

HPK NEWS

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HCA

Special points of interest:

- **Multitasking**
- **New Years Resolutions**

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Overloaded? Multitasking has its limits!

You make your to-do list each day, but by the end of your busy day, hardly any of your tasks are crossed off. Why? Blame technology.

Computers and cell phones deliver a non-stop stream of information and interruptions. Research shows that office workers switch tasks every three minutes. All that activity may seem productive, but recent studies suggest that multitasking actually diminishes our ability to perform complex tasks. E-mails, texts, instant messaging and tweets

are here to stay, but you don't have to let them take over your life! Here are a



plete one task before diving into something new.

***Limit interruptions.** Silence your phone and turn off the alerts for texts and e-mail messages.

***Make time.** Designate a few blocks of time each day for answering e-mails, returning calls or responding to unexpected requests.

Regain control, so you can focus on the job at hand!

few tips to help you gain control of the technology overload. ***Do one thing at a time.** Try to com-

***Organize e-mails.** Don't be a slave to your inbox. Opt out of unimportant e-subscriptions that eat up space and time.

New Year's Resolutions

It is that time of year again when American's vow to make positive changes in our lives once and for all! Some popular resolutions include: Increase exercise, be more conscientious about work or school, develop better eating habits, stop smoking, drinking or using drugs (including caffeine). Here are five sure-fire ways to actually

stick with your resolutions this year: Focus on a Goal-make sure it is realistic and attainable. Make a Plan-Plan small steps and write them down! Recover Lost Commitments-Realize there will be times when you get off track. Think positive and renew your commitment when needed. Reward for Good Behavior and Create a Support System. The

path to success is not always the easiest road, but it is possible to keep your New Years Resolutions and see the benefits throughout the new year! Good Luck!





Aetna-Experimental/Investigational Lab Tests-Not Covered!

Aetna plans do not cover laboratory tests that are considered experimental or investigational, even when these studies are ordered by a participating physician. Commonly ordered experimental or investigational lab tests include:

83090

83695

86301

87621

87476

83701.

Although lab tests are ordered by physicians, some procedures are considered experimental or investigational based upon evidence-based standards. As a result, they are not covered under the terms of the member's health plan. Because these tests are not covered, Aetna will reject claims submitted for them. Patients will be financially responsible for their services. Patients should be made aware of this and understand

they will be responsible for payment. Aetna offers online reference tools listing laboratory tests that are excluded from coverage, or that may be conditionally covered. Go to NaviNet, select "Claims" from the "Aetna Plan Central" home page, then "Clinical & Payment Policy Code Lookup," and then "Select a code by Category" drop-down menu.

****REMINDER****
All Aetna providers will have paper EOB's suppressed effective 4-4-2011. Sign up for electronic EOB's by logging in to NaviNet and selecting Aetna Plan Central then Claim EOB Tool.

Aetna-ID Cards

Some patients' Aetna ID cards may begin to look a little different. You may start seeing patient ID cards with a "W" listed on their cards instead of alpha-numeric. Aetna is making internal administrative adjustments and system changes and eventually, all plans will have a "W" member ID number.

Please note that this is not a change in the payment reimbursement to the providers. The product name associated with each member will be reflected on the Explanation of Benefits (EOB).

Continue to access patient eligibility, benefits and claims information through the secure provider website via

NaviNet. Also, remember to use the patients "W" member ID number. If you need to contact the provider Service Center (PSC), call 1-888-MDAetna (1-888-632-3862) any time you see a "W" ID number.

Aetna's Education Site

Aetna has new and updated courses for physicians, nurses and office staff located on their website at:

www.AetnaEducation.com

New recorded events on the website include a precertification recorded webinar.

Updated educational topics include: Electronic connec-

tivity: Aetna's Online Account Management Tool (AMT) and Women's Health Programs and Policies Manual.

You can also download the entire Aetna Educational course catalog at: <http://aetnaoffice-link.providerpreference.com/files/>

[Education_Catalog.pdf](#)

"Success is the sum of small efforts, repeated day in and day out"
Robert Collier

Congress Votes to Stop Physician Pay Cut & More on Reform

Congress recently passed legislation to counteract the Sustainable Growth Rate (SGR) formula that would have reduced Medicare physician reimbursement rates. The U.S. House voted 409-2 in favor and the bill was presented to President Obama and signed December 15, 2010. This bill reverses the 25% reduction to Medicare payment rates set to take effect January 1, 2011 and extends current Medicare

payment rates through December 31, 2011. Health-care reform will affect us all in some way. Other new regulations implemented January 1, 2011 include: Health insurance companies now are required to spend 80 to 85 percent of revenue on medical care and quality improvements for patients, not on administrative costs. Over-the-Counter (OTC) Reimbursement will no longer qualify for reimbursement from health plan spending accounts without

a prescription from a health care provider. Beginning shortly after the Food & Drug Administration finalizes rules governing the disclosure of meals' nutritional values this year, chain restaurants with 20 or more locations and owners of 20 or more vending machines will have to display calorie information on menus. To stay abreast on reform in Kansas visit the Kansas Health Institute website at: <http://www.khi.org/news/health-reform/>



CIGNA-Claim Status Inquiry

Using CIGNA's eService tools, you can access the information you need, when you need it. CIGNA has multiple options for you to check the status of your claims: Using the secure CIGNA for Health Care Professionals website (www.cignaforhcp.com), an electronic data interchange (EDI) solution or through

their automated phone system. The website allows you to look up a claim, view the service line detail, review payment information and easily print information from the website. EDI allows you to easily track claim status with multiple payers through your clearinghouse or using Post-N-Track software receive a real-time response

and view payment information. Using the automated phone system provides instant access to detailed claim information. To access CIGNA's automated phone system, call 1-888-882-4462.

"Never lose a chance of saying a kind word"

William Thackeray

CIGNA-Treatment Decision Support Tools & Services

It is important for patients to have information and services to help them make more informed health care choices. Providers are in a great position to influence patients' health outcomes and encourage them to improve their health. CIGNA has tools and resources to complement your care and

treatment plans. CIGNA offers access to online interactive treatment decision support tools that can help patients understand their conditions and evidence-based treatment options. Patients can be guided through decision paths that describe the benefits and risks of each treatment op-

tion and provide question or discussion points to discuss with the care provider. Patients with CIGNA coverage can call the number on their ID card or visit: www.myCIGNA.com to learn more about these programs. For additional information patients can call CIGNA at 1-800-882-4462.

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"Your Partner in Health Care"

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OF KANSAS

MISSION STATEMENT

To Serve our members and providers with courtesy, respect, responsibility, honesty and accuracy.

To Strive for quality in all areas of service at all times.

To Steadily Improve, enhance and expand our services.

To Support our community by providing comprehensive healthcare benefits within an extensive professional network.

www.hpkanساس.com

Payer Quick Links

Please take a moment to check out some of our payers websites. They offer helpful and valuable information.

"Every day do
something that will
inch you closer to a
better tomorrow"
Doug Firebaugh

Aetna - Mid-America Region

<https://aetna.providerpreference.com/landing/>

CIGNA

http://www.cigna.com/customer_care/healthcare_professional/newsletters/index.html

Humana

<http://www.humana.com/providers/tools/>

