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NEWSLETTER

Credentialing Information

In order to notify the payers in a timely manner, please submit **ANY** demographic changes that have taken place within your office. **ALL** demographic changes must be submitted to Cornerstone in a written format. Failure in doing so could result in claim denials. Examples of such demographic changes are:

- **Primary, Alternative, or Remit Address Changes**
- **Adding/Deleting Alternate locations**
- **TIN Number and Group Name**
- **Medicaid Number once received (if applicable)**

If a provider has left your office, please provide the effective date of his/her leaving your office.

Please fax all demographic changes to Cornerstone at (419) 226-9889, Attn: Anita Dumm or Melita Bellman. If you have questions regarding the above information, please contact Anita at (419) 996-5389 or ajdumm@mercy.com or Melita at (419) 996-5314 or MRBellman0@mercy.com.

Fee Schedule Updates

For fee schedule information, please email Mechele Fischer, Managed Care Financial Analyst, at mlfischer@mercy.com.

Cornerstone Board of Trustees Information

Two Physicians Named to the Cornerstone Board of Trustees

On Tuesday, March 13th, St. Rita's Medical Center, as the only institutional entity involved in Cornerstone announced the appointment of two Physician Board of Trustee Members. The individuals named were:

- Mathew Jose, MD
- Carl Wehri, MD

The Cornerstone Code of Regulations requires that four of the six Physician Board of Trustee Members must be participating Primary Care Physician (PCP) Members. The new Trustees will serve a three-year term on the Board.

Seeking Candidates for Two Physician At-Large Trustee Slots

St. Rita's Medical Center is seeking two specialist Physician Members interested in serving as Physician At-Large Cornerstone Board of Trustees. Member physicians interested in being nominated for these Physician Board slots are asked to contact Harold Bischoff, Cornerstone Alliance Executive Director at (419) 996-5317 or by email at: hlbischoff@mercy.com.

Candidates must be specialist Members in good standing currently participating in payer agreements. A slate of two specialists will be nominated by St. Rita's Medical Center. Once nominated, the voting Members of Cornerstone will be asked to approve the slate of candidates.

A brief description of the Cornerstone Board of Trustees follows:

- The Cornerstone Code of Regulations (Bylaws) stipulates that the Board of Trustees will have six Physician and six Hospital Trustees;
- The Physician Trustees will be comprised of four PCPs and two At-Large (specialist) Members;
- Physician Trustees can serve two consecutive three-year terms. A Physician Trustee must remain off the Board for at least one year after serving two consecutive terms;
- The Board of Trustees are scheduled to meet four times each year. The current meeting date is the 2nd Tuesday of March, June, September and December of each year. The Board meetings are scheduled to start at 7:00 AM and the meetings are held at St. Rita's Medical Center;
- The current Board of Trustees is comprised of:

Kemi Azeez, MD Board Chairman Physician Representative Executive Committee	Jeffrey Boulter, MD Vice Chairman Hospital Representative Executive Committee	Tim Rieger, CFO Treasurer Hospital Representative Executive Committee	Kevin Casey, DO Hospital Representative
Adel Shaheen, MD Hospital Representative	Mathew Jose, MD Physician Representative	Gregory Parranto, MD Physician Representative	Carl Wehri, MD Physician Representative

Cornerstone Board of Trustees Information continued...

- Any Cornerstone member interested in receiving a copy of the Code of Regulations should contact Harold Bischoff at (419) 996-5317 or by email at: hlbischoff@mercy.com;
- Recently a Cornerstone member asked and did attend the March Board of Trustee meeting. Interested members are able to attend regularly scheduled Trustee meetings per the noted stipulations:
 - Interested members should contact the Executive Director at (419) 996-5317 or by email at hlbischoff@mercy.com at least one week prior to any scheduled Board meeting. They should indicate if they have a statement or topic that they would like to make at the meeting;
 - They will be sent an email or fax documenting the location and time for the meeting and confirmation as to when during the meeting that they can make their statement.

Upcoming Educational Meetings

Who: Billers and Coders/Office Managers

What: Coding Seminar with Barbara Hohenstein

When: Tuesday, May 15, 2018

Where: St. Rita's Auxiliary Conference Room 2

*Registration form will be mailed out separately and RSVPs will be due back by May 2, 2018 *

Seating is limited to 60

Who: Physicians and Office Managers

What: MACRA Meeting

When: Tuesday, June 5, 2018

Where: St. Rita's Auxiliary Conference Room 2

Registration form will be mailed out separately and RSVPs will be due back by May 29, 2018

Seating is limited to 60



Claim Resolution Process

If you are having claim issues and would like assistance from Cornerstone Alliance to help in getting these resolved, please follow the steps listed below BEFORE Cornerstone is able to submit an escalation on your behalf. This must be done before a claim escalation can be made or the payor will deny the claim escalation after it sits within that department for several weeks to months.

