
CNC NEWSLETTER

Volume 1, Issue 1

First Quarter 2006

First CNC Newsletter

We are excited to bring you the first quarterly newsletter from CNC! Future editions will include helpful reminders about claims filing, updates from our managed care partners as well as other information that we hope you will find helpful in your practice!

2006 Marks a New Beginning for CNC!

We want to start the New Year by sharing some of our exciting changes with you! Mrs. Parker Binder has replaced Dr. Steve Doyle as Director of CNC. As a former CEO of a large healthcare organization, Mrs. Binder brings more than 15 years of experience in managed care and healthcare administration to our organization.

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Parker's commitment to improve CNC by providing excellent customer service and utilizing the best technology available is already making a difference; with more great changes on the way! (We have already heard from many of you regarding our much-improved customer service and we appreciate all the positive feedback!)

A quick glimpse of what's to come...

The CNC Newsletter will be published quarterly to provide you with claim filing tips, updates from our managed care partners and to keep you up-to-date about important changes in our profession.

We will soon launch our CNC website which will feature "Quick Reference Guides" for each of our managed care contracts as well as your most "frequently asked questions" (FAQ) and answers. The website is designed to assist our providers and their staff in navigating through the sometimes confusing world of managed care and we are confident that you will find it to be a great resource!

CNC has partnered with BCBSNC to provide you with electronic solutions for checking eligibility and claims status for your BCBS/CNC patients and are working with our other managed care partners to explore similar opportunities.

We have hired a healthcare software design team to assist us in the creation and development of a "state of the art" system for electronic claims filing, which will be available to you by mid-2006!

We hope that you can tell CNC is headed in a new direction, and that is to provide you with excellent, professional service in all we do! ❖

"Significant problems cannot be solved with the same level of thinking that created them."

– Albert Einstein

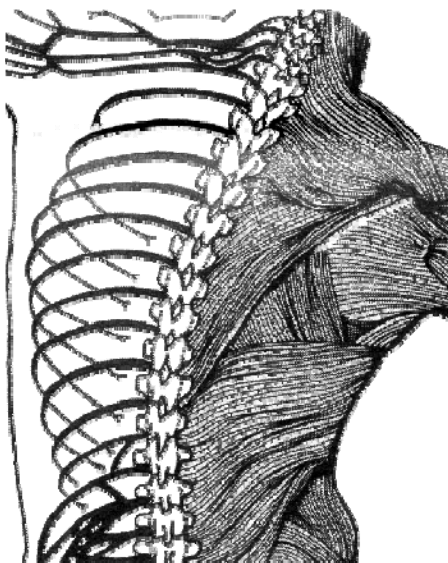
Great West Healthcare Changes

Please remember that effective February 1, 2006, CNC will no longer process claims for Great West Healthcare. All Great West claims should be sent to ACN or directly to Great West.

This is effective for all claims with a date of service of February 1, 2006 or after for Great West Healthcare members.

- For chiropractors that participate in the ACN group you should forward claims to:
ACN Group, Inc.
PO Box 212
Minneapolis, MN 55440-0212
- For chiropractors that do not participate in the ACN group, you should send your claims **DIRECTLY** to Great West Healthcare using the address on the patients ID card.

Should you inadvertently send a Great West claim to CNC with a date of service on or after February 1, 2006, we will return the claim to you so that you may reprocess the claim via one of the above methods. ❖



Update on Electronic Claims Filing

Thanks to all of you for the tremendous response to the CNC Questionnaire on electronic filing. Many of you have asked when we will actually start accepting your electronic claims. While we cannot yet give you a specific date, the project is moving rapidly towards completion and we actually start the “testing” phase on March 1, 2006! (A small group of CNC Providers will begin sending claims electronically to CNC during this testing phase). Once the “testing” phase is complete, we will be ready to announce a start date!

For those of you who do not send any claims electronically, sending your claims by paper will still be an option. For those of you currently sending your electronic claims via a clearinghouse, you will still be able to use your current clearinghouse. When our project is complete, you will be able to use your current clearinghouse or send your claims directly to CNC over the Internet via our new CNC website! Of course, coordination of benefits and certain corrected claims will still need to be sent by paper. Utilizing the ease and speed of electronic claims transmission is long overdue and CNC looks forward to announcing a start date soon! ❖

Legislation Changes Co-payments for Chiropractors from Specialist to PCP!

(North Carolina Providers only)

The effective date of the NC Legislation regarding the change in co-payments for chiropractors from specialist to PCP is March 1, 2006. Co-payments will change **AS EACH MEMBERS PLAN RENEWS**, between March 1, 2006 and March 1, 2007.

Please make a note that Blue Cross Blue Shield of North Carolina (BCBSNC) **BLUE ADVANTAGE** members’ plans (with co-payments) changed from specialist to PCP co-payment, effective January 1, 2006.

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Blue e – Have you signed up?

