



Our Health Plan



Three Virginia Office Locations:

Richmond, Charlottesville and Roanoke

Health Plan Contracted Providers:

–Hospitals: 80+ in network

–Providers: 11,000+ in network

Participating in Medicaid Managed Care Program since it began in 1996.



The CareNet Medicaid HMO product serves the Central Virginia Region, the Lynchburg Region, and the Roanoke/Alleghany Region. Effective 7/1/12 the far SWVA region.

- Easy to Administer – Work with same Provider Rep
- Dedicated Customer Service & Authorization Staff
- NCQA Accreditation
- Outreach Staff Visits Providers & Attends Community Events. Look for Doc Bear in Your Community!



CareNet ID Card



CareNet Medallion ID Card

SOUTHERN HEALTH SERVICES, INC.
A Coventry Health Care Plan

CARENET

NAME: XXXXXXXXXXXXXXXXXXXX
 ID #: XXXXXXXXXXXXX
 BIRTH DATE: 00/00/00
 CARENET #: XXXXXXXXXXXX
 PCP: PCPNAME
 DOCTOR'S PHONE #: PCPPHONE
 EFF. DATE: 00/00/0000
 MENTAL HEALTH BENEFITS: 1-800-975-8919
 TRANSPORTATION: 1-800-734-0430
 Rx Group: CVTYMCD Rx Bin: 610014
 Pharmacist Help Desk: 1-800-922-1557

medco[®]

CN.ID.11

NOTICE TO MEMBERS

1. Show this card each time you seek medical care.
2. **IN CASE OF EMERGENCY:** Call your Primary Care Physician, who will tell you what to do. If the emergency is so urgent that it could cause loss of life or limb or senses, seek care immediately at the nearest emergency room. Notify the Plan within 24 hours or as soon as medically possible.

IMPORTANT PHONE NUMBERS:

- Customer Service (questions or problems): 1-800-279-1878
- Smiles for Children's Program: 1-888-912-3456
- 24 Hour-Nurse Access Line: 1-877-878-8940

NOTICE TO PROVIDERS:

- Radiology Preauthorization: 1-866-642-9704
- Preauthorization for all other services: 1-800-235-2206
- Call Customer Service with eligibility questions: 1-800-449-1944
- Submit claims, resubmissions and proof of timely filing to:
 CareNet, P.O. Box 7702, London, KY 40742
 Payor ID: 25133
- Submit appeals to CareNet: 9881 Mayland Drive, Richmond, VA 23233

CareNet ID Card



CareNet Famis ID Card



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NAME: XXXXXXXXXXXXXXXXXXXX

FAMIS ID#: XXXXXXXXXXXX CARENET#: XXXXXXXXXXXX

BIRTH DATE: 00/0/00 EFF DATE: 00/00/0000

PCP: DOCTOR'S PHONE #:
PCPNAME PCPPHONE

MENTAL HEALTH BENEFITS: 1-800-975-8919
CO-PAY: \$15 Inpatient, \$2 Outpatient
CO-PAY: \$2 Office Visit, \$2/\$10 ER, \$2/\$4 Rx
Rx Group: CVTYMCD Rx Bin: 610014
Pharmacist Help Desk: 1-800-922-1557

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Customer Service



Representatives:

Available 8:30 a.m. – 5:00 p.m., Monday – Friday

CareNet: 1-800-279-1878

**Interactive Voice Response (IVR):
Available every day around the clock**



Claims/Benefits

Member Verification

Provider Status

Member Appeal Status

Health Services

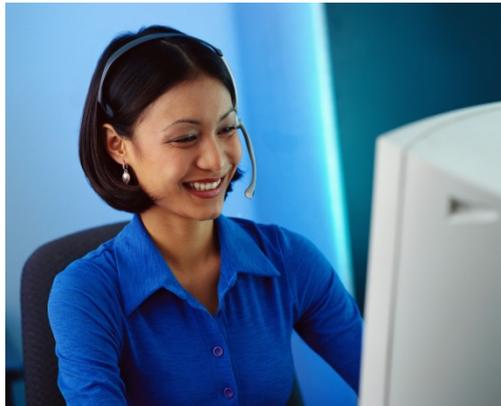


Preauthorizations

Initial request

Follow up

Preauthorization Questions



Phone: 1-800-235-2206

Fax: 1-800-586-7015

Web: Directprovider.com



Case Management for the following conditions:

Chronic Obstructive Pulmonary Disorder (COPD)

Congestive Heart Failure (CHF)

End Stage Renal Disease (ESRD)

Diabetes

Asthma

Pregnancy Programs (*Baby Matters Program*)

