

WPPA, INC.  
PROVIDRs CARE 

# ProviDRs Pulse



## ProviDRs Care Is Moving

ProviDRs Care is excited to announce that we had outgrown our previous office space at 1102 S Hillside and have relocated. Please update all ProviDRs Care files to reflect the following address:

238 N. Waco St  
Wichita, KS 67202

We understand it will take time to update all ID cards to reflect our new address which is why we have made the necessary arrangements to ensure that all claims sent to our former address will be securely forwarded to us temporarily. In the meantime, note that our payer ID number (48100) will remain the same.

Again, please update all files to reflect the above address and desist from using our 1102 S Hillside address moving forward. Our phone and fax numbers remain the same.

## WHAT'S NEW?

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# HCFA 1500 Claim Form Requirements Effective April 1, 2020

Effective April 1, 2020, claims submitted to ProviDRs Care will be rejected as unprocessable if the rendering provider information is not completed in Box 31 and Item 24J of the CMS 1500 Claim Form. These areas are highlighted in the below claim form.

## Item 24J

Enter the rendering provider or supplier National Provider Identification (NPI) number. If services were rendered by a provider, please ensure the NPI of the rendering provider is entered and not the NPI of the provider group.

## Box 31

Enter the name of the rendering provider of service or supplier and date the form was signed. Claims ARE processed in or out of network based on the information provided in box 31 and box 25.

## Box 33

Box 33 is used to indicate the name and address of the Billing Provider that is requesting to be paid for the services rendered. Claims are NOT processed in or out of network based on the information provided in box 33.

If you have questions, please contact Provider Relations by calling 800-801-9772, option 4, option 3 or email [ProviderRelations@ProviDRsCare.net](mailto:ProviderRelations@ProviDRsCare.net).

The image displays two versions of the HCFA 1500 Claim Form. The top version is the standard form with a QR code and various fields for patient and insurance information. The bottom version is a modified form with a red border and yellow highlights on specific fields: Box 31 (Physician or Supplier Information), Box 33 (Billing Provider Info & PH #), and Item 24J (Rendering Provider ID #).

**Item 24J (Rendering Provider ID #):** This field is highlighted in yellow in the bottom form. It is located in the 'PHYSICIAN OR SUPPLIER INFORMATION' section, column J, row 1.

**Box 33 (Billing Provider Info & PH #):** This field is highlighted in yellow in the bottom form. It is located in the 'BILLING PROVIDER INFO & PH #' section, row 1, column 3.

**Box 31 (Physician or Supplier Information):** This section is highlighted in yellow in the bottom form. It includes fields for the rendering provider's name, address, and NPI number.

## Essential Resources

### Telemedicine Guidelines

As Kansas providers look to telemedicine during the Coronavirus public health emergency to avoid spreading the virus, ProviDRs Care has received various calls and emails from providers seeking guidance. ProviDRs Care is seeking additional guidance from our various payer partners if they will be providing greater flexibility for covered telemedicine services. Providers are encouraged to call the payer directly for questions related to covered services as well as exceptions being put in place during the public health emergency. As soon as information is received from the various payers, ProviDRs Care will distribute these updates to all providers. Medica has provided the following additional guidance:

#### *Emergency Telemedicine*

As always, please refer to the payer's phone number listed on the member's ID card to verify benefits and eligibility for these, and all services.



## Credentialing Corner

- Unsure if a practitioner needs to be credentialed?!?!? Check our web site at <https://services.providrscare.net/provlookup/GetGroup.aspx> to determine if the practitioner is already credentialed and participating with our network. You can use PCN as the Group Number for a full directory search, but if you are searching on behalf of a patient, you should use the specific Group Number located on the patient's ID card. If you need to add a new or additional Tax ID number (TIN), or add an additional location, simply complete a Provider or Practice Change Form and submit the completed form with a W-9 to [ProviderRelations@ProviDRsCare.net](mailto:ProviderRelations@ProviDRsCare.net).
- To prevent unnecessary delays in credentialing or recredentialing, please make sure all Council for Affordable Quality Healthcare (CAQH) information is up to date! Locations are critical to the accuracy of the provider directories that your patients will be referencing.
- Check the certificate of liability insurance termination date – if it will expire within 45 days of application submission, we will likely be reaching out to you for an updated certificate.
- One of the busiest times of the year is approaching for new graduates and new hires ...send applications as quickly as possible so that new hires can hit the ground running!

