

MEDPRO

SCF ARIZONA'S NEWS FOR MEDICAL PROVIDERS



IN THIS ISSUE

Optical reading

Pharmacy benefits

Getting to know you

Did you know?

Q&A

Optical reading

SCF Arizona begins using Optical Character Recognition (OCR) scanning for all CMS 1500, UB04 and UB92 billing formats later this year.

Optical scanning lets a computer "read" the standard billing form from the medical provider supplies. The information is automatically input into

the appropriate software programs for processing, review and payment.

Medical billing is an especially good format for optical scanning, as the forms are standardized, and they are available in the red "drop out" design, which makes them easier for the scanner to read.

SCF Arizona scans all

billing documents into an electronic image, and processors manually input the information into the claims software. This is a slow process that is susceptible to human key-stroking error.

Along with necessary demographic information, the average medical bill includes three lines of billing data for services

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Optical reading *continued*

or supplies. This means our processors must enter more than 40 separate lines of information. The optical scanning process reduces this to 10 lines or fewer. Scanning also will decrease the number of input errors.

Optical scanning requires some changes by the people who enter information on the forms. Print must be either 10 or 12 point in black ink. No stray marks, stickers, hand-written notes or highlighter pen marks can be on the form.

Information must be placed in specific boxes. The only accommodation that has to be made is to make certain that SCF Arizona's claim number (without hyphen) appears in box 1a. If a claim number has not been assigned, the injured worker's Social Security number can be used. Providers must place the date of injury in box 14.

The patient is the best source to get the claim number. If the patient doesn't have it, call our Claims Call Center 800.231.1363.

SCF Arizona will do its best to process bills that are not scanner friendly. SCF also will continue to work to get payments processed within 30 days. But, OCR-ready, clean bills will allow us to speed up payment. ■

For more information, go to www.scfaz.com/publish/cat_index_15.shtml on our website, scfaz.com



GETTING TO KNOW

YOU Lucy Sanchez has been with SCF Arizona for 17 years. The native Phoenician says the best part of her job is working

with her colleagues and being able to help medical providers with their claims. Away from work, she loves to cook for her family. ■ Sanchez says the one thing she would like providers to know is, "I will do my best to solve their problems, and if I can't do it, I will find someone who can."

YOU CAN HELP This is our first MedPro newsletter for medical providers. You can help us shape this publication through participation. On the back cover of each quarterly issue, we will run a Q & A column, so we can answer your questions. ■ We also would love to hear your ideas for the kinds of information we should include. Don't hesitate to e-mail your MedPro ideas, suggestions and questions for the Q&A column to our SCF's Communications & Public Affairs Division. Send them to btrethewy@scfaz.com.

DID YOU KNOW?

SCF ARIZONA'S NEXT SAFETY WORKS EXPO IS SCHEDULED FOR JULY 10 IN FLAGSTAFF. FOR INFORMATION ON THE EVENT, CALL 602.631.2002.



Pharmacy benefits

Healthesystems now provides pharmacy benefit management for SCF Arizona. Serving as a liaison between SCF and member pharmacies, Healthesystems streamlines the claims process for prescription needs, saving money for policyholders.

SCF provides Healthesystems daily updated claims status information, which helps pharmacies to fill prescriptions with no

out-of-pocket costs for qualified injured workers.

This allows SCF to provide more current information to pharmacies. Because of Healthesystems central database, it can quickly identify drug interactions and duplicate therapies.

For instance, if an injured worker goes to a pharmacy for one prescription and another outlet for a second, Healthesystems can identify a contraindication that might otherwise be missed.

SCF Director of Claims Medical Management Cathy Vines says several developments led to the contracting with Healthesystems, including improvements in SCF's effort to streamline pharmacy benefit offerings.

For instance, injured workers do not need a membership card or other identification from Healthesystems. SCF provides all necessary data to Healthesystems,

which then provides the information to member pharmacies. This results in faster, more accurate claims information.

The time saved on considering pharmacy claims allows claims adjusters to spend more time on the cases that really need their attention, Vines says.

In addition to having prescriptions filled at the pharmacy, some injured workers may be eligible for home delivery. ■

SCF ARIZONA PROCESSED 541,245 BILLS IN 2006. BECAUSE EACH BILL AVERAGES THREE PAGES, THIS MEANS, 1.6 MILLION PAGES OF BILLING DOCUMENTS WERE HANDLED.

IN 2006, SCF PROVIDER INQUIRY TEAM MEMBERS RECEIVED 20,000 CALLS.

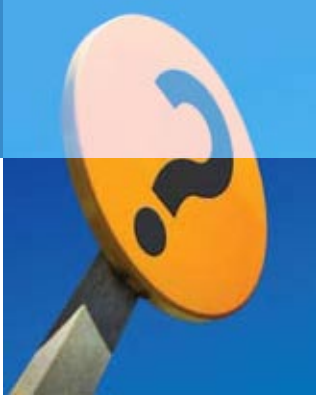
PCN
602.631.2230

Claims Call Center
602.631.2300
800.231.1363

Provider Inquiry
602.631.2370

Unpaid Bill Inquiry
602.631.2521

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Q&A

Q What is the PCN?

A The Preferred Connection Network (PCN) is SCF's workers' compensation-specific PPO network – a state wide network of hospitals, occupational medical clinics, urgent care facilities, physicians, physical medicine providers and ancillary service providers. PCN is driven by specialists who are familiar with workers' compensa-

tion and work in unison to achieve policyholders' ultimate goals: to get injured workers back to work as quickly, safely and cost effectively as possible. PCN member providers agree to produce the best outcomes at a contracted rate.

Q How can I find participating PCN providers?

A Visit SCF Arizona's website at scfaz.com and click on the PCN logo.

This is an up-to-date, comprehensive listing of all participating PCN providers. You can search by healthcare, physician, city, county or zip code.

Q How can I get more information?

A For more information on how to join the PCN, e-mail us at pcn@scfaz.com or call us at 602.631.2230.



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