

Clinical Specialties

BULLETIN

WHAT'S NEW?

New Ownership Structure, Same Commitment to Quality

In February 2015, Clinical Specialties, Inc. (CSI) was acquired by Option Care Enterprises, Inc. (OCE), a healthcare organization offering clinical care provided by specially trained infusion nurses, pharmacists, and dietitians who treat patients with a wide range of acute, chronic, and rare conditions.

OCE is invested in the success of Clinical Specialties Network Services and committed to providing the resources necessary for the future. We are excited about the opportunity to leverage the OCE expertise in building partnerships across healthcare (with payers and health systems) and developing clinical programs to enhance and expand our network services.

So, what will change on your end?

- The biggest change you will see is that CSI employees now have OCE email addresses (see p. 3)

Some things will not change.

- Our name, our people, and our commitment to our customers

- Clinical Specialties' unwavering commitment to continuously improving our network services
- Our dedication to providing personalized, compassionate infusion services, where applicable

Commitment to Improving Operations - Thank you for your feedback!

We are proactively working to improve the flow of information with our network providers. Last year, we surveyed a subset of our network and identified opportunities to improve our oversight and transparency. We are working diligently to implement tools and processes for more timely and accurate claims management, processing, and payment. Please be on the lookout for upcoming enhancements to our Provider Portal that will further improve your service experience.

Important Reminders

Is It Time to Re-Credential?

We'll help you stay current! Clinical Specialties follows the NCQA guidelines for re-credentialing. Agencies in our network are required to be re-credentialed every 36 months.

CSI will proactively reach out to your organization via email approximately 3-4 months before the credentialing expires to request your updated documentation. It is

important to provide this documentation within 30 days so your packet can be processed in a timely manner, to avoid any disruptions with your Network status.

For any questions regarding credentialing, or to confirm when your agency is due for re-credentialing, please contact **Kelly Vasko, Credentialing & Network Coordinator** at kelly.vasko@optioncare.com

Payer Changes & Updates

New G-Codes

In January 2016, the Centers for Medicare & Medicaid Services (CMS) retired the G0154 Billing Code and replaced it with two codes specific to services provided by RNs and LPNs:

1. Registered Nurse (RN) now coded G0299
2. Licensed Practical Nurse (LPN) now coded G0300

While each payer may apply these codes differently, please utilize these new service codes for authorization requests and claim submissions, and Clinical Specialties will apply them per the specific payer requirements.

[Click here to learn more.](#)



Medical Mutual of Ohio Medicare Advantage

Medical Mutual of Ohio contracted with Clinical Specialties to be its home health network for Medicare Advantage Plans starting January 1, 2016. As an in-network provider with Clinical Specialties, Medical Mutual of Ohio recognizes your agency as a participating provider for these plans. The fee schedule specific to this product (Exhibit A-3) can be requested through our Network Department.

United Healthcare LPN (Ohio only)

United Healthcare (UHC) in Ohio now recognizes a separate reimbursement amount for Skilled Nursing services (G0300) performed by a LPN. Therefore, the CSI Network Agreement has been amended to reflect this change, and all participating OH providers have been sent the amendment. To prevent any authorization and claim denials for Skilled Nursing services provided by a LPN to UHC members and to continue servicing UHC members through your Clinical Specialties contract, please sign and return the Amendment to Kelly Vasko at Kelly.Vasko@optioncare.com.

Managed Medicaid & Skilled Nursing

Effective July 1, 2016, Clinical Specialties will no longer be authorizing or processing skilled nursing and therapy services for Ohio Managed Medicaid plans. Earlier in the year, CSI notified the agencies participating in the Managed Medicaid network of the upcoming change. In order to implement this change, Clinical Specialties stopped accepting any new and/or ongoing authorization requests for these Payers as of May 1, 2016. Any new authorizations for such services, occurring on or after May 1, 2016, will need to be requested directly from the member's payer.

NOTE: Clinical Specialties will continue to provide home infusion services for the Ohio Managed Medicaid plans.

Changes? Questions?

If you have any changes in a location, agency name, ownership, administration, or counties your agency may service — or if you have questions about contracting — please contact your network contracting specialist (page 3).

