

**PLEASE NOTE; VNSNY CHOICE has elected to NOT offer Acupuncture as a benefit for their members for the 2012 plan year. Please continue to treat VNSNY CHOICE members until the end of 2011 plan year on December 31, 2011. All Claims for dates of service December 31, 2011 and prior must be received within 180 days. If you have any questions regarding this change, please contact Triad at 1-800-409-9081.**

**SUMMARY:** Visiting Nurse Services New York CHOICE (VNSNY CHOICE) has selected Triad to administer an Acupuncture program for **VNSNY CHOICE Medicare Option 1** (HMO SNP) members, beginning January 1, 2011. Triad will provide administrative services including; network contracting, credentialing and claims payment. The program will allow VNSNY CHOICE members the opportunity to receive Acupuncture services from a Triad participating provider.

**EFFECTIVE DATE:** January 1, 2011

**Which VNSNY Members are included?** VNSNY CHOICE Medicare Option 1 (HMO SNP) members are included in this program.

**How do I verify patient eligibility?** Office staff may contact Triad at 1-800-409-9081 to verify member eligibility and inclusion in this program.

**Do Triad's programs require a PCP referral?** Triad's program does not require a PCP referral for Acupuncture care.

**How can I access Triad's Medical Policies?** All of Triad's medical policies are accessible on Triad's website ([www.com.com/providers/policies.aspx](http://www.com.com/providers/policies.aspx)). Changes to medical policy occur from time to time as new information and/or evidence becomes available. These changes are noted on the website and published thirty (30) days prior to implementation.

**What Acupuncture Services are covered?** Only the following Acupuncture services are included and covered under this program. All other services provided will not be covered under this program.

- 97810: Acupuncture, one or more needles, without electrical stimulation, initial 15 minutes of personal one-on-one contact with the patient
- 97811: Each additional 15 minutes of personal one-on-one contact with the patient, with re-insertion of needles. 97811 can not be performed without 97810.
- 97813: Acupuncture, one or more needles, with electrical stimulation, initial 15 minutes of personal one-on-one contact with the patient
- 97814: Each additional 15 minutes of personal one-on-one contact with the patient, with re-insertion of needles. 97814 can not be performed without 97813.

**Where do I submit claims?** Participating providers will need to submit all claims for dates of service January 1 2011 forward for **VNSNY CHOICE Medicare Option 1** member (only) directly to Triad.

1. Paper claims can be submitted directly to Triad at: Triad Healthcare, Inc. Attn: Claims, 80 Spring Lane, Plainville, CT 06062

Electronic Submission – Triad Healthcare, Inc. has partnered with MD On-Line for electronic claim submission. Claims can be individually entered free of charge. To access this benefit, log on to [www.triadhealthcareinc.com/providers](http://www.triadhealthcareinc.com/providers) and click the “Submit” button under *Online Solutions*. This will route you to MD On-Line’s portal for Triad Providers. Please include Triad’s address (see above) and electronic payer ID #39181. To learn more about MD On-Line’s products for submitting Triad claims electronically FREE OF CHARGE, please call: 1-888-499-5465.

**I am already contracted with an EDI vendor for claims submission. Can I continue to submit claims through my current vendor?** You will need to contact your current vendor to determine if they will continue to accept electronic claims and either route them to MD OnLine or convert them to paper in order to submit to Triad.

**How long do I have to submit a claim?** All claims must be submitted within 180 days from the date services are rendered.

**How am I reimbursed for services?** Triad will reimburse participating providers on a fee for service basis according to Triad’s fee schedule. Acupuncture services will be reimbursed up to members benefit plan per calendar year. Covered Acupuncture services for VNSNY CHOICE members are only available through Triad’s network of participating providers who also participate with Medicare. Services provided by a non participating provider will not be reimbursed. A copy of the Triad Fee schedule can be provided by calling 1-800-409-9081.

**IMPORTANT INFORMATION REGARDING NON COVERED SERVICES:** IN THE EVENT THAT A MEMBER REQUIRES OR REQUESTS A SERVICE THAT IS NOT A ACUPUNCTURE COVERED SERVICE, THE IPA PROVIDER MUST INFORM THE MEMBER THAT THE MEMBER WILL BE PERSONALLY RESPONSIBLE FOR ALL FEES RELATED TO THE SERVICE AND THE ESTIMATED FEE FOR THE SERVICE, AND OBTAIN AN EXECUTED ACKNOWLEDGEMENT OF FINANCIAL RESPONSIBILITY FROM THE MEMBER OR THE MEMBER’S LEGAL REPRESENTATIVE. THESE STEPS MUST BE TAKEN TO BILL THE MEMBER AND COLLECT FOR SUCH SERVICES.

#### **APPEALS:**

**The following process pertains to the VNSNY / Triad contract only.**

For additional information about the appeal process, please refer to the denial letter.

**Administrative claim appeals should be sent to Triad**

Triad Healthcare, Inc.  
Appeals Department  
80 Spring Lane

Plainville, CT 06062-0904  
Fax: 860-793-3317

You may request another copy of the denial letter by calling Triad's Network Services Department 1-800-409-9081.

**Utilization Management and Member Appeals**

VNS CHOICE Select  
Grievance and Appeal Department  
1250 Broadway  
3<sup>RD</sup> Floor  
New York, NY 10001

**How do I contract with Triad?** If you have not contracted with Triad, you may do so now by calling Triad Provider Service at 1-888-584-8742. All the necessary information will be provided to you at that time.

**If I have a change in business information (business name, address or Tax Identification Number) what do I need to do to get it updated with Triad?** If you have a business name change or address change, you will need to submit the changes in writing including the effective date of the change. Please fax all changes to 888-844-6645. If you have a Tax Identification Number (TIN) change, you will need to contact Triad's customer service to obtain the appropriate documentation for your TIN change.

**Who do I notify if I add a provider to my practice?** All providers that will be billing under your Tax Identification Number will need to become participating in the Triad network. Please contact Triad's customer service department to obtain an enrollment packet.

**Am I participating under all locations and Tax Identification Numbers?** Yes, under your contract with Triad Healthcare you are considered participating under all practice locations and Tax Identification Numbers that you submit on a claim.

**How can I provide feedback to Triad?** Complete a survey. To provide the highest quality of service and measure our effectiveness, we have made surveys available to our provider community. Periodically we will notify you of survey opportunities. Please take the time to complete these surveys as this is one of the ways Triad enhances its service to the provider community.

**How can I contact Triad?** If you would like to speak with someone at Triad, contact Triad's Call Center at 1-800-409-9081. A representative will answer your questions or schedule a call with a clinical coach. All providers are encouraged to speak directly to a clinical coach regarding clinical determinations for which there is a question or concern.