

**2011 Keystone Mercy Provider Manual
Updates/Changes**

Issue	Comments	Pages Affected
Remove NPI Fax number		4
Update Dental Network Information		5, 36
Update telephone numbers		5,6
Detail the process for providers to request exceptions to the inpatient hospitalization limits		20
Change Veterans Admin to TRICARE		21
Update Member Co-pay Schedule		22
Referrals valid 180 days		25, 27
NaviNet referral process		25
Update paper referral process and address		26
Updated Prior Auth policy		29-31
Clinical Sentinel Line - add language		32
MATP Phone numbers and web site		33
Update braces payment policy		36
Add dental benefits for children under 21		36,37
Add wheel chair rental language		38
Add where to find Non-Par ER Services Payment Guidelines		44
Family Planning - Keystone First Billing instructions		45
Blood Pressure Monitors and Spacers/Peak Flow Meters added		47
Replace WeeCare Initial Visit form with DPW's Obstetrical Needs Assessment form (ONAF)		51
Add ONAF instructions		51
Correct WeeCare telephone number		51
Outpatient Lab - Insert language for assigned lab, stat lab definition and mobile phlebotomy services		52
EPSDT billing changes - National code S0302 no longer required		57, 58, 59
EPSDT add Updated Requirements for Developmental delays/Autism (documentation on Web)		64
Update Lead Level Screening language		66
Injectable phone number is no longer active change to 800-588-6767		67-71
Remove all - references to epocrates		68

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Update notification of pharmacy prior authorization approval with the following language: For those requests that are approved by a Keystone Mercy pharmacist, Keystone Mercy will contact the prescribing provider by fax to inform him or her of the approval.		69
Update exceptions for injectable and specialty meds: Exceptions include formulary insulin, glucagon, glucagon haloperidol decanoate, fluphenazine decanoate and Epipen		70
Bleeding Disorders	Update section	71
Remove the word "generic"	There are some branded OTC products that are covered	73
Injectable fax number is now the same as the oral fax number 215-937-5018	Ensure 1-877-693-8483 is changed to 215-937-5018 throughout	
Remove the word "generic" from Vitamin coverage	Same as OTC	74
Update Blood Glucose language		74
Vision - added updated Vision Benefits (Members under 21 - prescription contact lenses)		79
Add in Adults - copays may be applicable		79
Updated Welcome Packet informaton		84
Revised Continuing Care Language		84,85
Udpate instructions for eligibility verification (add NaviNet)		86
Added Panel Roster available on NaviNet		87
Loss of Benefits Updates		91, 92
Update TTY telephone #		92
Add EFT/ERA information		94
Add pay for performance reference		99
Update forms available		104
Reference to MA Bulletin 99-1-14 - Missed Appointment		106
Specialty Care Providers -update referral information and eligibility		111
Update site visit time frame and specialty and standards - site re-evaluation visit changed from 3 to 5 years		114
Medical Records Standards - update with current policy		115
TPL - added recovery statement		118

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Fraud & Abuse - name changed to Corporate and Financial Investigations		121
ER Dept Payment level reconsideration - add words "For Participating Providers"		122
Address change Claims Medical Review - P.O. Box 7180, London, KY 40742		122
Provider Appeals - change address to KMHP: Attn: KMHP Appeals P.O. Box 7307 London, KY 40742	Added new OP Appeals PO Box (PO Box 7316)	129, 130
Reminder of Keystone Mercy's informal Emergency Department Payment Level Reconsideration Process		130
Credentialing Requirements - Update practitioner type and add 36 months to recredentialing time frame	add Registered Dieticians	153
Provider Application - add CAQH information and update paper process		154
Add Credentialing direct dial 800 number		155, 156
Update Provider Rights		156
Add correct mailing address and update fax number		156
Updated Criteria Available		160, 161
Member Rights, Responsibilities and Advance Directives		174, 175,176
Update Appendix		Appendix