We're Here for You

Please Note Our New Contact Information

As we continue our integration with our parent company, CSI email addresses will be updated with the Option Care suffix. Listed below are the updated contacts for your Network Team.

Deanna Weber, VP of Business Development & Healthcare Economics
P: 440-627-2027 Email: deanna.weber@optioncare.com

Robert Leonhardt, Manager, Network Service and Payer Relations
P: 440-627-2230 Email: robert.leonhardt@optioncare.com

Kelly Vasko, Credentialing & Network Coordinator
P: 440-397-1429 Email: kelly.vasko@optioncare.com

JoAnn Koch, Network Contracting Specialist
P: 440-627-2026 Email: joann.koch@optioncare.com

Milica Pavicic, Network Contracting Specialist
P: 440-397-1434 Email: milica.pavicic@optioncare.com

Mimi Puro RN, Network Services Coordinator
Phone: 440-397-1447 Email: mary.puro@optioncare.com

Tina Grassman, Provider Relations Liaison
P: 440-627-2036 Email: tina.grassman@optioncare.com

Billing Communications

Claims on File Report: agencyclaims@optioncare.com
Agency Claims Status: agencyclaims@optioncare.com

Submitting a referral is simple:

Send via our Agency Portal (see below)
OR Fax to 866-717-1722

Sign Up for a Portal Account Today

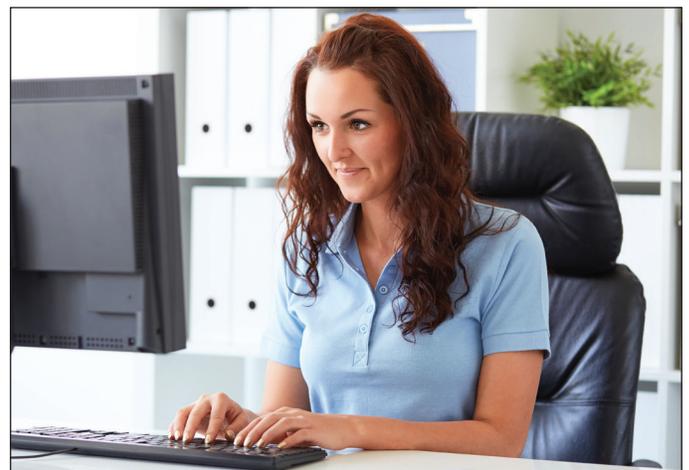
The Fastest, Easiest Way to Obtain Authorizations

If you aren't already using our Provider Portal, what are you waiting for? It's a great place to see all your cases authorized through Clinical Specialties. Signing up for an account is simple! Go to www.clinicalspecialties.com and look for the login area on the right. Click on, "Click here to request an account" and fill out an account request form. Once you're in the Portal, you'll be able to:

- View your patient list
- Request additional authorization(s)
- Receive notifications of expiring authorization(s)
- Attach and submit patient information and clinical information
- Discharge patient services
- Be HIPAA-compliant

Claims Management

- Electronic billing of claims
- Request the Claims on File report (COF) at agencyclaims@optioncare.com



- Send inquiries for open balance claims through the Portal under Claim Status Inquiry tab

Provider Manual

- Request a copy at providerservices@optioncare.com

CSI Network Services
6955 Treeline Dr.
Brecksville, OH 44141

Welcome to *Clinical Specialties Bulletin!* This periodic publication has been designed to provide you, our valued partner, with updates on CSI and the industry, as well as options for improving our mutual business processes.

Provider Authorization Form

New Form Replaces Clinical Update Form

To make the ongoing authorization process more efficient, we are replacing our Clinical Update form with a new, simplified Provider Authorization form.

With the Provider Authorization form, you are not required to send clinical documentation up front for most payers (exception: United Healthcare — their requirements are listed on form). CSI will request ongoing authorization and contact you if the payer

requires additional clinical documentation or uses a payer-specific form. Portal users can use this form as a guide to see which fields are initially necessary to obtain ongoing authorizations.

This form will be included with your authorization and can be used today. It can also be found at www.clinicalspecialties.com/Provider/#Forms.