



Provider Newsletter

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Cenpatico Changes to Come Regarding Revenue Code 510

Pursuant to the IHCP Bulletin BT201157, Cenpatico will be discontinuing the use of Revenue Code 510. It will be replaced with Revenue Code 513 for dates of service on or after 5/1/2012. Given this change, all facilities will be required to use Revenue Code 513 on the UB-04 with the corresponding procedural code eligible for outpatient behavioral health services. Please refer to the table within the IHCP Bulletin - BT201157 for eligible procedural codes as some billable codes have changed. (E.g. CPT 90862 which is not a reimbursable code for OP facility billing when billed with Revenue Code 513).



For more detailed information regarding this please access the following link:

<http://provider.indianamedicaid.com/ihcp/Bulletins/BT201157.pdf>

If you have specific questions about these changes, please contact Cindy Smith, Provider Relations Specialist at 317-684-9478 ext. 20268 or Mark Fisher, Network Manager, at ext. 20257.

Suggestions?



Contact us at 317.237.5770 or visit our **website**



Submit Articles or Announcements!!

MHFRP Annual Liaison Training - May 11, 2012



Save The Date! The MHFRP Annual Liaison Training will be Friday, May 11 in Indianapolis. This year's training will be half a day with an optional new liaison orientation in the afternoon. The agenda and location information will be sent via email closer to the date. Please contact Jill Derryberry, jderryberry@intecare.org, or Nikki Russell, nrussell@intecare.org, with any suggestions for training topics or for more information.



If your organization would like to submit articles or announcements for the InteCare Provider Newsletter please send your articles to:

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Q1 Corner - Provider Satisfaction Survey Results

Each year, InteCare sends out a Provider Satisfaction Survey to collect feedback directly from the Providers we credential. The 2011 survey was sent out this month and we want to thank those providers who took the time to tell us how we are doing.



This year we had an Overall Satisfaction Score of 86.4%. This is above our target score of 85% and is an increase of 2.9% over last year.

Highlights from this year's survey were:

- 95.1% would recommend a peer become part of the InteCare Network
- 99% positive rating for the courtesy and helpfulness of the Provider Relations/Credentialing staff
- 92.3% positive rating for the timeliness of the credentialing process
- 96.3% positive rating for the efficiency of InteCare updating changes to provider information

In addition to the questions we ask in our survey, we also offer the opportunity for participants to comment and give us compliments or constructive criticism and ideas for how we can improve our services. This year we received a total of 52 comments; 10 positive, 26 constructive and 10 that were about service issues that InteCare does not provide such as OTRs, Claims and Prior Authorizations. We are pleased to receive the compliments about our services and also appreciate those who took the time to provide their input on where our services have room for improvement. We are committed to providing the best services possible and do have several changes in the works that should increase efficiencies and streamline the credentialing/Recredentialing process!





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