

PROVIDER AFFAIRS

Survey highlights provider satisfaction

Health Partners ranks significantly higher than peer plans from across the country

Health Partners' 2009 Provider Satisfaction Survey shows the health plan scored higher or significantly higher in 75% of the categories when compared against the benchmark of 29 other Medical Assistance plans across the country. The survey's 20 percent response rate included input from providers who rated Health Partners as "Excellent" or "Very Good" with regard to the Provider Services Helpline, Provider Relations, and Utilization and Quality Management.

The survey was administered from October to December 2009 by The Myers Group, an independent survey firm.

Among the significantly higher results were:

- Health Plan takes physician input and recommendations seriously
- Accuracy and timeliness of claims processing
- Responsiveness and courtesy of the health plan's Physician Network Consultant (PNC)
- Timeliness in answering questions and/or resolving problems
- Quality of provider orientation process
- Quality of practitioner educational meetings/services
- Quality of written communications, policy bulletins, and manuals

(continued)



In This Issue

PROVIDER AFFAIRS

Survey highlights provider satisfaction	1
Screening for autism/developmental delays	2
Health Partners introduces new website	3

CLAIMS

Inpatient claims need POA indicators	3
--	---

HEALTHCARE MANAGEMENT

Baby Partners expands outreach	3
--------------------------------------	---

Provider quality incentive programs	4
Special Needs Unit provides extra member help	6
Communicating effectively with members	6
About Health Partners' Quality Management program	6
Criteria for UM decisions	7
Fit Kids for the future	7

PHARMACY

Adding our formularies to your Epocrates® application	8
---	---

Survey highlights provider satisfaction (cont'd)

Utilization and Quality Management

- Process of obtaining pre-authorization information
- Extent to which UM staff share review criteria and reasons for adverse determinations
- Timeliness of UM appeals process
- Alternative care and community resource options offered by the Case/Care Manager to the provider's patients
- Degree to which the plan covers and encourages preventive care and wellness

Providers also were asked what they liked best about Health Partners. Accuracy and timeliness of payments, as well as the professionalism and responsiveness of staff to both providers and members were cited as key attributes.

As always, Health Partners also seeks input as to opportunities for improvement from our provider network. The most suggested areas for improvement were:

- Improved provider portal
- Enhanced fee schedule
- Access to more specialists
- Improved drug formulary
- Continuity/coordination of care regarding Behavioral Health feedback

Health Partners continues to outreach to providers utilizing resources such as the provider newsletter, individual mailings, website information, and direct education through the PNCs to assist providers with questions/issues they may need help in resolving.

Health Partners greatly appreciates your participation in our annual Provider Satisfaction Survey. We encourage you to share your ideas and comments with your PNC. Or simply call the Provider Helpline at 215-991-4350 or 888-991-9023. ■

New guidelines for screening for Autism/Developmental Delays

By now, Health Partners providers should have received a letter regarding surveillance and screening for developmental delays and Autism Spectrum Disorders. Pennsylvania Department of Public Welfare Bulletin # 99-09-07 outlines that these assessments should be conducted at regular intervals which meet the standards of medical practice of the American Academy of Pediatrics and other recognized pediatric health organizations.



To assist you, Health Partners has modified our pediatric flow sheet to enable you to document completion of these screenings in your patient charts. There are a number of documents regarding the screenings available to be viewed or ordered on our website at www.healthpart.com. (Some screening tools require a fee, while others are free to download.)

Routine medical record reviews by Health Partners will incorporate this component to ensure compliance as required by the state. Compliance includes completion of the flow sheet and documentation of the screening tool administered in the medical record.

Please contact our Provider Services Helpline at 888-991-9023 with any questions you may have regarding the surveillance and screening requirements, or talk with your Provider Network Consultant (PNC). ■

Health Partners introduces new website

Health Partners has redesigned its website to offer members and providers an attractive, easy-to-use medium for gathering important information and conducting business in a streamlined, efficient way.

