



90% OF PARTICIPANTS EXPERIENCE  
A REDUCTION IN LOW BACK PAIN.

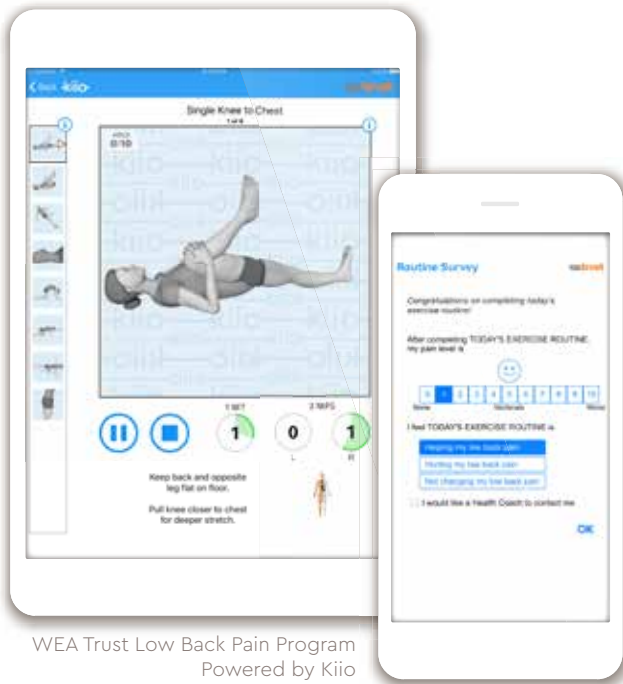
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## A NEW WAY TO MANAGE YOUR LOW BACK PAIN

WEA Trust is proud to launch a Low Back Pain Program that is a scientifically-based exercise program designed for members with mild to moderate low back pain to help alleviate pain and decrease symptoms. This program is not intended to replace evaluation by a healthcare provider for anyone whose pain began following a recent injury.

If a healthcare provider has suggested engagement in low-impact exercise to reduce back pain, the WEA Trust Low Back Pain Program might be a good fit. Members begin the program by taking an assessment survey, which individualizes each program to the member’s specific needs. Members can perform the exercises in their own home and at their own pace. There is no need for special equipment or weights. And, there is no cost to the member.

The exercise program is available through the Kiio Mobile app. Kiio is a Wisconsin-based healthcare technology  
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WEA Trust Low Back Pain Program  
Powered by Kiio

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company specializing in evidence-based solutions that help involve people in their healthcare and help connect people with their healthcare team. As part of the WEA Trust Low Back Pain Program, the free Kiio Mobile app will guide the participant through a fully animated series of exercises designed for their particular type of back pain, by a spine physical therapist. If you have questions about the program, please contact a WEA Trust Harmony Care Nurse at 800.279.4000. ■

## ICD – 10 Diagnosis: Use of Unspecified Laterality

Coding Convention and CMS require that providers must be coding services to the highest level of specificity. Laterality specification with ICD-10 diagnosis is one area that is frequently miscoded. Good medical documentation requires specificity of the encounter to allow continuity of care from one provider to another via the medical record. It is extremely rare that an encounter for a diagnosis involving a lateral aspect of the body cannot be designated as LT, RT, or bilateral in the medical record. WEA Trust does not accept unspecified ICD-10 codes involving lateral areas of the body, claims with these unspecified laterality ICD-10 diagnoses will be denied.

WEA Trust wants to remind providers that ICD-10 unspecified laterality diagnosis use is monitored and edits that do not accept these ICD-10 diagnoses will be regularly updated. If you have a rare situation where an unspecified laterality ICD-10 diagnosis is supported and you received a denial for services, appeal the claim and send in medical record documentation to support the use of an unspecified lateral ICD-10 diagnosis. Please remember that substandard medical record documentation is not an acceptable reason for using an unspecified laterality ICD-10 diagnosis.

Thank you for your assistance in promoting timely and accurate claims processing. ■

## Preauthorization Updates

### **INTRAVENOUS IMMUNOGLOBULIN (IVIG)**

As of February 1, 2018, WEA Trust will require preauthorization for all Intravenous Immunoglobulin (IVIG) products.