# Resource Guide to Medica Products

Medica, a non-profit health plan, serves communities throughout several states in the Midwest, including Minnesota, Wisconsin, North and South Dakota, Iowa, Nebraska, Missouri, Kansas, and Oklahoma. Medica now offers multiple products in Kansas, ONLY some of which utilize the ProviDRs Care Network.

Below is a sample member ID card and additional information about each available network:

**MEDICA**  
 Payer ID: 12422  
 ID: 1234567891 Group/Policy: IFB  
 Name: John IFB/IFBKS1 00  
 Dependents: Jane Samplemember 01  
 Joe Samplemember 02  
 Julie Samplemember 03  
 Jake Samplemember 04  
 Joshua Samplemember 05  
 CareType: [Care Type Text From data]  
 SVC Type: Medical  
 Topeka hospital services must be at Stormont Vail for network benefits

**PROVIDERS CARE Network**  
 For Kansas Providers (excluding Wyandotte and Johnson Counties)

Rx BIN: 003858  
 Rx PCN: A4  
 Rx GROUP: 6MEDICA

Members - [medica.com/IndividualLogin](http://medica.com/IndividualLogin) Benefits Effective: 01/01/20  
 Claims: Medica  
 P.O. Box 981647  
 El Paso, TX 79998-1647  
 Medica Customer Service: 866-416-7438  
 TTY: 711  
 Pharmacists: 800-922-1557  
 Providers: 800-458-5512 or [medica.com](http://medica.com)  
 Health Advocate NurseLine: 866-668-6548  
 Payer ID: 12422

**PHCS**  
 Outside the Medica Connect network

\*The above logo is required when using the ProviDRs Care Network

	ProviDRs Care Network used?	CONTACT INFORMATION		
		Payment Authorization, Benefits, or Eligibility	Claims Status or Repricing Inquiries	Directory Listing or Participation Status
<b>Medica Connect</b> Individual and family plans available throughout Kansas, excluding the Topeka and Kansas City metro areas	<b>Yes</b> <i>includes all active ProviDRs Care providers</i>	<b>Medica Customer Service:</b> (866) 416-7438 <a href="http://www.medica.com">www.medica.com</a>	<b>ProviDRs Care:</b> (800) 801-9772 extension 776 or <a href="mailto:Claims@ProviDRsCare.net">Claims@ProviDRsCare.net</a> <a href="http://www.providrscare.net">www.providrscare.net</a>	<b>ProviDRs Care:</b> (800) 801-9772 or <a href="mailto:ProviderRelations@ProviDRsCare.net">ProviderRelations@ProviDRsCare.net</a> <a href="http://www.providrscare.net">www.providrscare.net</a>
<b>Medica with Healthier You</b> Additional option for individuals and families residing in Sedgwick County	<b>No</b>	<b>Medica Customer Service:</b> (866) 317-1179 <a href="http://www.medica.com">www.medica.com</a>	<b>ProviDRs Care:</b> (800) 801-9772 extension 776 or <a href="mailto:Claims@ProviDRsCare.net">Claims@ProviDRsCare.net</a> <a href="http://www.providrscare.net">www.providrscare.net</a>	<b>Medica Customer Service:</b> (866) 317-1179 <a href="http://www.medica.com">www.medica.com</a>
<b>Select by Medica</b> Individual and family plans available only in the Topeka and Kansas City metro areas	<b>No</b>	<b>Medica Customer Service:</b> (866) 269-6806 <a href="http://www.medica.com">www.medica.com</a>	<b>Medica Customer Service:</b> (866) 269-6806 <a href="http://www.medica.com">www.medica.com</a>	<b>Medica Customer Service:</b> (866) 269-6806 <a href="http://www.medica.com">www.medica.com</a>
<b>Coming Soon</b> <b>Medica Prime Solution</b> Medicare Cost Plan for Medicare eligible individuals	Eligible providers may add the Prime product through an amendment to their existing ProviDRs Care agreement by contacting (316) 500-1305 or <a href="mailto:Contracting@ProviDRsCare.Net">Contracting@ProviDRsCare.Net</a> .  DME, dialysis, behavioral health, and all providers located in Johnson and Wyandotte counties interested in joining Prime may contact Medica at (800) 458-5512, as they are not eligible to participate through ProviDRs Care.			