- Call the Customer Service number that is located on the back of the patient's insurance card;
- Request to speak to a supervisor;
- Obtain a reference number for that call;
- Submit to Jeni Stegaman, Provider Relations Education Specialist by either fax at (419) 226-9889 or email at jstegaman@mercy.com:
 - **Reference Number**
 - **Patient Insurance Card**
 - **Claim Denial**
 - **Copy of the claim form**
 - **Copy of the EOB**



Ready Reference Guide **UPDATE 02-01-18**
 Anthem Blue Cross and Blue Shield in Ohio

***Reminder - always verify member eligibility and benefits with the member's benefit plan and verify your network participation with Anthem Ohio for the products listed, if necessary.

Products	Provider/ Customer Service	Alpha- Prefixes	Availity	Paper Claims Address	Appeals Address	Provider Refunds (Contact Customer Service for the address for returning Anthem checks)	Precertification (Precert including Retrospective Reviews)(Other Than Radiology) Case Management (CM)
Ohio (Local) Anthem Products							
Local Products Blue Access Blue Preferred Blue Traditional Blue Access Options PPO for ERC Health 7/1/15 Blue Access Options PPO (Ohio Standard 3 Tier) 10/1/15	Group and Individual Policies: *888-290-9160 CDHP/HDHP Plans: 1-888-224- 4902	YRG, YRJ, YRL YRM, YRN, YRO, YRP, YRQ, YRT, YRB, YRY VXA XDV	Eligibility, Benefits, Claim Status, Claim Line Item Details and Member certificates. Links to Secure Messaging and remits	Anthem BCBS PO Box 105187 Atlanta, GA 30348-5187	Anthem Blue Cross and Blue Shield Attn: Appeals Department P.O. Box 105568 Atlanta, GA 30348-5568 or Fax: 888-859-3046 (non- urgent) 800-368-3238 (urgent)	Central Region CCOA Lockbox PO Box 73651 Cleveland OH 44193-1177	Precert: 800 752-1182 Peer to Peer: 888-870-9342 Fax: 800-266-3504 UM Appeals Fax: 888-859-3046 Predetermination of Benefits: 800-752-1182 CM: 888-662-0939 CM email: centregcmref@anthem.com E-Review: <u>Demographic, Admit and D/C Dates:</u> Anthem.OhioAdmitting@anthem.com <u>Clinical Information:</u> Anthem.precert@anthem.com PT/OT - Orthonet eff 11/1/15: Phone: 1-844-282-6994 Fax: 1-844-216-1599 Via www.orthonet-online.com Genetic Testing eff 7/1/17 AIM Provider Portal or 1-800-554-0580 Musculoskeletal & Pain Mgmt eff 11/1/17 AIM Provider Portal or 1-800-554-0580
Ohio On Exchange Individual Products							
On Exchange - Individual: Anthem Gold/Silver/Bronze Pathway X Tiered PPO Network (limited network) (through 12/31/17) Eff 1/1/16 Pathway X HMO Network (limited network) (through 12/31/17)	(855) 854-1438	JWR (through 12/31/17) JWV (through 12/31/17)	Eligibility, Benefits, Claim Status, Claim Line Item Details and Member certificates. Links to Secure Messaging and remits	Anthem BCBS PO Box 105187 Atlanta, GA 30348-5187	Anthem Blue Cross and Blue Shield Attn: Appeals Department P.O. Box 105568 Atlanta, GA 30348-5568 or Fax: 888-859-3046 (non- urgent) 800-368-3238 (urgent)	Central Region CCOA Lockbox PO Box 73651 Cleveland OH 44193-1177	Same as Local Products