(North Carolina Providers only)

CNC recently announced the availability of the new BCBSNC/CNC **Blue e**. Signing up for this great service will allow you to check eligibility for your CNC patients on-line as well as checking the status of your BCBSNC claims sent through CNC.

CNC recently mailed applications to those providers who currently were not signed up for **Blue e**. If you haven't returned your completed application to CNC, please do so as soon as possible so that you will have access to this great service!

If you are ALREADY using **Blue e**, we will be sending you simple instructions next month on how to access this new version. You will then be able to continue to use your existing **Blue e** as well as having access to eligibility and claims status information for your CNC patients!

***Blue e** is an Internet-based application for verification of BCBSNC membership eligibility and for BCBSNC claims status inquiries. (This means you will no longer need to call BCBSNC to verify eligibility or check claim status; you can now do it online!) Determining the status of your claims online will be far more efficient than all those phone calls! By eliminating all those lengthy calls to BCBSNC or CNC, both of these services will save valuable, productive staff time for your office! And the best news of all is that this new version of **Blue e**, designed exclusively for CNC providers, is being provided at NO COST to you. ❖

Help us get your claims paid faster by always obtaining a current copy of your patient's ID card.

Legislation changes cont...

For all other plans with co-payments, co-payments will change between March 1, 2006 and March 1, 2007. These co-payments will change from the specialist amount to the PCP amount throughout the year, as each members plan renews.

(S622 2005 Appropriations Act)

Signed into law – March 1, 2006

Section 6.29 Chiropractic Co-Payments in Health Benefit Plans: Amends GS 58-50-30(a3) to add a clause prohibiting a health insurer from imposing "as limitation on treatment or level of coverage a co-payment amount charged to the insured for chiropractic services that is higher than the co-payment amount charged to the insured for the services of a duly licensed primary care physician for a comparable medically necessary treatment or condition." ❖



HELPFUL REMINDERS CNC PATIENT SATISFACTION SURVEY

Just a reminder that all CNC Providers must participate in the CNC Patient Satisfaction Program. **EFFECTIVE JANUARY 1, 2006, CNC MUST RECEIVE A MINIMUM OF FIFTY (50) Patient Satisfaction Surveys** from every CNC provider, in order to maintain "Participating Provider" status with CNC. All surveys must be received at CNC by September 2006.

Remember, these surveys may be given to any patient in your practice, not just "CNC" Patients!

TRACING CLAIMS

Important update for tracing CNC claims.

Included with this newsletter is another master CNC **Fax Inquiry Form**. **We also included this new form in your January 15th check cut package.** We ask that you please make copies of this and save the master in your CNC Provider Manual. Effective January 2006, this form must be completed and faxed to CNC in order for us to check the status of a claim and other common questions/issues.

We can no longer respond to phone calls to check the status of your claims/payments. Simply use this form to fax your inquiries to CNC, together **WITH THE REQUESTED SUPPORTING DOCUMENTATION** listed next to the question/topic. We will research your issue and respond back to you the same day or no later than 72 business hours from the time your fax is received by CNC! Again, we recommend that you make copies of this and file this in your manual to use as your master copy. If you will take a moment to fill in your personal information in the top section of the master before you make copies, this will save you time in the future. The consistent use of this form will save you time and allow us the opportunity to properly research your issue and respond to you in a more timely manner. Thank you for your cooperation in allowing us to better serve you. ❖

Change in Practice Information?

Now that it's "TAX SEASON", just a reminder that if there are changes in your practice name or Federal Tax Number (EIN), you must submit an updated W-9 to CNC, together with the effective date of the change. Please use your **Fax Inquiry Form** and mark the appropriate box. Just complete the CNC Fax Form and fax this, together with an updated W-9 to CNC.

(704-895-8664)

2006 CPT Additions/Deletions

Please make note of the following NEW CPT codes as well as the DELETED CPT codes. (Claims received with these deleted codes can no longer be processed and must be returned to your office for correction.) Please remember to refer to each member's individual plan for coverage of any new codes.

Additions for 2006	Descriptions
99060	Services provided on an emergency basis, out of the office, which disrupts other scheduled office services, in addition to basic service
97760 (replaces 97504)	Orthotic management and training (including assessment and fitting when not otherwise reported), upper extremity, lower extremity and/or truck, each 15 minutes
97761 (replaces 97520)	Prosthetic training, upper and/or lower extremity, each 15 minutes
97762 (replaces 97703)	Checkout for orthotic/prosthetic use, established patient, each 15 minutes

Deletions for 2006	To report, use:
97020	97024
97504	97760
97520	97761
97703	97762
99271	
99272	
99273	
99274	
99275	
99052	99050
99054	99050

UPDATE ON BCBSNC FEDERAL PLAN

BCBSNC Has Increased the Chiropractic Benefit for the Standard Option for Federal Employees.
EFFECTIVE JANUARY 1, 2006.