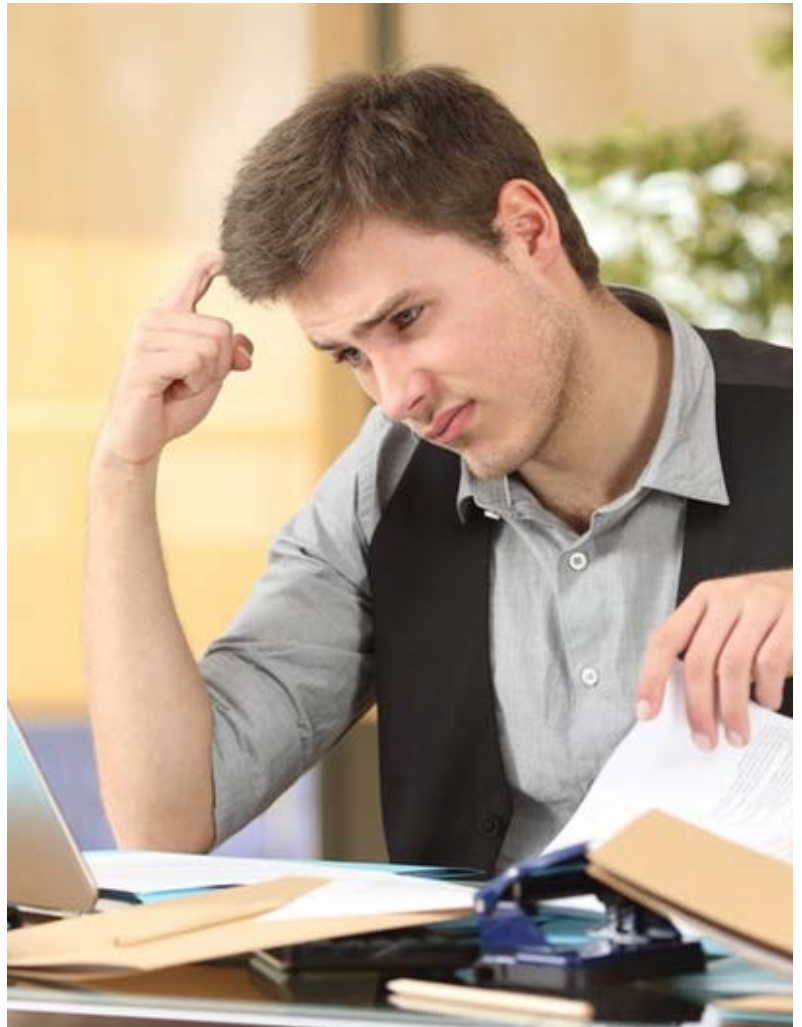
# National Healthcare Decisions Day

## April 16th, 2020

April 16th is National Healthcare Decisions Day (NHDD). NHDD is an initiative from The Conversation Project®. According to The Conversation Project®, “NHDD exists to inspire, educate and empower the public and providers about the importance of advanced care planning”. Patients are encouraged to express their wishes regarding healthcare and for providers and facilities to respect those wishes.

Advanced care planning should be proactive, appropriately timed, and integrated into routine care. Healthcare providers should address this type of planning every time a patient’s medical condition changes. Studies have shown that advanced care planning has been proven to be effective in improving outcomes for patients who have a serious illness, including:

- Higher rates of completion of advanced directives
- Increased compliance with a patient’s wishes from healthcare clinicians and families
- Reduced end of life hospitalizations
- Less intensive treatments at the end of life
- Increased utilization of hospice services
- Increased likelihood that a patient will die in their preferred place
- Increased satisfaction with quality of care
- Improved communication between patient, family, and the healthcare provider resulting in shared-decision making



Below are some links for you to download the conversation starter kits for advanced care planning to have available for patients.

[Starter Kit](#) | [Healthcare Proxy Kit](#) | [Alzheimer Kit](#) | [Talk With Your Doctor](#) | [Pediatrics](#)

Sources:

Detering, K., & Silveira, M. J. (2018, May 4). Advanced Care Planning and Advanced Directives. Retrieved March 11, 2020, from <https://www.uptodate.com/contents/advance-care-planning-and-advance-directives>

<https://theconversationproject.org/>