.
2. For our existing members, “newly prescribed” medications that are non formulary or require PA or step therapy are subject to clinical review in advance of coverage approval. Although we cannot prevent this requirement, together we can minimize this challenge as our PA list has been pared way down to a list of mostly injectable medications that are rarely prescribed. To request a clinical review in these instances, please contact ESI at 1.800.417.8164.

If you have any questions about this pharmacy update, please contact Basem Shebli, Director of Pharmacy, 617.426.0600 ext. 238 or [bshebli@commonwealthcare.org](mailto:bshebli@commonwealthcare.org). Alternatively, call a Member Services representative on 1.866.610.2273, Monday-Friday, 8:00am-5:00pm ♦

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