

Newsletter

Cornerstone Alliance, Inc.

June 2017

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 or Melita. If you have questions regarding the above information, please contact Anita at (419) 996-5380 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

Holiday Office Hours

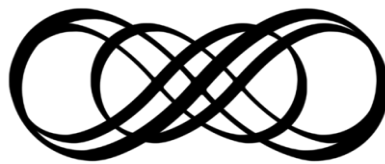
**Our offices will be closed on Tuesday,
July 4th**

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2017 Education Event Schedule

- ❖ July 12th—Medicare & Medicaid Update (see attached invitation)
- ❖ October 11th—Risk Management Seminar sponsored by Huntington Insurance & Medical Protective



May 9th Payer Educational Seminar Update

I would like to thank all who attended the May 9th Payer Educational Seminar that was held at the UNOH Event Center. We had 58 registered attendees! Anthem, Cigna, Medical Mutual of Ohio, Molina and UHC presented throughout the day on the claim resolution process, network news and any updates/changes. Buckeye exhibited only. We had a total of 21 vendors this year including the payer's booths. Our outside speaker was Bruce Boguski with the Winner's Edge. Bruce presented a dynamic presentation about action steps that must be taken to achieve any goal or dream. He incorporated confidence-building techniques that really work and the audience learned to change their belief system for amazing success. We hope you enjoyed the sessions as much as we did! Stay tuned for updates on the remaining 2017 Education Events as well as topics for 2018!

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 step in. This must be done before a claim escalation can be made or the payer 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*
- ❖ Get a reference number for that call*
- ❖ Submit to Jeni Stegaman, Provider Relations & Education Specialist by either fax at (419) 996-1649 or email at jstegaman@mercy.com:*
 - Reference Number*
 - Patient Insurance Card*
 - Claim Denial*
 - Copy of the claim form*
 - Copy of the EOB*

Medical Mutual of Ohio Fee Schedule Change

Since the current commercial MMO fee schedule was implemented, the Cornerstone fees have moved in tandem with the Medicare fee schedule. The effective date of the MMO fee schedule change has been May 1st over the term of the agreement. Cornerstone was informed on April 28th that effective May 1st and in line with the percentage change in Medicare fees that the MMO commercial reimbursement rates will be declining by 1.68%.

Cornerstone and MMO have been in discussions and in December of 2016 you may recall that the Cornerstone Membership turned down a proposed fee schedule change by MMO. The current MMO fee schedule is the same fee schedule since the agreement was implemented in 2007 with the now 1.68% decrease in reimbursements. MMO has assured Cornerstone that a revised rate schedule will be proposed in the near future which will be voted upon by the Cornerstone membership.

Should you have any questions concerning this matter, please contact my office by calling (419)-996-5317 or via email at hlbischoff@mercy.com.

Medical Mutual Exchange



Participating practices should carefully review MMO Mercy Health HMO Exchange Plan Member Cards. There are approximately 60 Cornerstone provider groups participating in the MMO Mercy Health HMO Exchange product. The Cornerstone office has recently received several calls from provider offices who have seen patients enrolled in a different MMO Exchange product. Effective January 1, 2017 MMO developed several Exchange products in different regions of Ohio. Those regions are:

- Toledo Region: Lucas, Wood
 - ProMedica and Mercy HMO (on/off exchange)
- Lima Region: Allen, Putnam
 - Mercy HMO (on/off exchange)
- Columbus Region: Franklin, Delaware, Fairfield, Licking, Union, Marion, Richland, Hardin, Morrow, Athens, Pickaway
 - OhioHealth HMO (on exchange only)
- Cincinnati Region: Hamilton, Butler, Clermont
 - Mercy HMO (on/off exchange)
- Springfield Region: Champaign, Clarke
 - Mercy HMO (on/off exchange)
- Youngstown Region: Mahoning, Trumbull, Columbiana
 - Mercy HMO (on/off exchange)

Due to the MMO Exchange products being risk arrangements between MMO and health systems in the different markets, providers in one market will not be able to provide services to members in another market. Please note that:

- Regional HMO ACA Network providers are required to direct care within the regional HMO network;
- Regional HMO ACA members do not have benefits for non-emergency care outside of their regional HMO network

Cornerstone MMO Mercy Health HMO Provider offices must insure that if they are seeing an MMO Exchange patient that is enrolled in the MMO Mercy Health HMO Exchange product. This will be clearly noted on the Member ID. A copy of the MMO Exchange HMO Member card is below.

 MEDICAL MUTUAL		HMO
HMO Network Name		
JOHN Q. MEMBER		Member Copayments
001234567890 <small>Identification Number</small>	123456789 <small>Group Number</small>	Preventive Office Visit: \$00 Emergency Room: \$00 Urgent Care: \$00 Office Visit: \$00 Specialist: \$00
Customer Care: (800) 424-8286 Rx Member Service: (800) 417-1961		
		<small>Print Date XXXXXXXX</small>
MedMutual.com/member		
For Members All services must be received from (HMO network name) providers. Only emergency services are covered out-of-network. Prior approval for certain services may be required.		For Providers <ul style="list-style-type: none">▪ Provider.MedMutual.com▪ (800) 362-1279 Inpatient prior approval required: <ul style="list-style-type: none">▪ Medical/Surgical: (800) 338-4114▪ Behavioral Health: (800) 258-3186
VISION: DENTAL:		Claims Submission Electronic Claims Payer ID: 29076 P.O. Box 6018, Cleveland, OH 44101-1018
For Pharmacists Rx Bin: 610014 Rx Group: MMODRUG Rx Helpline: (800) 922-1557		
<small>Possession of this card does not guarantee coverage.</small>		

Cornerstone Staff

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