### **BIPAP AND CPAP EQUIPMENT**

Effective January 1, 2018, WEA Trust will no longer require preauthorization for Continuous Positive Airway Pressure (CPAP) machines and supplies in addition to Bilevel Positive Airway Pressure (BiPAP) machines and supplies. Please note: the rental period will be allowed for three months and then will convert to purchase. Any claims received for rental periods beyond three months will be denied.

### **DURABLE MEDICAL EQUIPMENT (DME)**

Effective January 1, 2018, WEA Trust will not require preauthorization for durable medical equipment billed under \$1,000.00. ■

## Code Coverage Updates

### **HCPC CODE Q0091**

Effective April 1, 2018, WEA Trust will no longer provide coverage for HCPC Code Q0091. This code was developed by Medicare for the exclusive purpose of reporting services rendered to Medicare patients. Providers should report this code to Medicare only and should not report it for WEA Trust commercial plans.

### **CATEGORY III CODES**

Category III codes are for new and emerging technology. These are codes that end with a “T”. WEA Trust does not cover Category III Codes.

The new HPV code 0500T will not be covered and is not considered preventive. ■

## Provider Changes

Providers are responsible for notifying WEA Trust when changes occur within their organization. Our Provider

Agreement requires providers give WEA Trust at least 30 days prior notice when making changes. All changes must be approved by WEA Trust. Examples of these changes include, but are not limited to:

- ▶ Adding a new practitioner to your group
- ▶ Change in ownership
- ▶ Change in Tax Identification Number
- ▶ Making changes to your demographic information or adding new locations
- ▶ Selling or transferring control to any third party
- ▶ Acquiring other medical practice or entity
- ▶ Change in accreditation
- ▶ Change in affiliation
- ▶ Change in licensure or eligibility status, or
- ▶ Change in operations, business or corporations

With your assistance, we can maintain an accurate network of providers and more efficiently and effectively process your claims. ■

## Medical Records Retention

When submitting medical records to WEA Trust that are over 100 pages, WEA Trust will only retain the applicable pages electronically. ■

## Credentialing

Contracted providers cannot render services to WEA Trust members until they have completed the credentialing process and have been approved for network participation. Services provided before the successful completion of the credentialing process will be denied and may not be billed to the member. ■

## Claim Audits

WEA Trust claim payment integrity includes the evaluation of the appropriateness of paid claims. We have made a commitment to detecting, correcting, and preventing fraud, waste, and abuse. We thank our providers in their partnership as we work to create a healthcare system that is affordable for everyone. ■

## Important Address Change

WEA Trust has changed our Claim and Correspondence addresses. Effective immediately, please use the addresses below:



### To Submit Claims:

PO BOX 211438  
Eagan, MN 55121-3038

### To Submit Correspondence:

PO BOX 21538  
Eagan, MN 55121-5038

If your envelopes are marked “return service requested”, the USPS will not forward mail with a return endorsement on it. ■

## Let's Keep in Touch

STAY UPDATED WITH WEA TRUST NEWS AND REMINDERS.



### Sign up to receive our E-Newsletter

Go to [weatrust.com/providers](http://weatrust.com/providers) and click “Subscribe” to receive our Provider Newsletter.



### Sign up for the Provider Portal

Visit [providerportal.weatrust.com](http://providerportal.weatrust.com). (You will need your employer-based email and provider TIN.)



### Follow us on social media

Stay connected with us on Facebook and Twitter. We'll keep you up-to-date on new programs and services.



WEA Trust  
 P.O. Box 21538  
 Eagan, MN 55121-5038

IMPORTANT UPDATES ENCLOSED

## Provider Network Contacts

Tim Bartholow, M.D. - Chief Medical Officer  
 608.661.6646

Joe Weyer - Director of Provider Contracting  
 & Network Management  
 608.661.6762

Traci Schaefer - Provider Network Manager  
 608.661.6666

Lisa Richter - Provider Contract Manager  
 608.661.6603

Chris Auger - Provider Contract Manager  
 608.661.6754

Nora Moses - Supervisor of Credentialing  
 608.395.6311

Provider Services  
 800.279.4090

