



Coventry Health Care Gastonia Operations

**Barb Gamble
Director, Service Operations
August 17, 2010**

Coventry Health Care Gastonia Operations

- Agenda
 - Coventry Health Care Booth
 - Claim Quality Results
 - Customer Service
 - Re-designed Explanation of Benefits (EOB)
 - Dental Claims and Invalid Codes

Coventry Health Care Booth

We're here to answer your questions!

- **Your** benefits through the Rural Carrier Benefit Plan (RCBP)
- **Your** providers PPO status with the Coventry National Network
- How to read your Explanation of Benefits (EOB's)
- How to register and use My Online Services
- 2010 RCBP Brochures & Claims Forms available

Claims Quality, A Top Priority

- **AMA rated Coventry #1 in Accuracy Rating**
- **RCBP- 97.8% of claims processed accurately by Coventry**

Customer Service

Dedicated Staff for RCBP

Never hesitate to call us @ 1-800-638-8432

Mon-Thurs 8 AM to 5:30 PM (EST), Friday 8:30 to 5:30

We are here to serve you!

Thank You, members of the RCBP

Your feedback resulted in changes to the Explanation Of Benefits (EOB) including:

- Coinsurance percentage
- Who is being paid
- Providers account information/number
- Coordination of Benefits information

Dental Claims and the RCBP

- RCBP covers some dental charges (See page 51 & 52 of the 2010 brochure).
- Providers should be billing insurance companies using valid Current Dental Terminology (CDT) codes (i.e. D1110 verses O1110).
- The RCBP has been manually changing old invalid dental codes to valid codes in order to consider the claim.
- Effective 1/1/2011, RCBP will no longer change the invalid codes if received.
- The invalid codes will be denied with a message on the EOB stating to resubmit the claim with valid codes.

Dental Claims and the RCBP

- What is Coventry doing to help?
 - Educating dental providers and members about this situation on our EOB's.
 - Educating providers through outreach phone calls.
- What can members do to help?
 - Provide your dentist with a copy of your RCBP ID card.
 - Ask your dentist if they will submit a claim, with valid CDT codes, to Coventry.
 - If as the member you are filing the claim, ask for a copy of the same paperwork that a dentist would submit to an insurance company.

Dental Claim Form © American Dental Association 2005

HEADER INFORMATION

1. Type of Transaction (Mark all applicable boxes)
 Statement of Actual Services Request for Predetermination/Prior Authorization
 EPSDT (Title XIX)

2. Predetermination/Prior Authorization Number

INSURANCE COMPANY/DENTAL BENEFIT PLAN INFORMATION

3. Company/Plan Name, Address, City, State, Zip Code
 Coventry Health Care
 Rural Carrier Benefit Plan
 PO Box 7404
 London KY 47042

POLICYHOLDER/SUBSCRIBER INFORMATION (For Insurance Company Named in #3)

12. Policyholder/Subscriber Name (Last, First, Middle Initial, Suffix), Address, City, State, Zip Code

13. Date of Birth (MM/DD/CCYY) 14. Gender M F 15. Policyholder/Subscriber ID (SSN or ID#)

16. Plan/Group Number 17. Employer Name

OTHER COVERAGE

4. Other Dental or Medical Coverage? No (Skip 5-11) Yes (Complete 5-11)

5. Name of Policyholder/Subscriber in #4 (Last, First, Middle Initial, Suffix)

6. Date of Birth (MM/DD/CCYY) 7. Gender M F 8. Policyholder/Subscriber ID (SSN or ID#)

9. Plan/Group Number 10. Patient's Relationship to Person Named in #5
 Self Spouse Dependent Other

11. Other Insurance Company/Dental Benefit Plan Name, Address, City, State, Zip Code

18. Relationship to Policyholder/Subscriber in #12 Above
 Self Spouse Dependent Child Other

19. Student Status
 FTS PHS

20. Name (Last, First, Middle Initial, Suffix), Address, City, State, Zip Code

21. Date of Birth (MM/DD/CCYY) 22. Gender M F 23. Patient ID/Account # (Assigned by Dentist)

RECORD OF SERVICES PROVIDED

24. Procedure Date (MM/DD/CCYY)	25. Area of Oral Care (3 digit)	26. Tooth Number(s) or Location(s)	27. Tooth Number(s) or Location(s)	28. Tooth Surface	29. Procedure Code	30. Description	31. Fee
04/26/2010	JP				D0120	Periodic oral evaluation	31.00
04/25/2010	JP				D0273	Bitewings, 3 films	35.00
04/25/2010	JP				D1110	Prophylaxis-adult	61.00