24/7 Nurse Line



Coventry's Provider-Focused Website. Available 24/7. Easy to Navigate. Key features:

- Search by CareNet ID # or Medicaid #
- Claim Payment
- Claim History
- Member Eligibility
- Member Benefits
- Member PCP History
- Forms
- Remittance Advices (PDF Format)
- Authorization Requirements
- InterQual Smart Sheet
- Member ID Cards (PDF Format)
- Secure Messaging
- Online Claims Adjustment Requests
- Authorization Submission & Authorization Look-up
- E-Prescribing
- HEDIS Reporting



- HOME
- CLAIM INQUIRY
- ELIGIBILITY**
- ePRESCRIBING
- AUTHORIZATION
- MEMBER ID CARD
- MANAGE ACCOUNT
- NEWS
- REMITTANCE ADVICES
- MESSAGE CENTER
- RESOURCE LIBRARY**
- REPORTS
- HEDIS REPORTS**

Welcome Jim Omohundro

**Enhanced Eligibility Response
to include a link to view Member
HEDIS Measure details**

**HEDIS documentation available
in the Policies and Manuals
of the Resource Library**

**New Explorer Bar Function to
view and print HEDIS Reports
on individual or multiple
Members**



The “Connection” Newsletter



- The “Connection” Newsletter helps keep you informed:
 - *Policy and Procedure changes*
 - *Billing information*
 - *General topics of interest*
 - *Provider Manual amendments*
 - *Wellness Indicators (HEDIS info)*
- Published 4 times a year
- Current & past copies can also be found at www.YourCareNet.com under the Provider Section in the Document Library



Quick Facts:

- No referrals required to see a participating specialist.
- We encourage utilization of preferred participating labs. May perform labs in your office. No restrictions to a CLIA lab list.
- Participating CareNet provider's will be reimbursed according to their contract for services provided. Open access Provider network. PCP provider may see member even if you are not the PCP listed on the card as long as you are a PAR provider.
- Electronic payor ID #: 25133
- Timely Filing 365 days
- Non-par providers MUST obtain preauthorization before providing services, excluding emergency services and family planning.



Members Choose Their PCP

- Before July 1, encourage your patients to select you as their PCP when they move into managed care.
- When enrolled in CareNet, members can call Customer Service toll-free, Monday through Friday, 8:30 – 5:00 p.m. to change PCPs.
- When enrolled in CareNet, your patients can call Customer Service while in your office, during business hours.
- CareNet PCP Change Form on directprovider.com and Provider section of website for use after hours. Patient completes and signs; Provider faxes to CSO. Change is made on next business day.

Transition of Care



- CareNet members may receive covered services from non-participating providers for a period of at least 90 days if they were in an active course of treatment prior to enrollment with CareNet.
- We also offer transition of care for prescriptions that are not on our formulary.

Helpful E-Mails



Some Useful E-mails for More Information:

For more information about Coventry's 5010 compliance:

5010andICD10Inquires@cvty.com

For more information about Coventry's Electronic Remittance Advices:

ERAQuestions@cvty.com

For more information about ERA Enrollment -- provider's clearinghouse or Emdeon at erasignup@emdeon.com or 1.800.845.6592

For more information about EFT Changes and/or enrollment:

CoventryEFTrequest@cvty.com

For example, last October, Coventry went to paperless remits for providers signed up for EFTs & ERAs. If you are “still getting” paper remits, you may use the Coventry EFT e-mail & request they be discontinued.

For other questions or concerns regarding your participation with Coventry:

Your Provider Rep@cvty.com

Provider Relations Contacts



- Karen Bartley- PR Rep 540-265-6758 kcbartley@cvty.com
Roanoke area, New River Valley, Botetourt, Martinsville, and Galax.
- Lew Butts- PR Rep 434-951-2463 lbutts@cvty.com
Albemarle, Greene, Madison, Orange, Louisa, Fluvanna, Buckingham, and Nelson.
- Sharie Meduri- PR Rep 434-951-2539 smeduri@cvty.com
Alleghany, Appomattox, Bath, Bedford, Campbell, Highland, Lynchburg, Danville, Halifax, Pittsylvania, Rockbridge, Far Southwest Virginia, Prince Edward, Charlotte, Lunenburg, and Mecklenburg.

Provider Relations Contacts



- Gailey Walters PR Rep 804-527-6411 glwalters@cvty.com
Williamsburg, Northern Neck, Prince George, Sussex, Southampton, Surry, Isle of Wright, Hampton, Newport News, Norfolk, Chesapeake, and Virginia Beach. DME, Home Health, Infusion, Prosthetics and Orthotics for state of Virginia.
- Carrie McNamara Facility Contract Consultant Ancillary and Hospital
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