The site is segmented into three mini-sites for members, providers, and company information, each with its own “landing” page, a sort of home page for each section. Among the features you’ll find at www.healthpart.com are:

- User-friendly navigation with simpler menus
- Convenient provider portal
- Access to Provider Manual, formularies and other plan information
- Links to evidence-based clinical and preventive care guidelines
- A link to our new KidzPartners (CHIP) site ■

CLAIMS

Inpatient claims need POA indicators

As a Medicaid Managed Care Organization, Health Partners is obligated to comply with the Pennsylvania Department of Public Welfare and CMS regulations for claim submissions. The Department requires that all inpatient claims have Present on Admission (POA) indicators for the primary and every secondary diagnosis on the claim.

Health Partners will deny claims that do not have this information. ■

HEALTHCARE MANAGEMENT

Baby Partners expands outreach

Identification and case management key to better health outcomes

Baby Partners, Health Partners’ perinatal program for intensive case management of expectant members, greatly appreciates our providers’ referrals. Your help is instrumental in enabling us to identify newly pregnant and at-risk members at the earliest stages of their pregnancies.

The sooner members can be enrolled in Baby Partners, the more support the perinatal team can offer, including encouraging women to keep all prenatal appointments with their OB/GYN or Certified Nurse Midwife. To that end, Baby Partners is collaborating with several community organizations who often serve pregnant members.

For example, the perinatal team recently completed a site visit at Impact Services, the nonprofit organization that operates a Social Employment Services Center (SEC). The SEC accommodates approximately 80 pregnant women who are being trained to return to work after delivery of their babies. The goal was not only to educate Health Partners members about the importance of enrolling

in Baby Partners, but to help all women in the group understand their Medical Assistance pregnancy benefits.

The team has also partnered with ELECT Communities in Schools (CIS) Program, which is available in 25 Philadelphia high schools. Care managers have visited ten of the high school’s coordinators to encourage referrals of pregnant teens into the Baby Partners program. A care manager has been designated for each of the schools to assist with coordination of referrals.

With all partnerships, the Baby Partners team continues to provide follow-up educational programs or information on smoking cessation, SIDS, breast feeding, diabetes/gestational diabetes, and depression and substance abuse for all pregnant women, not just potential Baby Partners members.

As a result, we have enrolled a number of new members into our Baby Partners program, where they can be assisted with self-managing their pregnancy to a healthy outcome. ■

Health Partners' provider quality incentive programs

To assist you in outreach, treatment, and follow-up of our members, Health Partners offers incentive programs for certain types of care. Studies show that patients are more likely to comply with a "doctor's advice," and we appreciate the time it takes to build relationships with our members. You should have received information about our 2010 preventive care and clinical guidelines by mail recently. To thank you for ensuring our members receive high quality care, the following incentive opportunities are available:



Pediatric Lead screening

You will be reimbursed an additional \$50 for any lead testing performed on Health Partners members up to three years of age during 2010. Providers must order and/or perform a blood draw or capillary stick for lead testing. Please refer to the EPSDT Periodicity Schedule for the timing of screenings. Testing for

children in Philadelphia County is especially important, as the county is considered a "high blood lead area." You may choose from one of two participating lab providers: Quest Diagnostics: 800-825-7320, or Medtox Laboratories: 800-832-3244. Providers must bill with CPT code 83655 and "U1" modifier.

EPSDT

Our incentive for EPSDT visits for members under 21 years of age is \$30. Note that EPSDT is a Health Partners-funded incentive and not part of the Provider Pay for Performance Program funded by the Department of Public Welfare. Providers must bill with the appropriate age CPT code for a new or established patient and the "EP" modifier.

Adolescent well care visit

In addition to the EPSDT incentive, family practice and pediatric providers will receive an additional \$50 per member (one time per year) for well checkups on adolescents 12 through 21 years old. Documentation must include physical assessment, anticipatory guidance, health education, developmental history and mental assessment. Providers must bill with the age-appropriate CPT code for a new or established patient: 99384, 99385, 99394, 99395. The codes must be accompanied by the "EP" modifier.

Effective 3-1-2010, OB/GYNs who see adolescent members 12 through 21 years old also will receive an additional \$50 (one time per year) for providing a documented physical assessment, anticipatory guidance, health education, developmental history, and mental assessment. You must bill with the age-appropriate CPT code for a new or established patient: 99384, 99385, 99394, 99395. The codes must be accompanied by the "HD" modifier.