MISSING TEETH INFORMATION

34. (Place an "X" on each missing tooth)

Permanent												Primary												32. Other Fee(s)							
31	30	29	28	27	26	25	24	23	22	21	20	19	18	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1	33. Total Fee
X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	127.00

35. Remarks

AUTHORIZATIONS

36. I have been informed of the treatment, plan and associated fees. I agree to be responsible for all charges for dental services and materials not paid by my dental benefit plan, unless prohibited by law, or the treating dentist or dental practice has a contractual agreement with my plan prohibiting all or a part or of such charges. To the extent permitted by law, I consent to your use and disclosure of my associated health information to carry out payment activities in connection with this claim.

37. I hereby authorize/confirm payment of the dental benefits otherwise payable to me, directly to the dentist/dental or dental entity.

38. SIGNATURE ON FILE 04/26/2010
 Patient/Guardian signature Date

38. SIGNATURE ON FILE 04/26/2010
 Subscriber signature Date

ANCILLARY CLAIM/TREATMENT INFORMATION

39. Place of Treatment
 Provider's Office Hospital ECF Other

39. Number of Enclosures (00 to 99)
 Referral(s) Other(s) Mailing

40. Is Treatment for Orthodontics?
 No (Skip 41-42) Yes (Complete 41-42)

41. Date Appliance Placed (MM/DD/CCYY)

42. Months of Treatment Remaining 43. Replacement of Prosthesis? No Yes (Complete 44)

44. Date Prosthesis Placed (MM/DD/CCYY)

45. Trauma Resulting from
 Occupational illness/injury Auto accident Other accident

46. Date of Accident (MM/DD/CCYY) 47. Auto Accident State

TREATING DENTIST AND TREATMENT LOCATION INFORMATION

48. Name, Address, City, State, Zip Code
 Thomas J Allman
 2401 Garfield Avenue
 Parkersburg WV 26101

49. NPI: 1013947656 50. License Number: WV3492 51. SSN or TIN: 200710386

52. Phone Number: 304 485 6241 52A. Additional Provider ID: 001319894

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52. Phone Number: 304 485 6241 52A. Additional Provider ID: 001319894

53. I hereby certify that the procedures as indicated by date are in progress for procedures that require multiple visits or have been completed.

54. NPI: 1003947656 55. License Number: WV3492

56. Address, City, State, Zip Code
 2401 Garfield Avenue
 Parkersburg WV 26101

56A. Provider Specialty Code: 22300000X

57. Phone Number: 304 485 6241 58. Additional Provider ID: 001319894



Coventry Health Care

Pam Finigan

Director, Federal Accounts

August 17, 2010

Coventry Health Care

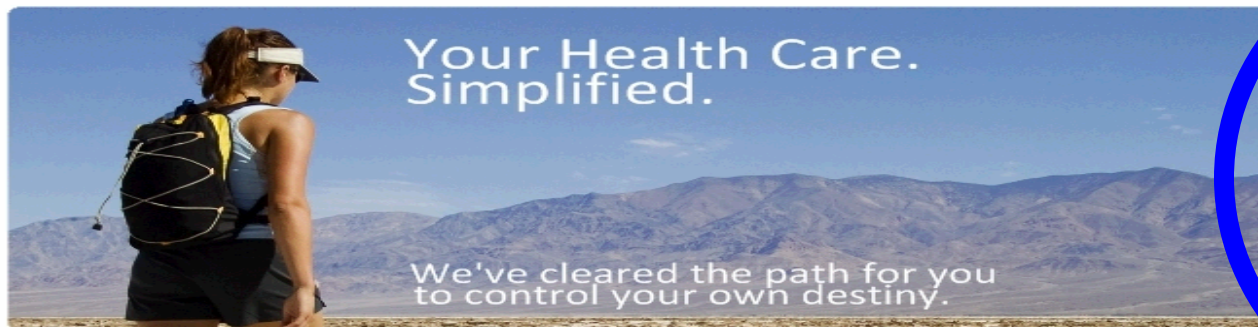
- Agenda
 - My Online Services
 - KidsHealth
 - Coventry Discount Programs
 - Coventry National Network

My Online Services

Your health care simplified!

