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www.bmchp.org

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Boston Area Main Office:
One Design Center Place
Suite 814
Boston, MA 02210

Western Massachusetts Regional Office:
354 Birnie Avenue, 3rd Floor
Springfield, MA 01107

**Southeastern Massachusetts
Regional Office:**
Bourne Counting House
One Merrills Wharf
New Bedford, MA 02740

Berkshire Regional Office:
163 South Street
Pittsfield, MA 01201
www.bmchp.org

Pre-authorizations Eased for Certain Treatments

BMC HealthNet Plan recently modified pre-authorization requirements for two covered treatments.

Physical and Occupational Therapy

No authorization is necessary for the first six visits for physical and occupational therapy. Authorization is required for the seventh visit and beyond. The initial evaluation does not count toward the first six visits and does not require prior authorization. You may phone in your authorization request and treatment plan – including medical necessity for ongoing care and detailed progress to date – to BMC HealthNet Plan's Prior Authorization department.

Phototherapy and Photochemotherapy (PUVA) treatments for skin conditions

These treatments no longer require prior authorization until after the 23rd week of treatment, with up to 69 visits during that 23 week time period. You may call BMC HealthNet Plan's Prior Authorization Department for an authorization request – before the 24th week.

Prior Authorization Department 800-900-1451

Claims Status Now Available at www.bmchp.org



Designed with input from BMC HealthNet Plan providers, our online claims status function offers functionality similar to what is available from other managed care organizations and MassHealth.

Providers can check the status of a claim by using the claim number or member's Plan ID, or by the patient account number assigned by the provider. The system displays claims information for services rendered to a Plan member over a specified time span (up to one year). The user can see if a claim has been paid and how it was adjudicated. The function shows adjustments as well as information on appeals. A frequently-asked-questions

section is also only a click away. The Plan will continue to enhance this function based on user feedback. Contact your provider relations representative, or webmaster@bmchp.org.

Securing online access to patient information

To access claims status inquiry, a provider must have a login ID and password. This ensures that HIPAA privacy standards are met. Contracted providers needing logins should contact their provider account representatives.

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More online functions available at our Web site – see page 3.

Plan now serves Taunton area

MassHealth approved BMC HealthNet Plan's expanded service area in September 2003. The Taunton service area – as defined by MassHealth – comprises the following towns:

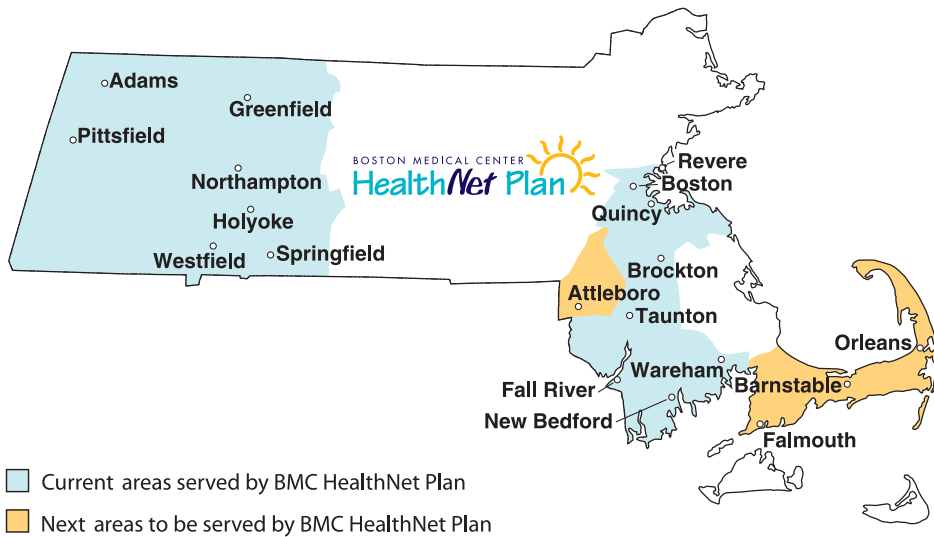
Berkley
Dighton
East Taunton
Lakeville
Middleboro
North Dighton
Raynham
Rehoboth
Seekonk
Taunton

Our move to Taunton adds to our already-established coverage areas in Greater Boston, the New Bedford and Fall River areas of Southeastern Massachusetts, and all of Western Massachusetts.

BMC HealthNet Plan is also pleased to welcome Morton Hospital in Taunton, as well as the many primary and specialty care providers in the area who now participate in the Plan.

See a map of the areas we serve on page 2

BMC HealthNet Plan Expansion Continues



Mammography Push Exceeds Goal

As part of BMC HealthNet Plan's commitment to keeping our members healthy, we launched a significant effort in 2002 to increase the percentage of our female members – ages 50 to 64 years – who receive regular mammograms. Our goal was to increase the number of targeted members to have an up-to-date mammogram, from 40.5% in October 2002 to 47% by July 2003.

