

SFL/HCC NEWSLETTER

The Resource for Screening For Life and Health Care Connection Program Updates

In This Issue:

SFL Staffing Changes	1
SFL Database Enhancements	1
Other Features of the SFL Database	2
SFL Provider Agreements	2
SFL Provider Profiles	2
WISEWOMAN™ Grant	3
SFL Billing Corner	3

Issue 1

February 2023

Screening For Life Staffing Changes

After several months of transition, the Screening For Life (SFL) program welcomed new staff members in 2022. Maxwell Amoako was named the Bureau Chief of the Cancer Prevention and Control Bureau in June 2022. In August 2022, Lisa Rohlfing joined the bureau as the Nurse Consultant, and Dawn Hollinger began in September 2022 as the Program Administrator for the Screening For Life and Health Care Connection programs.



Filling these positions has increased the efficiency of the SFL program in enrolling eligible clients with verifying and acknowledging provider claims for reimbursement. To contact agency staff, refer to the appropriate office:

- Provider reimbursement and billing issues:
Dawn Hollinger dawn.hollinger@delaware.gov
Lisa Rohlfing lisa.rohlfing@delaware.gov
- Provider relations (provider agreements, provider profiles, payment addresses or EOB inquiries):
Breaonte Williams, Management Analyst
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Screening For Life Database Enhancements

Over the last few months, SFL staff have worked to implement much-needed enhancements to the claims and enrollment sections of the SFL database. Registered users can access the database at the same URL as previously used: <https://healthaccessde.dhss.delaware.gov>. If you or any staff member needs access to the SFL database, contact Dawn Hollinger to request the necessary access forms.

On Nov. 28, 2022, the SFL database enhancements in the billing section took effect. These enhancements include a reimbursable activity function where providers will enter claims and upload supporting medical records, test results or other documents directly into the SFL database and client records. With the ongoing enhancements, the SFL program no longer accepts paper claims from providers. To be reimbursed for services provided to SFL-enrolled individuals, providers must submit claims within 60-days of the date of service, as outlined in their SFL Provider Agreements. If you or your staff need training on the reimbursable activity function of the SFL database, don't hesitate to contact [Dawn Hollinger](#) or [Lisa Rohlfing](#).



For more information on health promotion and cancer screening, visit us at:
www.healthydelaware.org

<http://dhss.delaware.gov/dhss/dph/dpc/sfl.html>



DELAWARE HEALTH AND SOCIAL SERVICES
Division of Public Health

Other features of the SFL database are:

- A client portal (<https://healthaccessde.dhss.delaware.gov/Home/Register>) where clients may submit an application and supporting documents, as well as check on the status of their enrollment application. This function does not require specific user credentials for an individual to submit or access their application, nor does it grant access to other features within the SFL database.
- Clients and providers can view and print program enrollment identification cards contained in the SFL Welcome Letter.
- The ability for providers to view the status of reimbursement claims and view batch reports to reconcile payments.
- Ongoing enhancements to the enrollment section to facilitate accurate data collection to support the agency's grant reporting requirements.

We look forward to continued enhancements of the SFL database over the next five months. Continuous improvement to the SFL database will assist our staff to more efficiently process enrollments and provider reimbursements. The enhancements will also increase program effectiveness for our clients and health care providers.

Screening For Life Provider Agreements

All health care providers who deliver screening and diagnostic services to SFL clients must have an active SFL Provider Agreement on file with the Division of Public Health (DPH) to be reimbursed by the SFL program. Claims from providers with expired agreements will not be processed. The contract must be renewed to receive reimbursements.

All SFL providers with an expired agreement must renew their agreements by March 31, 2023 to maintain compliance with the SFL program requirements. If you are a current SFL provider and want to check the status of, or renew, your agreement, you may contact [Dawn Hollinger](#) or [Breaonte Williams](#).

Screening For Life Provider Profiles

All SFL providers are requested to access their account in the SFL database and update their provider profiles. Provider profiles contain important information regarding the services provided by the health care facility. The services indicated in the provider profile are directly related to the reimbursement function in the database. Inaccurate or missing information in the provider profile may cause an error in reimbursement, such as a denial of reimbursement for services provided that are not indicated in the profile.

The contact information in the provider profile is valuable to ensuring communications between the SFL office and providers can be delivered in a timely manner. Providers are asked to verify the information contained in the billing and office section of the provider profile in the SFL database. It is important that this information be updated as staff changes occur in provider offices.

WISEWOMAN™

The Screening for Life program (SFL) is in its third year of offering the Well-Integrated Screening and Evaluation for Women Across the Nation (WISEWOMAN™) program sponsored through the Centers for Disease Control and Prevention. Accounting for one in every four deaths, heart disease is the leading cause of death for women in the United States, according to the [Centers for Disease Control and Prevention, National Center for Health Statistics](#). The WISEWOMAN™ program was created to help women understand and reduce their risk for heart disease and stroke to promote lasting heart-healthy lifestyles. The program offers services to SFL-enrolled women who meet specific age and health-related criteria.

To be eligible for the WISEWOMAN™ program, women must be enrolled in SFL, be between the ages of 40-64, and have at least one risk factor for stroke or heart disease such as high blood pressure, obesity, high cholesterol, low physical activity, diagnosed as diabetic or pre-diabetic, or use tobacco. Once identified as a candidate for the WISEWOMAN™ program, women who choose to participate to become eligible for expanded SFL services such as heart disease and stroke risk factor screenings and cardiovascular health services designed to promote healthy behaviors such as:

- ◆ Cardiovascular disease risk assessment by SFL providers who also agree to be WISEWOMAN™ screening providers
- ◆ Personalized risk reduction counseling
- ◆ Medical follow-up appointments to track progress
- ◆ Referrals to community-based organizations for services such as health coaching and self-management programs



WISEWOMAN™

Well-Integrated Screening and Evaluation
for WOMen Across the Nation

SFL Billing Corner

Reminders & Updates

The state fiscal year ended June 30, 2022. State Fiscal Year 2023 started July 1, 2022 and will run through June 30, 2023. State Fiscal Year 2022 dates of service for breast, cervical, colorectal, lung, and prostate cancer screenings are July 1, 2021 to June 30, 2022. **Any claims with dates of services within this timeframe that have not been submitted to the program are no longer eligible for payment.** Refer to your provider agreement, which indicates all claims/bills and screenings/diagnostics forms must be submitted to the SFL program within 60 days of the close of the fiscal year.