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FEBRUARY

NetWorkNews

A Newsletter for Caterpillar NetWork Providers



CREDENTIALING UPDATE

NetWork Provider Credentialing Website

Caterpillar Inc. has a very useful and interactive web page for credentialing and re-credentialing that contains helpful links, current forms and information regarding the credentialing and re-credentialing processes for the Caterpillar PPO Healthcare NetWork ("Caterpillar NetWork"). Use this site to download your credentialing instructions and forms. Providers may access the web page at: <http://cathealthbenefits.cat.com/credentialing>.

Incomplete Applications Will Be Returned

All credentialing and re-credentialing applications must be complete before sending to Caterpillar Provider Relations for review. Incomplete applications will not be processed and will be returned to your office. Please confirm applications are complete and all necessary attachments are included. *Note: The primary reason applications are returned to providers is failure to include the provider's National Practitioner Data Bank report.*

What is the National Practitioner Data Bank?

The National Practitioner Data Bank (NPDB) and Healthcare Integrity and Protection Data Bank (HIPDB) are information clearinghouses created by Congress to improve health care quality and reduce health

care fraud and abuse in the U.S. Collectively, the NPDB and HIPDB are referred to as the Data Bank.

The Caterpillar NetWork requires providers (MD/DO/DPM) to complete a self query of the Data Bank when completing an Initial/New and re-credentialing application. The self query of the NPDB report is used along with data from other sources when considering a practitioner's credentialing application. Caterpillar Provider Relations reserves the right to request providers, other than physicians, to complete the self query of the NPDB as needed.

Providers Not Requiring Full Credentialing

The Caterpillar NetWork does not require full credentialing for providers who provide only hospital-based services for the following provider types:

- Pathologists
- Anesthesiologists
- Urgent Care
- Hospitalists
- Diagnostic Radiologists
- Certified Registered Nurse Anesthetists
- Emergency Medicine Practitioners

If any of the above types of practitioners provide service to participants as a result of an independent relationship with the Caterpillar NetWork, the physician will be required to complete the credentialing process.

The following are examples of the types of providers who are required to complete the credentialing process:

- Anesthesiologists with Pain Management practices
- Emergency Medicine Practitioners who have an ambulatory practice outside of the emergency department
- Radiologists with Interventional and or Nuclear Medicine practices
- Urgent Care Practitioners who do not practice exclusively in the Urgent Care setting
- Hospitalist Practitioners who do not practice exclusively in the hospital setting

Other categories of providers may be required to complete the credentialing process, such as providers that hold independent relationships or contracts with the Caterpillar NetWork, providers listed in Provider directories or providers outlined in State statute. The Caterpillar NetWork maintains final authority on whether a provider is required to complete the credentialing process.

What documentation is required for providers that do not require full credentialing?

Providers that do not require full credentialing must submit the following documentation:

Required documentation

1. Caterpillar Attestation
2. Caterpillar Release of Information
3. Caterpillar PPO Healthcare NetWork Questionnaire
4. Current Copy of Provider's State Professional License(s)
5. Current Professional Liability Insurance
6. Current W-9 for practice

VISIT CatHealthBenefits.com

Visit our online resources at <http://cathealthbenefits.cat.com> for helpful information about our Provider NetWork, including:

- Credentialing Forms
- Contact Information
- Prescription Drug Lists
- Member ID Cards – How to Identify a Member's Plan
- Online Provider Directory
- UHC Appeal Information

Online Provider Directory

Please take the time to search your provider information on our online Provider Directory at: CatHealthBenefits.com. Verify that your site and individual provider information is listed correctly. If you find missing or incorrect information, contact the Caterpillar Provider Relations staff at 309-636-1795.

CATERPILLAR[®]

Are You ready for ICD-10?

UnitedHealthcare is ready, are you? Visit www.unitedhealthcareonline.com to see what you can do to be ready.

