

TC NPO PAAC Meeting

October 13, 2015

Attendees:

Beth Mutter	Sue Johnson
Peg Devereaux	Laura Alexander
Cheryl Bouschor	Nancy Winfrey
Laurie Houseman	Susan Burton
Mistie Atkins	Margaret Brower
Kate Hopkins	Theresa Phillips
Cindy Conquest	Jamie Schichtel

Speakers were from Aetna/Cofinity, Ann Collins and Mike Winters.

All hand-outs and Power Point Slides were emailed to Bryanna and posted on the NPO website.

First discussed Aetna, Contract changes, Provider demographic updates and Navinet. Advised to go online to Navinet to contact customer support, check eligibility, check claims, COB forms and resources, referrals and referral inquiry forms, and pre-certifications.

Advised there is a one page cheat sheet to show which plans need referrals (Aetna EPO is an HMO plan which needs a referral)

Aetna Student Health Customer Service 1-877-480-4161, contact if problems getting claim paid

Access the following online: Claim EOB tool, submit claims for reconsideration, webinars and education

Send claim on paper to attach notes for reconsideration, to dispute with in 180 days for Level 1, 60 days after that for Level 2

Fee screen is available on Navinet

Cofinity website (cofinity.net) updated quarterly. Customer Service 1-800-831-1166

Access online the following: Claim inquiry, member inquiry, repriced amounts, and current product payor list for those insurances under cofinity. Will need to email your procedure codes to get a fee schedule for your office, providerrelations@cofinity.net

Under "Your Products" you can access Payor List by group of companies or by payor for the ones you want to follow for insurances under cofinity.

Cofinity insurances outside of Michigan may not have the Cofinity Logo, some may have the Logo but will need to send directly to the insurance company and others send to Cofinity

Medicare with Cofinity, need to send directly to the insurance company, not Cofinity

NO speaker set up for November