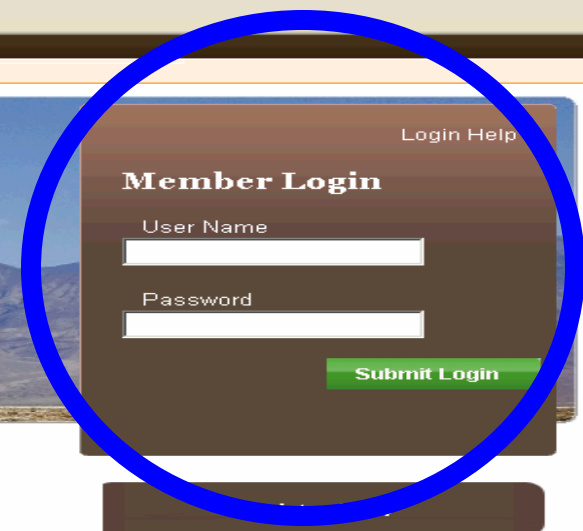


MY ONLINE SERVICES™



Your Health Care.
Simplified.

We've cleared the path for you
to control your own destiny.



Login Help

Member Login

User Name

Password

Submit Login

Welcome to My Online Services! You will need to register to access the tools and enhanced features. Please click on *Register Now* to create your account.

We're Making My Online Services Better

You will notice several enhancements to My Online Services to provide a better user experience. Some changes are obvious, some are behind the scenes, but over the next several months you will see more consistency and improved user friendliness.

Resetting Your Password? - Please Note:

- Temporary passwords cannot be copied and pasted, they must be manually entered.

ATTENTION: Foreign Service Benefit Plan Members and Rural Carrier Plan Members:

When registering your MOS account, enter your entire member I.D including the suffix (01, 02 etc). Do not include any spaces or dashes.

My Online Services offers secured tools and features that allow you to view, store, track, and interact with your health information. Understand your account activity, read about health topics in the information library, and record your vital statistics. My Online Services - Your Health Care. Simplified.

Create an account to use the secure features and tools for managing your health information.

Take the Guided Tour

[or view the alternate text version](#)



MY ONLINE SERVICES™

Welcome back Joe

[Policy Information](#) [Change Member View](#)

[Dashboard Home](#) [Messages](#) [Log Out](#)



- [Find a Doctor](#)
- [Find a Hospital](#)
- [Find Other Providers](#)

Member Info **Benefits** **Claims** **Personal Health Record** **Wellness Tools**

Text Size Tool

A A A

Topics of the Month

[Changes to the Health Risk Assessment](#)

[Immunization Awareness Month](#)

[Preventive Care](#)

KidsHealth Tools

Keeping kids healthy and happy can be challenging.

Access a library of parenting and health information written for three distinct audiences: parents, kids, and teens.



[More](#)

Health Information Library



SEARCH

Featured Articles

[Eat Well!](#)

[More](#)

Prescription Information

Current Medications

Currently you have no medications.

[Add More Medications](#)

Take Your Personal Health Risk Assessment Today

We've partnered with Healthways™ to offer you a health risk assessment.



neatn improvement.

This tool analyzes your responses to questions on your health history and lifestyle, and then provides suggestions for reducing or eliminating your risks.

[Access your Personal Health Risk Tool Today!](#)

SilverAndFit Tools



Silver&Fit gives you the tools and resources you need to be fit and live well.

From interactive online programs to no-cost fitness club membership, Silver&Fit is your key to healthier living.

