



## PROVIDER BULLETIN

November 2023

The iCircle Provider Bulletin is intended to provide updates, reminders and general information to our valued providers who service iCircle members. If you have any questions or wish to discuss any items more, please feel free to reach out to our team at [ProviderNetwork@iCirclecny.org](mailto:ProviderNetwork@iCirclecny.org)

### iCircle Website Improvements

iCircle has updated our website! Please check out all the new feature at: <https://icirclecny.org/>.

- **Find Help** Feature Is full of community resources for anyone in need (Transportation, Food, Insurance, Housing, etc.) Located at the top of our website.
- Clinical Forms (**Transportation form** to set up for a member, and Authorization Revisions.)
  - The **Transportation form** can be utilized by Providers, Members, Supports, etc. so as to request transportation and not have to wait in the call que!
- Claims and Finance Documents (Appeal Form, EFT Form, Portal Guide, etc.)

We encourage our providers to consistently review the information posted on our website as there will be valuable updates / resources that could prove useful for your organizations and our mutual interactions.

### iCircle Outreach via County Groups;

Are you part of a networking group where iCircle isn't present? Please contact us at [ProviderNetwork@iCirclecny.org](mailto:ProviderNetwork@iCirclecny.org) so we can have a Provider Relations Representative join the networking group to represent iCircle.

We also provide Provider in Service Presentations which Is a great way to reconnect with our Clinical Team on the services you provide within your organization. Please don't hesitate to email us so we can assist at setting up a date and time for the presentation at: [ProviderNetwork@iCirclecny.org](mailto:ProviderNetwork@iCirclecny.org)

### Monthly Provider Billing Reminder & Information;

If you an entity with iCircle please be sure to sign up for our portal. Once you are signed up you can have multiple users / billers set up as well. The portal allows you to do the following:

1. Check a Members eligibility
2. Direct Enter a Claim
3. Check Claim Status and get claim numbers (ICNs)
4. Check Payment Information and find Explanation of Payment

For significantly more details, definitions & information pertaining to timely filing aspects, our active Provider FAQ document on our website is full of information, and you may of course feel free to contact our team with any questions! [ProviderNetwork@iCirclecny.org](mailto:ProviderNetwork@iCirclecny.org)

## Staff Spotlight

Each Month, we intend to highlight an iCircle staff-member so our providers can get to know us more! Being that all iCircle staff are local to our coverage area, there's a very real possibility you could see us out in the area, so feel free to say hi to this month's spotlighted staff!

**Staff Name & Position:** Susan - Credentialing Assistant

**Supervisor's note:** Susan will soon be celebrating her 2nd year of fully remote work with iCircle. She came to iCircle with a rich and varied administrative support background. She is eager to learn, amiable, enthusiastic and always cheerful! Recently Susan has taken on some Provider outreach for recredentialing activities and is happy to hear back from all of our Providers and ready to help you through this process. If you ever have the pleasure of speaking with Susan you will recognize her hometown in her voice. Boston's loss is our gain!



**Q; How long have you been in the Health-Insurance Field?**

A: "I have worked in the Health field for many years. Life has taken me from my hometown of Boston to New York State to Colorado and now back to NYS. In Boston, my work included tasks in medical records, reception, chart retrieval and other administrative duties. When we moved to New York State I worked in Customer service then Worker's Compensation risk management. In Colorado I worked for the Colorado Medical Board as a complaint specialist and administrative support. I have worked several other jobs but always come back to the Medical field because I feel I am helping people."

**Q; What is the best advice you could give to someone who just started working in health insurance?**

A; Do not be afraid to ask a question; there is no wrong question. Always feel free to ask a question to make sure you are doing something correctly. It is always good to be sure you are doing a task correctly to avoid making an error.

**Q; Do you have a favorite sport/team?**

A; Being from Boston, my favorite Team is the Patriots. Go Pats!

**Q; What is your favorite holiday and why?**

A; My favorite holiday is Christmas. I love getting ready for this holiday. Christmas Eve we spend with Family and friends. We have a lot to eat, we play fun games and then open presents. Christmas Day, we spend with Family. It really feels like 2 Holidays because we get to spend extra time with the Family.



### ***iCircle Vision:***

*iCircle Care is a comprehensive, sustainable, trusted, and compassionate system of support and service that empowers individuals and their families, and promotes members' independence, dignity, happiness, and inclusion as productive members of our community.*

### ***Contact Us!***

Phone: 1.844.iCircle (424.7253) TTY: 711 ; Email: [info@icirclecarecny.org](mailto:info@icirclecarecny.org) ; Website: [www.icirclecarecny.org](http://www.icirclecarecny.org)