Ohio Off Exchange Individual Products							
Off Exchange - Individual: Anthem Gold/Silver/Bronze Pathway Tiered PPO Network (limited network) (through 12/31/17) ----- Eff 1/1/16 Pathway HMO Network (limited network) (through 12/31/17)	(855) 854-1438	JWT (through 12/31/17) ----- YFS (through 12/31/17)	Eligibility, Benefits, Claim Status, Claim Line Item Details and Member certificates. Links to Secure Messaging and remits	Anthem BCBS PO Box 105187 Atlanta, GA 30348-5187	Anthem Blue Cross and Blue Shield Attn: Appeals Department P.O. Box 105568 Atlanta, GA 30348-5568 or Fax: 888-859-3046 (non- urgent) 800-368-3238 (urgent)	Central Region CCOA Lockbox PO Box 73651 Cleveland OH 44193-1177	Same as Local Products
Ohio On Exchange Small Group (SHOP) Products							
On Exchange - Small Group: Anthem Gold/Silver/Bronze Blue Access Network (ending at renewal 2018)	(855) 854-1438	JWJ (ending at renewal 2018)	Eligibility, Benefits, Claim Status, Claim Line Item Details and Member certificates. Links to Secure Messaging and remits	Anthem BCBS PO Box 105187 Atlanta, GA 30348-5187	Anthem Blue Cross and Blue Shield Attn: Appeals Department P.O. Box 105568 Atlanta, GA 30348-5568 or Fax: 888-859-3046 (non- urgent) 800-368-3238 (urgent)	Central Region CCOA Lockbox PO Box 73651 Cleveland OH 44193-1177	Same as Local Products
Ohio Off Exchange Small Group Products							
Off Exchange - Small Group: Anthem Gold/Silver/Bronze Blue Access Network ----- Eff 1/1/2017 Pathway HMO Network (limited network) (ending at renewal 2018) ----- Eff 1/1/18 Pathway Group HMO	(855) 854-1438	JWQ ----- YSY (ending at renewal 2018) ----- ZFZ	Eligibility, Benefits, Claim Status, Claim Line Item Details and Member certificates. Links to Secure Messaging and remits	Anthem BCBS PO Box 105187 Atlanta, GA 30348-5187	Anthem Blue Cross and Blue Shield Attn: Appeals Department P.O. Box 105568 Atlanta, GA 30348-5568 or Fax: 888-859-3046 (non- urgent) 800-368-3238 (urgent)	Central Region CCOA Lockbox PO Box 73651 Cleveland OH 44193-1177	Same as Local Products
Anthem Associates							
Anthem Associates (HRA/HSA)	1-800-676-2583	WLU	Eligibility, Benefits, Claim Status, Claim Line Item Details and Member certificates. Links to Secure Messaging and remits	Anthem BCBS P.O. Box 105187 Atlanta, GA 30348-5187		Anthem BCBS Cost Containment Overpayment Avoidance P.O. Box 73651 Cleveland, OH 44193-1177	Precert: 1-877-875-1223 UM Fax: 1-888-438-7061 CM: 1-855-537-3347 Diag Imaging, Sleep Therapy, Oncology Rx: 1-866- 792-1072