[More](#)

Recent Claims

Start Date	Provider	Status
04/18/2010	HOSPITAL DISTRICT	PAID
04/18/2010	MESS, MD, PAT	PAID
04/13/2010	OFITT, CHRISTOPHER	PAID
02/23/2010	PRU, MD, JAME	PAID
02/19/2010	KEU, DANIEL	PAID

[More](#)

Benefit Usage

No usage information found

Track Via Graph

Weight Steps Glucose Blood Pressure

No Weight Data

There is no weight data to display at this time.

[View TrackViaGraph](#)

My Online Services

- Features interactive tools to help you manage your health care, including:
 - Ability to view, print and order a new ID card.
 - Ability to view or print a copy of your Explanation of Benefits.
 - Search for a PPO provider.
 - Check the status of your claim and view your claim history.
 - Track your deductible and out-of-pocket usage.
 - Access to a Personal Health Record-allows you to view, store and track personal health information securely on the web.
 - Access to Preventative Health Library and KidsHealth Library.

Family-Focused Wellness from KidsHealth®

- Educates families and helps them make informed decisions about their children's health. KidsHealth is a fun and engaging way to:
 - Encourages preventive behaviors
 - Encourages kids and teens to become involved in their health
- KidsHealth consists of three sites in one: parents, kids and teens.
 - For parents, KidsHealth offers hot topics and news, recipes, a Q&A section and other information aimed at helping parents understand the health issues that may affect their children.
 - For children, KidsHealth provides engaging, interactive content such as peer stories and articles on staying healthy in a fun format for kids. Teens can choose from a wide array of emotional and developmental content.
 - Condition Centers provide information, tools and practical advice to help both newly diagnosed individuals and families with ongoing disease management issues.

To learn more visit rcbp.coventryhealthcare.com, select “Wellness Resources,” then “KidsHealth.”

Family-Focused Wellness from KidsHealth®

SEARCH:

BROWSE:

August 10, 2010

Health Information

 <p>ENTER PARENTS</p> <p>Practical parenting information and news</p>	 <p>ENTER KIDS</p> <p>Homework help, games, and information for kids</p>	 <p>ENTER TEENS</p> <p>Answers, advice, and straight talk for teens</p>
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Featured Content

 <p>Positive Parenting</p> <p>PARENTS</p>	 <p>Icky Q&A</p> <p>KIDS</p>	 <p>DRUGS & ALCOHOL</p> <p>TEENS</p>
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Note: All information is for educational purposes only. For specific medical advice, diagnoses, and treatment, consult your doctor.

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Coventry Health Care Discount Programs

- **EyeMed Vision Care**
 - Savings on Vision Care for RCBP members
 - Discount Program offered by EyeMed Vision Care.
 - The network offers the choice of leading optical retailers including LensCrafters, Pearle Vision, Sears Optical, Target Optical, JCPenney Optical, as well as thousands of private practitioners all near where you work and shop.
- **QualSight**
 - **RCBP members now have access to savings on LASIK eye surgery through QualSight LASIK!**
 - QualSight LASIK provides RCBP members' savings of **40 to 50 percent off** the national average price for Traditional LASIK eye surgery.
 - QualSight's credentialed network of the nation's most experienced LASIK surgeons features 800 locations nationwide and over 2.5 million LASIK procedures performed.

Coventry National Network

- Coventry's focus on growing the network.
- Nominate your provider!
 - Visit www.nrlca.org
 - Coventry Health Care
 - Locate a Provider
 - Provider Nomination Form
- Recently added providers:
 - Sarasota Memorial Hospital, Sarasota, FL - Effective 09/01/2010
 - North Iowa Mercy Health, North Iowa - Effective 4/1/2010
 - Biotronic Kidney Center of Beaumont, TX - Effective 04/01/2010
 - Dr. Haidy Lee, MD (affiliated with Willamette Valley Cancer Institute), OR - Effective 06/01/2010
 - Mission Health System, NC - Effective 06/01/2010
 - Mission Hospitals Inc, Asheville, NC
 - The McDowell Hospital, Marion, NC
 - Blue Ridge Regional Hospital, Spruce Pine, NC

Coventry National Network

- Key Facility Nominations
 - Cancer Treatment Centers of America – Multiple Locations
 - Providence Hospital – Washington, DC
 - Conway Regional Medical Center, AR

Questions