IMPORTANT BENEFIT PLAN CHANGES

Plan Changes

The Patient Protection and Affordable Care Act (PPACA) requires Caterpillar to modify some of its benefit plans to comply with this law. Some Caterpillar plans are retiree only plans, and are not required to comply with PPACA. We understand that it may be confusing to determine benefit coverage for Caterpillar PPO participants. If you have any questions about what services may or may not be covered for a participant, please visit UnitedHealthcare's Provider Portal at www.unitedhealthcareonline.com or contact a Customer Care Professional at UnitedHealthcare 1-866-228-4215.

2014 Plan Changes

Network Differential for Speech Therapy and Disposable Medical Supplies

Effective January 1, 2014, a provider network has been established for covered services related to speech therapy and disposable medical supplies. If participants wish to obtain the maximum benefit, they must seek speech therapy services within the Caterpillar NetWork, and purchase disposable medical supplies from a Caterpillar NetWork provider.

New Grade "A" Recommendations for Pap Smears

The U.S. Preventive Services Task Force (USPSTF) recommends screening for cervical cancer in women ages 21 to 65 years with cytology (Pap smear) every 3 years or, for women ages 30 to 65 years who want to

lengthen the screening interval, screening with a combination of cytology and human papillomavirus (HPV) testing every 5 years. (March 2012).

Effective January 1, 2014, based on the USPSTF Grade A Recommendation, the Caterpillar PPO Plan will allow coverage for one Pap smear screening every three years for women ages 21-65 years. **As this new benefit starts in 2014, all screening Pap smears will be covered in 2014 for women ages 21-65.** Women under the age of 21 or over the age of 65 will not have coverage for screening Pap smears. Diagnostic Pap smears performed (non-preventive) will continue to be covered as medically necessary using diagnoses indicative of diagnostic services rather than screening services.

Provider Appeals

Office Call Coverage for Production Participants

Participants on the production hourly payroll do not have coverage for office visits, unless the office visit is for a covered preventive service. If the office visit was not for a covered preventive care service, the participant is responsible for payment of the services provided. There is no need to submit an appeal to UnitedHealthcare for denial review and the denial will not be reversed.

PRESCRIPTION DRUG PLAN

Drug Plan Updates

Network Pharmacies

Caterpillar's prescription drug plan uses a pharmacy network. Participants who use a network pharmacy will have a lower co-pay than if they used an out-of-network pharmacy. Active Caterpillar employees (and certain retirees) who use a Walmart or Kroger pharmacy (and their affiliates) have access to certain medications at a \$0 co-pay.

Caterpillar's Pharmacy Directory can be found on CatHealthBenefits.com > Healthcare Benefits tab > Drug Benefits. The Pharmacy Directory is located on the right side of the page.

Caterpillar's Formulary and Specialty Products List

Caterpillar's Prescription Drug Formulary can be found on CatHealthBenefits.com > For Providers tab > Prescription Drugs. The Complete Caterpillar Drug Formulary is on the left side of the page, along with the Specialty Products List.

The prescription drug formulary applies to active Caterpillar employees (and certain retirees).

The Prescription Drug Formulary and Specialty Products List are updated quarterly and the updates can be found on CatHealthBenefits.com.

Prior Authorization forms can be found on **CatHealthBenefits.com > For Providers tab > Prescription Drugs**. The Prior Authorization forms are on the left side of the page.

ATTENTION: UnitedHealthcare Reimbursement / Protocol / Coverage Changes

Please ensure someone in your office reviews the UnitedHealthcare Network Bulletin (the UHC provider newsletter) each quarter in order to stay current with all of UnitedHealthcare's changes in coverage or reimbursement policies. The Network Bulletin may be found on UnitedHealthcare's website, www.unitedhealthcareonline.com under the **Tools & Resources** section. Select News, and then the Network Bulletin section. You may request that UHC's bulletin be emailed directly to your office.