National							
National (non-Auto)	1-800-676-2583	Most have "AN" in 4th and 5th digits	Eligibility, Claims Status, Links to Secure Messaging and Remits	Anthem BCBS P.O. Box 105187 Atlanta, GA 30348-5187	Anthem Blue Cross and Blue Shield Attn: Appeals Department P.O. Box 105568 Atlanta, GA 30348-5568 or Fax: 888-859-3046 (non-urgent) 800-368-3238 (urgent)	Central Region CCOA Lockbox PO Box 73651 Cleveland OH 44193-1177	Precert: 866-776-4793 Peer to Peer: 800-821-1453 Fax: 800-773-7797 UM Appeals: 800-927-4065 UM Appeals Fax: 317-287-5968 CM: 800-737-1857 CM email: INDYNat/Accts-CM@wellpoint.com CM Fax: 317-287-5864 UM Criteria: 877-814-4803 E-Review: <u>Demographic, Admit and D/C Dates:</u> INAdmittingNational-Anthem@anthem.com <u>Clinical Information:</u> UMNationalUnit@anthem.com
National (Auto)	GM: 1-800-345-4907 Delphi: 1-800-345-4907 Ford-FGP: 1-800-367-5893 Ford-FSP: 1-888-500-7898 Chrysler: 1-800-848-2405 UAW: 1-866-324-9666 UGG and UFL (Medicare-MI): Facility: Eligibility and benefits 800-249-5103 Claims 800-482-0898 Professional: Eligibility and benefits 800-344-8525 Claims 800-482-3146 GM GeoBlue 1-855-282-3517	GM: GHP,GIH, GMJ, GMH Delphi: DEH, DKP Ford: FGP, FSP Chrysler: DXP,DCH, DZW,DKP,DK M, NCH, DPU, DCC, NCH UAW: UGD,UGG,UF K,UFL, UCK,UDC QHH	Eligibility, Claims Status, Links to Secure Messaging and Remits	Anthem BCBS P.O. Box 105187 Atlanta, GA 30348-5187	Contract issues, Anthem Blue Cross and Blue Shield Attn: Appeals Department P.O. Box 105568 Atlanta, GA 30348-5568 or Fax: 888-859-3046 (non-urgent) 800-368-3238 (urgent) Benefit issues: member must appeal to BCBS MI	Central Region CCOA Lockbox PO Box 73651 Cleveland OH 44193-1177	Refer to patient ID card. Preauthorization: Fax 1-866-311-9603 or mail to: Blue Cross Blue Shield of Michigan P.O. Box 2227 Detroit, MI 48231-2227 Mail code 0450 GM and Chrysler Radiology precert - AIM Specialty Health: 1-800-554-0580 Fax 1-888-730-2831 Chrysler Outpatient PT: handled by TheraMatrix eff 3/1/16 Phone: 888-638-8786 Web: www.theramatrix.com GeoBlue 1-800-952-3404
BlueCard (Non-Ohio Blue Cross and Blue Shield Members' Plans)							
Provider Finder (BlueCard Network)	800 810 BLUE	Refer to Member's ID Card	Information dependent upon availability from Blue Plan's front-end system	Anthem BCBS P.O. Box 105187 Atlanta, GA 30348-5187	Anthem BCBS ITS/Blue Card Dept P.O. Box 105557 Atlanta, GA 30348-5557	Anthem BCBS Cost Containment Overpayment Avoidance P.O. Box 73651 Cleveland, OH 44193-1177	Call the number on the back of the member's ID card
Eligibility, Benefits, Precert - route to Home Plan	800 676 BLUE						
BlueCard Provider Service	866 -594-0521						
Federal Employee Program (FEP)							
Federal Employee Program (FEP) www.fepblue.org	1-800 451-7602 or 1-800-242-9635 IVR: claim status, checks, remits, eligibility, benefits	R	Eligibility, Benefits, Claim status (high level)	Anthem BCBS P.O. Box 105557 Atlanta, GA 30348-5557	Clinical: Anthem Blue Cross Blue Shield Federal Employee Program Attention: Provider Appeals 3075 Vandercar Way Cincinnati, OH 45209 Non Clinical: Anthem BCBS PO Box 105568 Atlanta, GA 30348	Anthem BCBS Cost Containment Overpayment Avoidance, P.O. Box 73651, Cleveland, OH 44193-1177	Precert: 800-860-2156 Peer to Peer: 800-860-2156 Fax: 800-732-8318 Fax - ABD: 877-606-3807 CM: 800 711-2225 E-Review: <u>Demographic, Admit, D/C and Clinical Information:</u> fepe-reviews@anthem.com Federal requests for pre-Determination can not be handled through e-Review – please refer provider to customer service number on the back of the member's card.

