

PROVIDER AFFAIRS

Health Partners Welcomes CVS/pharmacy to Network of Providers



Health Partners is pleased to welcome CVS/pharmacy® to its network of pharmacy service providers. With more than 130 locations in Philadelphia, Montgomery, Chester, Bucks and Delaware Counties, CVS greatly expands access in local communities serving Health Partners and Senior Partners members.

Health Partners and CVS/pharmacy share the common goal of providing convenience and customer service to members and their providers. ■



Holy Redeemer Hospital and Medical Center Joins Provider Network



The 303-bed Holy Redeemer Hospital and Medical Center is now a participating provider for Health Partners and Senior Partners members.

Participating providers in Health Partners and Senior Partners who have privileges at Holy Redeemer Hospital and Medical Center can now send members there for any covered services provided by the hospital.

Holy Redeemer Hospital is located at 1648 Huntingdon Pike, Meadowbrook, PA 19046. The main telephone number is: 1-800-818-4747 or 215-947-3000.

All requirements for referral or prior authorization apply to this hospital in the same manner as other hospitals.

For questions, please call the Provider Services Helpline at 215-991-4350 or 1-888-991-9023. ■

In This Issue

PROVIDER AFFAIRS

Health Partners Welcomes CVS/pharmacy® to Network of Providers	..1
Holy Redeemer Hospital and Medical Center Joins Provider Network	..1
Verifying Senior Partners Member Eligibility3
Share the Information ASAP3
National Provider Identifier (NPI) Update3
PROVIDER Plus+ Is Right at Your Fingertips3

HEALTHCARE MANAGEMENT

Domestic Violence During Pregnancy2
Smoking Cessation Counseling for Pregnant Women2

PHARMACY

Medicaid Pharmacy Benefit Reminder4
------------------------------------	--------

CLAIMS

When Submitting Claims Electronically4
---------------------------------------	--------

QUALITY MANAGEMENT

Provider-Patient Safety Strategies4
Title VI — Providing Access for Those with Limited English Proficiency5
Anti-Gag Policy6
Health Partners Notice of Privacy Posted on Website6
New name for Provider Education Materials6

Domestic Violence During Pregnancy

Unfortunately, abuse during a woman's pregnancy is more common than most people think. About one in five women suffer from domestic violence when they are pregnant.

Please assist us in reaching out to your patients with information you deem appropriate. Health Partners' quarterly member newsletter, *Health Partners Talk*, always features an article on domestic violence, along with important numbers. Members are encouraged to talk to their physician, nurse, midwife or social worker if they are in an abusive relationship, or if they are fearful of impending abuse.

Members or providers can call the 24-hour National Domestic Violence Hotline at 1-800-799-7233 (SAFE) or 1-800-787-3224 (TTY for hearing impaired). Online, the web address is www.ndvh.org.

Confidential, free help is available in English, Spanish, and many other languages. ■

Smoking Cessation Counseling for Pregnant Women

Health Partners is dedicated to working with our providers to help reduce smoking tobacco use and exposure among pregnant women.

It is estimated that between 12 and 20% of pregnant women in the United States smoke.

Recent studies show that most pregnant smokers want to quit. As you are well aware, smoking cessation in pregnancy will lead to substantial health benefits for both the baby and the expectant mother.

Pregnant women who smoke are more likely to deliver infants with low birth weight, higher risk for SIDS (crib death), and higher incidences of lower respiratory infection/asthma. There is also an increased risk of ectopic pregnancy and spontaneous abortion among pregnant smokers.

Health Partners' smoking cessation focus is a collaborative effort between PCPs,

OB-GYNs and our Healthcare Management staff. It includes early identification of the pregnant smoker from the American College of Obstetricians and Gynecologists and/or Hollister forms. Once identified, these women are encouraged to join one of Health Partners' smoking cessation classes at local, participating facilities.

Health Partners asks that you further counsel these members to stop smoking or reduce their exposure to second-hand smoke. ■



Verifying Senior Partners Member Eligibility

To help streamline your administrative process for verifying eligibility, please note that all Senior Partners members receive an identification card. However, possession of the Senior Partners card does not ensure current member eligibility for Senior Partners benefits. Patients who do not have a Senior Partners ID card may still be active members. Verification is to be obtained by checking the most recent membership panel, or by calling the Provider Services Helpline at 215-991-4350 or 1-888-991-9023. Simply give the Helpline representative the patient's name and Medicare Health Insurance Claim Number.