We exceeded our goal, achieving a 53.3% mammogram rate.

This effort comprised many crucial steps, including reaching out to members with a gender-sensitive direct-mailing, placing follow-up phone calls to help schedule appointments, and mailing letters to the providers of those targeted members. Most importantly, we worked with our providers to ensure that our care delivery system was prepared to provide mammography access to our members.

We will continue this campaign into 2004, with a goal of increasing our mammogram rate to 60%.

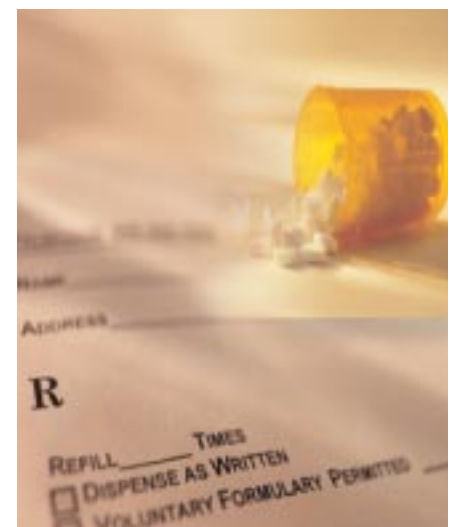
The mammography campaign is part of the Plan's Health Plan Employer Data and Information Set (HEDIS®) measurement goals for this year.



Pharmacy Copays Mandated

MassHealth now requires all managed care organizations (MCOs) covering MassHealth enrollees to implement pharmacy copays for most members age 19 and over. Therefore, BMC HealthNet Plan implemented copays for prescription and over-the-counter medications as of February 1, 2004. Brand-name prescription drugs have a \$3 copay, while generic prescription drugs and covered over-the-counter drugs have a \$1 copay.

Pharmacists may not refuse to give BMC HealthNet Plan members (or other MassHealth recipients) their prescription drugs, even if the member cannot pay the copayment. There are also yearly maximums on total copayments for any MassHealth recipient. Visit our Web site, www.bmchp.org, for more details.



Need a login ID? Questions about access to online functions? --- Call your provider account representative, or the provider hotline: 1-888-566-0008

The representative will first ensure that the provider has a login ID (which also allows access to a variety of other information). Then the Plan will activate the claims status access function allowing the provider to view the status of claims specific to that provider.

Check a Member's PCP Assignment

Through our Web site (www.bmchp.org), contracted providers who have requested a BMC HealthNet Plan login ID can confirm the name of the primary care physician (PCP) to whom any member is assigned, as well as the status of the member's BMC HealthNet Plan eligibility, on a given day.

To access this information, go to the site's provider section, enter your password, and look for the 'Administrative' functions at the lower left of the page. Click on 'Member Eligibility.' Enter the member's BMC HealthNet Plan ID number and the date of service, and you will see whether the member is (or was) eligible and who the member's PCP is (or was) on that date of service.

Web site eligibility information is updated daily with data from MassHealth.

Online Report Delivery Offers Convenience

The Plan now furnishes patient reports online – on a free subscription basis – to contracted providers. Online reports currently available are the PCP Patient Panel and Daily Inpatient Census. Providers who previously subscribed to these reports via e-mail or fax can continue to receive them that way, and/or may access these reports through the Plan's Web site.

The Plan will add more reports in the future and welcomes any suggestions or comments on reports you would like to see. You can e-mail your suggestions to webmaster@bmchp.org.

Accessing your reports

Providers who have been receiving reports by e-mail or fax and who already have a login ID can view or

download these member-specific reports from our Web site. If you don't currently receive reports by e-mail or fax, you need to notify your provider account representative of your subscription preferences. As part of your subscription, you choose: 1) either weekly or monthly production of your reports in PDF or Excel format; 2) e-mail or fax delivery. Once you've made these choices and your login is activated, your login subscription also automatically allows you to access your reports online anytime.

Since the reports are provider-specific and the function is secured, the online reporting function meets HIPAA privacy and security standards without requiring any encryption of the report file. This makes delivery of reports in Excel format easier through the Web site than by e-mail (where encryption is required).

Online Information Available to Contracted Providers

FUNCTION	REQUIRES
Claims Status	Provider login ID
PCP Assignment	Provider login ID
Report Delivery	Provider login ID + provider's request
EDI Information	Provider login ID
Provider Manual	Provider login ID
Network Notifications	Provider login ID

Other Electronic Transactions Coming in the Near Future

- Online electronic remittance advice (an image of the remittance advice that providers receive in their checks)
- Electronic funds transfer