Medicare Advantage- INDIVIDUAL continued							Hearing Care Solutions: (through 12/31/17) (877) 583-2842 http://hearingcaresolutions.com/anthem-members/ Email: ProviderServices@hearingcaresolutions.com Portal: ProviderPortal.HearingCareSolutions.com NationsHearing: Eff 1/1/18 Phone: 1-800-921-4559 Website: http://nationsproviders.com/ Email: network@nationshearing.com Genetic Testing eff 1/1/17 AIM Provider Portal or 1-800-714-0040 Home Health via MyNexus eff 1/1/17: Use https://portal.mynexuscare.com/ or Fax Home Health Care Authorization Request Form to: 1-844-834-2908 Phone: 1-844-411-9622
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Other Information		
Dental: 1-866-947-9398	Behavioral Health Precert: 1-866-582-2293	CAQH: 1-888-599-1771
Orthonet Focused Claim Review		
**Commercial and Medicare Advantage		Phone: 1-888-230-1346 Fax: 1-866-951-2711
Provider Solutions		
Northern Ohio: 216-573-4440	Central Ohio: 614-438-3400	Southern Ohio: 513-770-7607
Availability		
Eligibility and Benefits, Claims, Secure Messaging, Precertification, Reimbursement Policies, Fee Schedules, Remits, MA Provider Self Service		
Effective December 8, 2017, MyAnthem, the secure provider portal for Anthem, will be retired. All information formerly on MyAnthem will be exclusively on Availity.		
eBusiness Help Desk: 1-866-755-2680 for issues with anthem.com or Anthem information returned on Availity		Availity: www.availity.com Phone: 1-800-282-4548
AIM Specialty Health Precertification	Retrospective Precertification	Request for Claim Review, Adjustment or Submitting Records
Phone 1-800-554-0580; Hours 8:30 – 7:00 ET AIM Web Customer Service: 1-800-252-2021 Connect to AIM Precertification via: www.availity.com or AIM Provider Portal: www.providerportal.com Website: www.aimspecialtyhealth.com : Clinical guidelines here Email: technical portal Issues - webcustomerservice@aimspecialtyhealth.com Optinet Surveys/Site Assessments Help Desk: 1-800-252-2021 or optinetsupport@aimspecialtyhealth.com	AIM can enter cases retro 2 business days only. Eff August 22, 2015 - these can be done online. After that timeframe, use the post service review/reconsideration process.* Anthem UM Services PO Box 105187 Atlanta, GA 30348-5187 Fax for Local: 1-888-859-3046 *Medicare Advantage: No retros allowed. Effective in 2015, failure to obtain a prior authorization will result in an administrative denial and members cannot be balance billed.	Anthem BCBS PO Box 105557 Atlanta, GA 30348-5557 Fax: 1-800-376-0247 Include completed Provider Adjustment Request Form, or a letter with all pertinent claim and patient details. **If you receive a record request letter, follow the instructions on the letter for returning them.
Specialty Pharmacy Precertification - Does not include Specialty RX under Pharmacy Benefit		Refunding Anthem Checks
National: check members ID card Commercial: Aimspecialtyhealth.com via Availity, Clinical Data Submission Tools available on the Anthem website/Precertification E-Review: specialtymeds@anthem.com Fax 866-993-5966 Level of Care Clinical Review Program: effective with dates of service on and after July 18, 2016 Medicare Advantage: Phone 866-797-9884 option 5, Fax 866-959-1537 with General Precert Form (anthem.com Precertification page) Medicare Advantage Email: maspecialtypharm@anthem.com Effective May 1, 2016 all oncology and oncology supportive specialty drugs that require prior authorization for Anthem Blue Cross and Blue Shield individual Medicare Advantage members will be reviewed for medical necessity through AIM's ProviderPortal -- www.providerportal.com -- or by contacting AIM at 1-800-554-0580. FEP: submit ABD (with clinical) to fax 877-606-3807		If you are returning a check issued by Anthem Blue Cross and Blue Shield, please mail to: Anthem Finance Dept. 1351 William Howard Taft Mail-Point: CW1-262 Cincinnati, Ohio 45206
Electronic Data Interchange		
EDI Solutions Help Desk: 800 470 9630 Email: e-solutions.support@anthem.com	Information Available Online: http://www.anthem.com/edi/ (Select OH & click enter)	EDI Payor IDs: Professional - 00834; Facility - 00332

Credentialing Provider List through April 5, 2018

Provider	Specialty	Initial Credentialing Date
Kelly Wood, MD	Endocrinology, Diabetes & Metabolism	February 5, 2018
Angelo Pagani, PA John Sirak, MD (Collaborative Physician)	Physician Assistant Cardio-Thoracic Surgery	February 28, 2018
Mohammed Taleb, MD	Pulmonary Diseases	March 2, 2018
Valerie Pingle, CNP Craig Nicholson, MD (Collaborative Physician)	Nurse Practitioner	March 5, 2018
Ann Turnwald, RD	Registered Dietician	March 5, 2018
Bethany Amstutz, RD	Registered Dietician	March 7, 2018
Oluwole Onadeko, MD	Pulmonary Diseases	March 21, 2018
Rama Kethineni, MD	Internal Medicine-In-House Internist	April 3, 2018
Julio Galindo, MD	Internal Medicine-In-House Internist	April 5, 2018
Mark Thomas, MD	Urology	April 5, 2018
Rama Kethineni, MD	Internal Medicine-In-House Internist	April 5, 2018
Sharmila Divi, MD	Internal Medicine-In-House Internist	April 5, 2018
Duane Fuerst, CRNA Gastro-Intestinal Associates	Nurse Anesthetist	April 5, 2018
Ashley Langjahr, PA Ronald Pohl, MD (Collaborative Physician)	Physician Assistant	April 5, 2018
William Mulholland, FNP Scott Cohen, MD (Collaborative Physician)	Family Nurse Practitioner	April 5, 2018
Julie Swain, FNP Thomas Zegarski, MD (Collaborative Physician)	Family Nurse Practitioner	April 5, 2018

Contact Us

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Ste. B

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Lima, OH 45804

Phone

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Website

Cornerstonepho.com

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