Providers can also quickly check member eligibility through Health Partners' Provider Connect, at www.healthpart.com. This password-protected section within our website allows providers to log on and check eligibility status 24 hours a day, seven days a week. Furthermore, providers can submit an Eligibility Inquiry (Transaction ASC X12N-270) through Web MD/Emdeon. ■

Has a new practitioner joined your practice? Are there other changes in your practice?

Share the Information ASAP

To help us best respond to your needs, please let your Health Partners' Physician Network Consultant or our Provider Services Helpline, at 215-991-4350 or 1-888-991-9023 know of important changes to your practice, such as:

- when a new practitioner joins your group
- when your address, phone, or other demographic information is revised
- when your office hours change
- if you've recently changed your tax ID number

All this information is essential and will help us better serve you. We will mail you an application package for your new practitioner and update our practitioner database to ensure your claims are paid to the correct address and tax ID number. This also allows members to have the most accurate list of providers, practice sites, and other vital facts. We appreciate your cooperation. ■

National Provider Identifier (NPI) Update

Health Partners continues to comply with the gradual implementation of the National Provider Identifier (NPI). Established by the Centers for Medicaid and Medicare, NPI will become the standard unique health identifier for health care providers to use for electronic claims and other transactions.

The final compliance date is May 23, 2007, but providers can apply for their NPIs now on the National Plan and Provider Enumeration System (NPPES) website, at <https://nppes.cms.hhs.gov/NPPES/Welcome.do>. Or, providers may call 1-800-465-3203 (NPI Toll-Free) or 1-800-692-2326 (NPI TTY). ■

PROVIDER Plus+ Is Right at Your Fingertips

Log on to www.healthpart.com and click on "Info for Providers" to access our network of PCPs, specialists, hospitals, DME, and other ancillary providers according to the parameters of your search (i.e. for referrals for Health Partners members or a provider near your patient's home). This information is available in English and Spanish.

You can print the results of your search for the patient, or refer him/her to Health Partners' Member Relations department at 1-800-553-0784, or Senior Partners at 1-888-667-7367. Our representatives can help members and/or providers find a provider who meets their patient's needs, and can mail, fax, or e-mail the information directly to the member.

Members can also log on through the "Info for Members" page to conduct their own searches. ■



Also on www.healthpart.com

- Provider Connect (Claims and Eligibility Status)
- Online ordering of forms and supplies
- 2006 Childhood and Adolescent Immunization Schedule

PHARMACY

Medicaid Pharmacy Benefit Reminder

Your patients who receive Medical Assistance cannot be denied a prescription drug if they are unable to pay the copayment. Health Partners and the Department of Public Welfare have notified our Health Partners members of this fact. However, members have also been advised that they are still liable for the copayment, and that the provider may try to collect it at the time the order is filled or in the future.

For further clarification, please call the Health Partners Pharmacy Department at 215-991-4300. ■

CLAIMS

When Submitting Claims Electronically

All Health Partners (Medicaid) claims must be submitted with the 9-digit member ID number listed on the member's plan card. The 10-digit Access card number or the member's Social Security number will not be accepted as a valid member ID number.

All Senior partners (Medicare) claims must be submitted with the member's 10-digit plan ID number, including ending alpha character.

All physician claims must be submitted with the 13- or 14-digit provider ID number. The number includes the 5-digit site location number combined with the individual doctor's medical license number.

All facility and ancillary claims must be submitted with the Health Partners/Senior Partners 5-digit provider ID number.

Health Partners has the **EDI Support Line** available to assist you with any electronic billing questions/concerns. Please call the **EDI Support Line (215-991-4290)** for more information regarding submitting claims electronically to Health Partners, or for any electronic claim submission issues and rejections that you encounter. The support line is available Monday through Friday from 9 a.m. until 5 p.m.

Please visit the HIPAA Connect/EDI Claims section of our website at www.healthpart.com/HIPAA.asp for more detailed information related to:

- HIPAA privacy, security, transaction code set standards and companion guides
- Electronic claims processing and web inquiry capabilities. ■

QUALITY MANAGEMENT

Provider-Patient Safety Strategies

Health Partners' Provider Network serves as the foundation for ensuring that our members have the healthiest outcomes. We appreciate your concern for patient safety and your use of strategies such as:

1. Being especially mindful of children, the elderly, and the physically and mentally disabled, as they are at greater risk of medical error. Whenever possible, repeat your instructions to a parent or caretaker, and ask if they can give you ongoing reports of the patient's progress. Please see Title IV article on page 5 for information regarding interpreters.
2. Explaining the appropriate information regarding medical error to patients and their families. Health Partners recognizes that many factors create the environment for error, including patient misinterpretation. Providing information on short-term or long-term side effects, and available remedies, will give patients a forward focus with regard to the error.
3. Reminding patients that it's important that they become knowledgeable about their health conditions and treatments. As you know, patients who are well informed about the prognosis and treatment options, including benefits, harms, and side effects, are more likely to adhere to treatment, leading to better health outcomes.
4. Encouraging patients with chronic diseases (diabetes, CHF or asthma) to participate in one of Health Partners' Disease Management programs. Call 215-991-4370 to refer your patients to the appropriate program(s).