CNC Providers are "Preferred" Providers

Chiropractic Benefits	Standard Option	Basic Option
<ul style="list-style-type: none"> • Initial office visit • Spinal manipulations • Initial set of X-rays 	<p>Preferred: \$15 co-payment per visit (No deductible)</p> <p>Participating: 25% of the Plan allowance</p> <p>Non-participating: 25% of the Plan allowance, plus any difference between our allowance and the billed amount</p> <p>Note: Benefits are limited to 10 manipulations per calendar year.</p> <p><small>*Manipulations paid for by the member while meeting deductibles are counted as part of the maximum of 10 per year!</small></p>	<p>Preferred: \$20 co-payment per visit</p> <p>Note: Benefits are limited to 20 manipulations per calendar year</p> <p>Participating/ Non-participating: Member pays all charges</p>



Welcome New CNC Providers

CNC and our Managed Care Partners would like to welcome the following new providers to our network. (credentialed 4TH Quarter – 2005)

William E Barnes, DC
Barnes Wellness Center
Franklin, NC

Jesse A Beaumont, DC
Bentley Chiropractic
Wellness Center
Rock Hill, SC

Daniel J Becker, DC
Carolina Medical & Rehab
Center PC
Lynn, NC

Christopher C Bell, DC
Bell Clinic of Chiropractic,
PC
Wilmington, NC

Caroline T Cooper, DC
Edisto Chiropractic
Orangeburg, SC

Cecil T Corvin, DC
Corvin Chiropractic, PC
Mocksville, NC

Donald A Crouchley, DC
Southeastern Healthcare
Wilmington, NC

Gary F Demott, DC
Chiropractic Health Center,
LLC
Chester, SC

Patricia J Dixon, DC
Dixon Chiropractic
Seneca, SC

Joseph C Draper, DC
Advance Wellness
Chiropractic
Greensboro, NC

Steven S English, DC
Keith Clinic of Chiropractic
Charlotte, NC

Mitchell D Evans, DC
Chiropractic Spine &
Sports, Inc
Greensboro, NC

Gregg H Giblin, DC
Keith Clinic of Chiropractic
Charlotte, NC

Akiba J Green, DC
Lake Norman Health and
Wellness
Cornelius, NC

Don T Handly, DC
Love Chiropractic
Collinsville, VA

Cheryl A Hanly, DC
Brett Hightower, DC PC
Raleigh, NC

Jason T Harkey, DC
Willis Chiro Med of
Sumter, LLC
Sumter, SC

Matthew E Leibman, DC
Matthews, NC

Diane Levitt, DC
Chiropractic Plus
Cary, NC

Steven J Maniscalco, DC
Family First Chiropractic
Southport, NC

Daniel E Matzner, DC
Matzner Family
Chiropractic, PC
Columbia, SC

Drew K McPhail, DC
McPhail Chiropractic
Summerville, SC

Lisa A Merritt, DC
Weddington Chiropractic
Wellness Center
Weddington, NC

Jason B Minsky, DC
Center of Spinal Surgery
Prevention
Wilmington, NC

Daniel R Mudryk, DC
Mudryk Family
Chiropractic PA
Cary, NC

Mazyar M Neshat, DC
Maz Clinic of Chiropractic
Indian Trail, NC

Jeongpil Park, DC
J.P. Chiropractic & Posture,
LLC
Matthews, NC

Joseph V Picone, DC
Foothills Wellness Center
Tryon, NC

Jennifer D Porter, DC
Premier One Spinal Care
Lexington, SC

John F Razzano, DC
Razzano Chiropractic
Monroe, NC

Sean A Reese, DC
Family Focus Chiropractic
Wilmington, NC

Ryan S Robinson, DC
Advanced Healthcare
 Mooresville, NC

Bettina K Royston, DC
Bradley Chiropractic, PA
Gastonia, NC

Stephanie L Saunders, DC
Saunders Chiro. Clinic
Roxboro, NC

Steven M Schultz, DC
Hower & Schultz Chiro,
LLC
Charleston, SC

Adam N Seay, DC
Chiro-Sport, PLLC
Clayton, NC

Jennifer R Sexton, DC
Shields Chiropractic Center
Hendersonville, NC

Barry P Swindler, DC
Carolina Chiropractic
Raleigh, NC

Christopher L Tierney, DC
BP Chiropractic
North Charleston, SC

Christopher R Travis, DC
Stanley Clinic of
Chiropractic
Stanley, NC

Sara V Tussey, DC
Lexington Family
Chiropractic Center, PA
Lexington, NC

Kenneth R Watson, DC
Sports Injury & Family
Chiropractic
Charlotte, NC

Rhonda R Werner, DC
Werner Family Chiropractic
Rock Hill, SC

Darcy M White, DC
Iatria Healthcare
Raleigh, NC

Cecil I Willaford, DC
Robbins-Willaford
Chiropractic Center, PLLC
Youngsville, NC

Chandra E Wright, DC
Stearley Family Chiro., PC
Charlotte, NC

Daniel J Wright, DC
Stearley Family Chiro., PC
Charlotte, NC