

**HEALTHPLUS IMAGING MANAGEMENT PROGRAM UPDATE – 3/24/06**

*HealthPlus implemented its imaging management program on 12/1/2005. We are pleased to provide this updated information to assist you and your office with this important quality and cost-effective program.*

**Imaging Facility/Hospital Denied Claims**

Starting January 1, 2006, HealthPlus has been holding all claims that would have been potentially denied for its Imaging Management Program. HealthPlus held these claims to ensure all system processing components were properly implemented before release. The claims will be released on the March 29, 2006, claims payment run.

If you have a denied claim and an authorization for the rendered service, please double-check the authorization for the following:

- The authorization from CareCore has a valid date range for the services performed. If the service was performed outside of the valid date range, HealthPlus will not reimburse the rendering facility for the services provided. Under your HealthPlus agreement, you cannot bill HealthPlus members for these services.
- The authorization was issued to your facility. If the authorization was issued to a different facility, please complete the attached form and fax it to HealthPlus @ 810-230-2289. If the authorization has not been used, HealthPlus will adjust the authorization to your facility and re-adjudicate the claim(s) accordingly.

If you have a valid authorization for the service provided and your claim has denied, please complete the attached form and fax it to HealthPlus @ 810-230-2289.

- HealthPlus will review this information and re-adjudicate the claim(s) accordingly.

If you have any questions, please contact HealthPlus Customer Service @ 1-800-332-9161. This program update and attached form will be available on the HealthPlus Web page March 31, 2006.

*HealthPlus will continue to work with providers and CareCore to continually improve our processes. We appreciate your cooperation and assistance in this important quality program.*