Additional information is available on websites for:

The Agency for Healthcare Research and Quality

<http://psnet.ahrq.gov/>

National Patient Safety Foundation

http://www.npsf.org/html/online_resources.html ■

Title VI — Providing Access for Those with Limited English Proficiency

According to Title VI and the Department of Health and Human Services regulations, 45 C.F.R. Section 80.3 (b) (2) Guidance, recipients of Federal financial assistance (hospitals, nursing homes, home health agencies, managed care organizations, universities, and other entities with health or social service research programs) **MUST** take reasonable steps to provide meaningful access to Limited English Proficient (LEP) persons.

Individuals who do not speak English as their primary language and who have limited ability to read, write, speak, or understand English may be LEP, and may be eligible to receive language assistance with respect to the particular service, benefit, or encounter.

Guidance on Title VI discusses how the four factors should be weighed in determining whether there is an obligation and how to meet it.

- The number or proportion of LEP persons eligible to be served or likely to be encountered by your office
- The frequency with which LEP individuals come in contact with the office
- The impact your office, activity, or service has on the member's life, and the nature of the services you provide
- The resources available to the grantee/provider and costs

Small practitioners have considerable flexibility in determining how to reasonably fulfill their obligations regarding Title VI. Many practitioners ask family members to serve as interpreters when caring for persons of LEP. If you use a family member to interpret for you, please make the LEP person aware that:

- He or she has the option of having the practitioner provide an interpreter at no costs.
- He or she can use a family member



A covered entity or practitioner may not require a Health Partners member to use a family member or friend as his/her interpreter. A child should not serve as an interpreter at any time.

The regional office of the Office of Civil Rights (OCR) is available to work with providers to help them meet Title VI obligations. The office offers technical assistance such as translated forms and vital documents, training and information about best practice, and grants and model demonstration funds for LEP services.

The office is located at:
150 S. Independence Mall West, Suite 372
Philadelphia, PA 19106

215-861-4441
215-861-4440 (TTY/TDD)
215-861-4431 (fax)

PROVIDER NOTE: Please make advance arrangements for interpreters for patients needing language assistance. Health Partners can help with arrangements. Providers or patients (members) can call 215-849-1579 or 1-877-454-8477. ■

INSIDE **HP** HEALTH PARTNERS

www.healthpart.com

In Wellness and Health, Partners for Life.

A quarterly news and information publication for participating providers **SPRING 2006**

Inside Health Partners is published quarterly by Health Partners. William George, Interim President and CEO; Denise Croce, Senior Vice President for Healthcare Management; Gregory Wild, Vice President for Provider Affairs

Comments about this publication are welcome and should be directed to the Health Partners Corporate Communications Department: Teresa Heavens, Vice President for Corporate Communications and Public Affairs; Donna Pennington, Editor; Beatris Santos, Web/Graphic Designer

QUALITY MANAGEMENT

Anti-Gag Policy

Health Partners participating providers may freely communicate with each member regarding the treatment options available to him/her, including information regarding the nature of treatment, alternative treatment, risks of alternative treatments, or the availability of alternative therapies, consultation, or tests, regardless of benefit coverage limitations. Providers are expected to educate patients regarding their health needs; share findings of the member's medical history and physical examinations; discuss potential treatment options, side effects and management of symptoms without regard to plan coverage; and recognize that the member has the final say in the course of action to take among clinically acceptable choices. No provision of Health Partners' agreement should prohibit open clinical dialogue between providers and members.

Health Partners Notice of Privacy Posted on Website

In accordance with HIPAA and NCQA standards, Health Partners has posted our privacy policy at www.healthpart.com. You'll find the "Notice of Privacy" link at the bottom of each page of our site. This information was also sent in its entirety to our members. For more information, please call the Provider Services Helpline at 215-991-4350 or 1-888-991-9023.

New Name for Medicare Fee-for-Service Provider Education Articles

Medlearn, the site for helpful provider education articles within the CMS website, is now known as MLNMatters. Log on to: <http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0620.pdf>