



Newsletter

Volume 2, Issue 1

Payment Processing

In an effort to assist providers with posting payments from the Screening for Life (SFL) in a timely manner, an explanation of payment is mailed to all SFL providers once per month within 1 week of when payments are initiated. The mailing includes all notifications of accepted, suspended and denied claims. Please route the information to the appropriate personnel in your office who will retain, review and process the information once the payment is received. Providers requiring a duplicate explanation of payment report may request one by calling the SFL office at 302-744-1040. Duplicates can be mailed, faxed, or emailed, however, it may take up to 10 business days for the request to be fulfilled.

Delays

As all providers are aware, the State of Delaware and the Screening for Life (SFL) program have implemented a new financial system. The implementation of the system posed many challenges and obstacles over the past several months with regards to providing timely payment to SFL providers. At this time, we are back up and running on a consistent basis; however the program is currently working to clear a 3 month backlog with regards to claims processing.

SFL staff are diligently working to process as many claims as possible everyday with a plan to have backlog cleared within the next 3 months and return to a routine of timely processing by the end of March 2011.

During this time of "catch-up" we ask that providers refrain from calling to inquire about claims status for the next few months to allow staff to focus on processing the claims. Should your office need periodic updates on the status of claims, please fax requests to 302-739-2545 and program staff will provide an update to your office within 15 business days. Please include an email address where the information can be sent.

We greatly appreciate your continued patience and understanding during this time of transition.

Credit Card - Suspended



Due to internal processing challenges, the ability to pay providers via credit card has been suspended until further notice. We will notify all providers once the Screening for Life (SFL) program is able to pay for services via credit card.

Nurse Navigators

Cancer Screening Nurse Navigators are available at area hospitals to help patients schedule screenings:

Kent County:
Bayhealth Medical Center (302) 744-6752

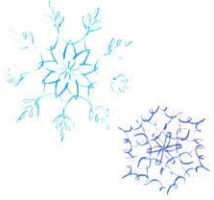
Sussex County:
Beebe Medical Center (302) 645-3169

Nanticoke Hospital (302) 629-6611, Ext. 3765

DELAWARE HELPLINE
Call 2-1-1

January

**JANUARY IS
CERVICAL CANCER AWARENESS
MONTH**



**FEBRUARY IS
NATIONAL CANCER PREVENTION
MONTH**

New Office Locations

Over the past several months the Screening for Life (SFL) program has received notification from a number of providers who were expanding services to multiple office locations. At this time we want to take this opportunity to remind providers that when opening a new location the provider will need to complete a new provider agreement and enrollment application. The SFL program will then provide a site number for the new location.

The SFL program tracks services based on site number and each site number reflects a physical location where services are performed. If you are unsure of the site number for your location, please call the Screening for Life program at 302-744-1040 and staff will be happy to provide the information.

Client Eligibility Guidelines

Income guidelines

Within 100% to 250% of Federal Poverty Guidelines
(Note—we do not require proof of income)

Insurance guidelines:

- Uninsured (No medical insurance or private HMO; and Not eligible for Medicare or Medicaid)
- Underinsured (unmet deductible; insurance does not cover breast, cervical, colorectal and prostate screenings)

SFL **DOES NOT** reimburse for co-pays or co-insurances.

SFL **DOES** provide reimbursement for persons who have a high deductible comparative to their income. If a person's deductible is equal to or more than 5% of their income, then they may be eligible for SFL if they meet all the other eligibility requirements

For more information please visit—

http://www.dhss.delaware.gov/dhss/dph/dpc/sfl_eligibility.html



**Provider Agreement
Reminder**



Screening for Life (SFL) program would like to remind all providers that per the Provider Contract signed when agreeing to provide services to SFL clients and to accept reimbursement from SFL—**providers are not permitted to bill clients for services rendered that are reimbursable through the Screening for Life program.**

Additionally, if a provider is performing a service that is not covered by SFL, please inform the patient that they will be responsible for the cost of the non-covered service.

Please contact the SFL office at 302-744-1040 should you have questions.

New SFL Providers

**Nanticoke OB/GYN
OB/GYN—Seaford, DE**

**The Lewes DE Endoscopy Associates
Anesthesiology—Lewes, DE**

**Caris Diagnostic
Pathology—Irving, TX**

**Advance Surgical Specialists
Surgeon—Wilmington, DE**

**Benz Urology
Urologist—Seaford, DE**

