



Office Updates

NEW! Group Purchasing Partners

Check out our new Group Purchasing Partners at the bottom of this newsletter.

Annual Fraud Waste and Abuse Compliance

If you provide Medicare services (including Medicare advantage) it is required that you complete a requisite General Compliance and Fraud, Waste and Abuse (FWA) training annually. You can access webinars on CMS Learning Network or use your own training.

Provider Updates

CMS requires that we maintain accurate provider directories for our members. Please notify NTENT of any changes or updates and we will update with the payers.

- Accepting new patients
- Demographic changes
- Any changes that affect availability to patients

TMB Clarifies New 10 Day Limit on Opioids House Bill 2174

The law states that for acute pain, practitioners may not "issue a prescription for an opioid in an amount that exceeds a 10-day supply; or provide for a refill of an opioid." Please click [here](#) to read the remainder of the article.

RegENT/MIPS

Did you know?

Cost of care is now part of your MIPS score. The breakdown is; Quality 45%, Cost 15%, Improvement Activities 15%, Promoting interoperability 25%

CMS' Quality Payment Program

The following link is an executive summary of a TMA article from a January 2020 issue. The article illustrates the pros and cons of CMS's quality payment program and what we as independent physician practices are facing.

Please click [here](#) for the article.

Group Health Insurance Update

NTENT continues to work with Arthur J Gallagher for a solution to offer reasonable group health insurance to our members. We will continue to look at all options within regulation and keep you posted throughout the journey.

Insurance Updates for DFW Market

Aetna **(DFW Market)**

Aetna - New Provider Onboarding Course Overview

Aetna will be offering a 60-minute course on the 2nd and 3rd **Tuesday** of each month from 1pm-2pm EST.

Aetna will show you how to;

1. Locate provider manuals, clinical policy bulletins and payment policies
2. Access online transactions such as; eligibility, benefits, precertification's and claims
3. Register for live instructional webinars
4. Update your provider data

Aetna is currently accepting email registration requests at NewProviderTraining@aetna.com for the following dates:

March 10th & March 17th

Aetna - OV following surgery

After multiple NTENT offices expressed issues with Aetna insurance company denying office visits following surgery (CPT 30140) which has a zero-day post operative period, NTENT worked weeks in appealing, negotiating and working with Aetna management team and we are pleased to announce that the issue was fixed nationally on 12/8/2019 and the CPT code (30140) has been updated to reflect a post-operative period of zero days.

Aetna - Denial of Sinus Surgeries

NTENT tried to appeal to Aetna as a large group claims project on the sinus surgeries which have been denied due to the new clinical policy. While we are working towards a peer to peer and/or review of clinical policy, we will write a letter to the TDI and we encourage each office to do the following:

- Appeal each claim with supporting documentation
- Request a peer to peer within 2 weeks of appeal denial - (888) 632-3862
- Write a letter on each denial in which you have documentation to support surgery
- Write a letter to the TDI for each claim not paid

BCBS **(DFW Market)**

Effective March 1, 2020, Blue Cross and Blue Shield of Texas (BCBSTX) will implement changes in the maximum allowable fee schedule for all of BCBS plans and the fee schedule for the PPO plan will be posted on the NTENT website.

All other schedules for the Networks will be posted on www.bcbstx.com/provider under the Standards & Requirements tab. Under the General Reimbursement Information section providers can click "View General Reimbursement Information" to access the Network fee schedules. When prompted, the **password is "manual"**.

Cigna **(DFW Market)**

Cigna is no longer paying consultation codes. Please click [here](#) to see the PDF attached for more information.

UHC
(DFW Market)

UHC Medicaid Product

If you are participating or wish to participate with UHC Medicaid products please let us know your Medicaid ID number as we are required to report this quarterly to UHC. We will add that to your file.

UHC - Bind Agreement

You may start seeing patients that have with the Bind product which will utilize the Choice Plus network. This is not a popular product in Texas currently but the Bind product can utilize other networks outside of UHC as well. Please make sure you verify benefits for these patients.

Meetings

Karen Zupko

There will not be a Karen Zupko meeting for the year of 2020. We are planning to have another Karen Zupko meeting in the DFW area for April 2021. Keep checking our newsletters where we will keep you up to date on the future meeting status.

Clinical Integration Efforts

Patient Satisfaction Surveys

QM2 - SEngage

Year to date, NTENT has received over 71,000 patient surveys from our NTENT offices.

Our practices are doing outstanding with an average star rating of 4.54 out of 5.0.

Congratulations to all of our NTENT practices!

We are proud to announce once again that NTENT members are above the national average when it comes to our patient satisfaction. Please remember that surveys are to be sent out no less than weekly and for all of your new patients. If you have any questions please call or email Dr. Dwight Lee (dleemd@ntent.org) or Kathie Norris (knorris@ntent.org)

Group Purchasing Partners

Effective 3/01/2020 we have new vendor partners and we will be sending out information on the program to each of you. Keep checking back with us for the addition of new partners.

NEW! Johnson & Johnson - Acclarent Balloons, **ADCO** - Hearing Aid Supplies, **Merchant Advocate** - Credit Card Analyze, Adjust and Audit Services

OPTIM Scopes

Optim designs and manufactures innovative endoscopic products designed to improve quality of care. Our unique designs and patented LED lighting technology provide you the freedom to easily deliver high quality endoscopy procedures - anywhere.

Contact Terry Tausch - (972) 467-3131 or Mike Day (612) 655-1985

Loaner Scopes are now available for any offices wishing to test out a new scope prior to purchasing.

New Pricing - NTENT now qualifies for Tier 2 pricing.

Hemostasis - Bleed Arrest

BleedArrest ER Foam Sponges offer a quick and painless solution for nosebleeds. The BleedArrest ER product quickly dehydrates blood to achieve hemo-concentration of platelets, serum proteins, and fibrinogen, and yields enhanced clotting that controls bleeding. This technology stops problematic bleeding in seconds and is faster than conventional methods. For more information, call or email Mike Maczka
Mike Maczka- mike.maczka@hemostasisllc.com or (866)-612-2568

Elite Hearing Network

Currently NTENT physicians are receiving a significant savings on hearing aids purchased through our partner, Elite Hearing Network. Elite Hearing Network offers to NTENT members only an exclusive price on all of the major hearing aids. Let us know if you would like more information on this program.

US Medical IT

USMedical IT provides outsourced IT and support as well as other critical IT services at a special discount to NTENT members. US Medical IT has years of experience with *HIPAA Compliance, Security, Microsoft Cloud Services & Business Intelligence*.

Contact Stephen Cracknell - Stephen.cracknell@usmedicalit.com - o. 214.390.9252

Instrument Specialists, Inc.

Instrument Specialists, Inc. offers repairs or new hand held surgical instruments to flexible and rigid endoscopes, surgical cameras, pneumatic hand-pieces and more.

Contact ISI at **800-537-1945**

The Coding Institute

Each month NTENT will offer a 7 day free trial for The Coding Institute's SuperCoder. All of The Coding Institute products are available to NTENT members at 25% discount. When ordering items, please use our exclusive code: **NTENT25**.

NTENT Property and Casualty Insurance Program

NTENT members are saving on average of **30%** by using our preferred program with Boyd, Shackelford, Barnett & Dixon Insurance Agency for property and casualty insurance through "Hartford". The more NTENT groups use this program, the larger discounts we will obtain going forward. For you free estimate call our NTENT representative, Casey Williams.

Contact Casey Williams - casey@bsbins.com - o. 972-905-0170 - c. 512-947-8196

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