

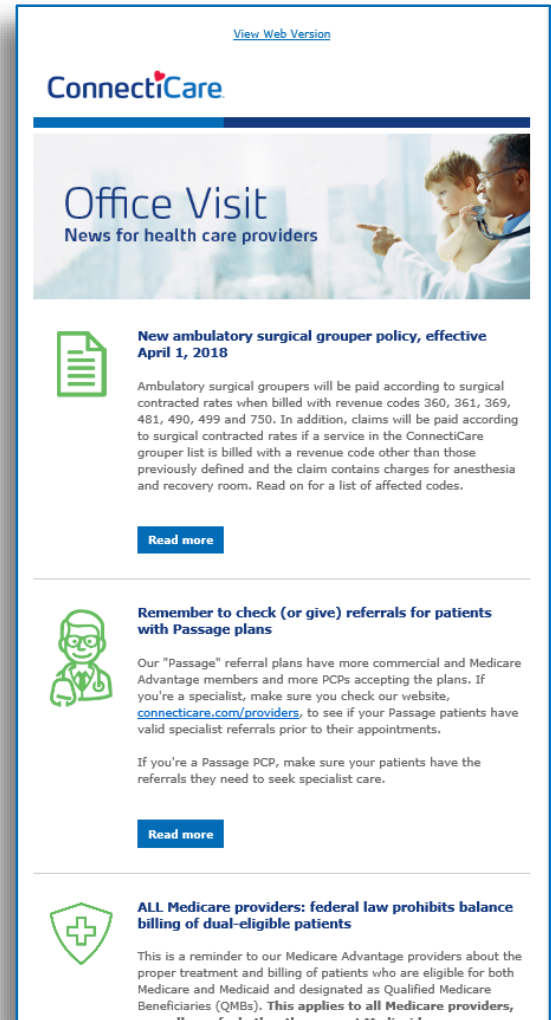


Connecticut Medical Group Management Association  
23 February 2018

# How we send news

- News published on our website as “Provider Headlines” – [connecticare.com/providers](https://connecticare.com/providers)
- Monthly email newsletter, *Office Visit*, sent to those registered on our website
- We’ll mail legal or contractual notices
- Urgent news – we’ll use email

**Check your contact information in “Find a Doctor” on connecticare.com**




The screenshot shows the 'Office Visit' newsletter interface. At the top right is a link for 'View Web Version'. The ConnectiCare logo is at the top left. Below the logo is a header image of a doctor and a child with the text 'Office Visit' and 'News for health care providers'. The main content area features three articles, each with an icon and a 'Read more' button. The first article is about a new ambulatory surgical grouper policy effective April 1, 2018. The second article is about remembering to check or give referrals for patients with Passage plans. The third article is about all Medicare providers and federal law prohibiting balance billing of dual-eligible patients.

[View Web Version](#)

ConnectiCare


## Office Visit

News for health care providers

 **New ambulatory surgical grouper policy, effective April 1, 2018**

Ambulatory surgical groupers will be paid according to surgical contracted rates when billed with revenue codes 360, 361, 369, 481, 490, 499 and 750. In addition, claims will be paid according to surgical contracted rates if a service in the ConnectiCare grouper list is billed with a revenue code other than those previously defined and the claim contains charges for anesthesia and recovery room. Read on for a list of affected codes.


[Read more](#)

 **Remember to check (or give) referrals for patients with Passage plans**

Our "Passage" referral plans have more commercial and Medicare Advantage members and more PCPs accepting the plans. If you're a specialist, make sure you check our website, [connecticare.com/providers](https://connecticare.com/providers), to see if your Passage patients have valid specialist referrals prior to their appointments.

If you're a Passage PCP, make sure your patients have the referrals they need to seek specialist care.

[Read more](#)

 **ALL Medicare providers: federal law prohibits balance billing of dual-eligible patients**

This is a reminder to our Medicare Advantage providers about the proper treatment and billing of patients who are eligible for both Medicare and Medicaid and designated as Qualified Medicare Beneficiaries (QMBs). **This applies to all Medicare providers, regardless of whether they accept Medicaid.**

Office Visit

ConnectiCare

# Provider website

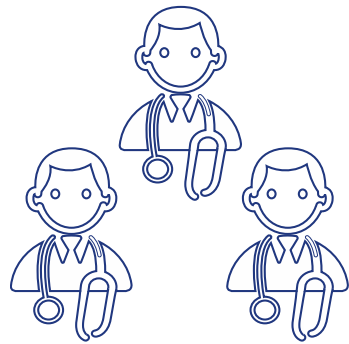
## Time-saving tools

- Verify member eligibility and benefits
- Check claims status
- Look up explanation of payment (EOP) statements
- Check or submit referrals for our Passage plans



Register for an account at: [connecticare.com/providers](https://connecticare.com/providers)

# Passage plans - a snapshot

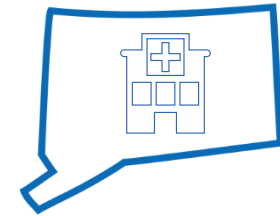


## PCP-directed care

PCPs refer members to specialists.

## Passage members

Rely on their primary care providers (PCPs) for management of their health care. Instructed to contact PCPs for specialist referrals

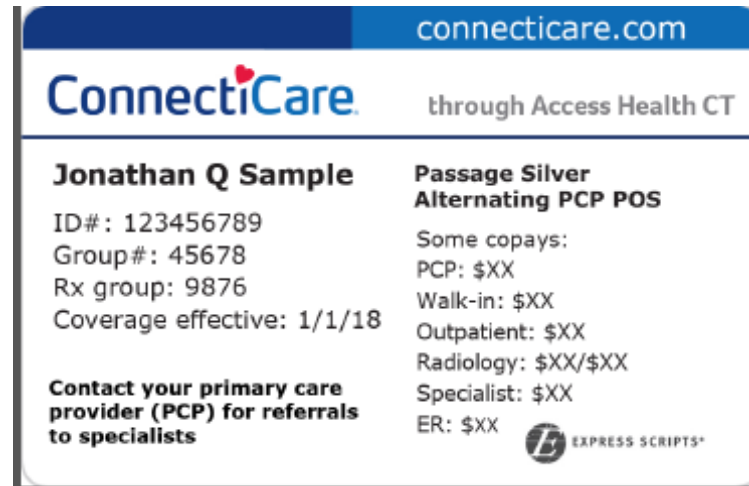


## Passage plans

- Understandable plan designs and benefits
- No PCP or specialist deductibles
- No surprises

For an FAQ on Passage plans, go to  
[connecticare.com/providers](https://connecticare.com/providers)

# New ID Card - Exchange Members



- **Questions?** We're here to help...
- General questions, call Provider Services 8 a.m.-6 p.m., Monday-Friday:
  - 1-800-828-3407 (commercial plans)
  - 1-877-224-8230 (Medicare Advantage plans)