PROVIDER CHANGES

We continue to have issues with late notifications of new providers and/or provider demographic changes. You must notify **Caterpillar Provider Relations** of any new providers in your office prior to the rendering of services by the new provider. If a new provider sees participants prior to his/her acceptance into the Caterpillar NetWork, the claims will be processed as out-of-network expenses and the provider's office will be expected to write off any out-of-network penalties. It is also extremely important to contact Caterpillar Provider Relations **at least 15 days before** there are any changes in office

location, billing address, additional site, Tax ID or name changes with personnel, etc. are effective. This will ensure claims are paid correctly.

Please remember you must contact Caterpillar Provider Relations with this information even if you have also provided the information to UnitedHealthcare. If you only contact UnitedHealthcare, your information is not updated in UnitedHealthcare's payment system for Caterpillar participant's claims and will not be correct in our provider directory. Please do not submit any changes with your claims.

Caterpillar PPO NetWork Office/Personnel Change/New NetWork Providers:

Kelly Coffey

309-636-1795

Fax: 309-992-6609

coffey_kelly_e@cat.com

Lisa Drake

309-494-2334

Fax: 309-992-6609

drake_lisa_m@cat.com

Instructions for submitting changes, including the required forms, can be found on the CatHealthBenefits Website:

www.cathealthbenefits.cat.com/credentialing

Online Resources

UnitedHealthcareOnline.com

Please use this site for secure access to many different tools including patient eligibility, claims status, adjustments and certain UnitedHealthcare reimbursement and medical policies. For more information or to report problems with the system, please contact the UnitedHealthcare Online Help Desk at 1-866-UHC-FAST or 1-866-842-3278.

Meet the Newest Members of the Provider Relations Team

Kelly Coffey came to the Provider Relations Group in July 2012 as a Network Provider Leader replacing Maura Everett. In her position Kelly will be accountable for collecting, analyzing and reporting credentialing information for the providers in the Caterpillar NetWork.

Jana Keyes' role as Benefit Vendor Manager started in September 2012, and includes contracting with physician and ancillary providers in the Caterpillar NetWork.

CLAIMS AND APPEALS

Claims Submission

If you are interested in electronic submission of your claims, please contact UnitedHealthcare at 1-866-CAT-4215 for more information.

UnitedHealthcare's **medical claims** electronic payer ID for Caterpillar is 87726. UnitedHealthcare also allows submission of claims directly through their provider portal. Please visit <https://www.unitedhealthcareonline.com> for more information.

Appeal Process

The following are steps your office can take with UnitedHealthcare to resolve any issues with claims.

1. Always call UnitedHealthcare first with a question about a claim at 1-866-CAT-4215.
2. If your office does not agree with the UnitedHealthcare explanation and wants to appeal, document the concern in writing and send it to the following address along with a copy of the EOB:

UnitedHealthcare

PO Box 30432

Salt Lake City, UT 84130-0432

ATTN: Caterpillar Appeals

When sending an appeal to UnitedHealthcare, please make sure to include copies of any documentation (EOB, documentation of benefit coverage, clinical information such as operative and clinical reports) with the appeal letter and label the letter "APPEAL" at the top.

Contact Information

UnitedHealthcare Medical Claims

PO Box 740800
Atlanta, GA 30374-0800
UHC Provider Inquiry: 866-228-4215

Appeals Address

UnitedHealthcare
PO Box 30432
Salt Lake City, UT 84130-0432
ATTN: Caterpillar Appeals

Caterpillar Provider Relations Staff & Responsibilities:

Kelly Coffey – *Provider Credentialing & NetWork Provider Maintenance*
Phone: 309-636-1795 Email: coffey_kelly_e@cat.com
Secure Fax: 309-992-6609

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Secure Fax: 309-992-6112

Beth Brosmer – *Hospital and Facility Contracting*
Phone: 309-636-1391 Email: brosmers_beth_a@cat.com
Secure Fax: 309-992-7417