Dental sealants/Fluoride varnish

Providers who have been certified will receive \$25 to apply the varnish for members 0 through 20 years of age.

Members 0-6 years old are eligible to receive fluoride treatments up to four times per calendar year. Members 7-20 years old are eligible to receive fluoride treatments two times per calendar year.



Providers must bill using one of the following codes:

D1203 – topical application of fluoride (prophylaxis not included) up to 18 years of age

D1204 – topical application of fluoride (prophylaxis not included) 18 through 20 years of age

D1206 – topical fluoride varnish, therapeutic application for moderate to high risk patients through age 20

Perinatal/Women's Health *Baby Partners*

For each pregnant Health Partners member under your care in 2010, Health Partners will reimburse you an additional \$250. Our Baby Partners perinatal program offers case management services to all pregnant members, and this incentive thanks PCPs and OB/GYNs for helping to ensure our members receive regular prenatal care throughout their pregnancies. Providers must complete all portions of the OB forms (using ACOG or ONAF, the

Obstetrical Needs Assessment Form) at the initial prenatal and the postpartum visits, and fax the forms to the Baby Partners program at 215-967-4492. Providers must bill using the HCPCS code 0503F (postpartum visit care), accompanied by the “HD” modifier.

Stay in Control — *Pap/Mammography*

You will receive an additional \$60 for each Health Partners member 40 or older who undergoes a Pap and mammography screening in 2010. The PCP or OB/GYN must perform the Pap test and a clinical breast exam, along with providing a prescription for the mammogram, to be eligible for this incentive reimbursement. Health Partners directly contacts members who have not received their Pap and mammogram to further encourage these screenings.

Patient Evaluation Process (PEP)

You may be familiar with our PEP initiative, which alerts providers to their members with high medical need diagnoses, and helps ensure that our sickest members receive the ongoing care that is so vital. We realize that reaching these members takes extra time and effort. Health Partners will reimburse you an additional \$60 above capitation for bringing these members in for a visit and addressing their ongoing medical needs (up to twice a year).

Providers must bill using CPT code 99499, validate and submit the PEP form that we distribute twice yearly. ■



Special Needs Unit provides extra help for members

Health Partners' Special Needs Unit (SNU) is designed to help members and their providers with coordination of care and access issues. SNU offers intensive case management for special needs children, adults, and seniors. The unit can also assist with discharge planning and outpatient social services.

Members may be eligible for community services or programs based on their special needs. Our case managers can help determine these needs, and the members' eligibility for these services.

Case managers regularly help with the following services:

- Behavioral health services*
- Dental care
- HIV/AIDS services
- Older adult services
- Pre-natal and child health services
- Preventive healthcare outreach
- Transportation for health care

*All behavioral health services are coordinated with the member's county behavioral health managed care organization (BHMCO). SNU works closely with the BHMCO to coordinate mental health and related physical health services.

Contact the Special Needs Unit at 215-967-4690 or 866-500-4571 (toll free). ■

Member satisfaction

Communicating effectively with members

As trusted providers to our members, you know that cultural differences play a role in members' ability to understand your instructions and concerns. Cultural literacy, especially when it comes to comprehending complex medical information, varies greatly from one patient to the next, and among the family members who accompany them.

Health Partners members who responded to our most recent CAHPS Survey (2009) expressed that a welcoming, respectful office staff was the first step to making them feel comfortable. Providers who

took time to explain patient conditions in understandable terms were greatly appreciated; members noted that such attention made them want to comply with the doctor's advice.

We recognize that you have limited time to see a wide range of patients. If you need assistance in helping a member understand his or her medical care, please contact the Special Needs Unit at 215-967-4690. You'll also find information on cultural literacy from the federal Office of Minority Health & Health Disparities at <http://www.cdc.gov/omhd/AMH/dbrf.htm>. ■

About Health Partners' Quality Management program

Health Partners' Quality Management (QM) program is designed to monitor and oversee all components of care and service, including credentialing, pharmacy and therapeutics, utilization management, perinatal case management, disease management, education and outreach, appeals, complaints and grievances, accessibility and availability of practitioners, member and provider satisfaction, sentinel event monitoring, special needs case management, outcomes-based quality improvement and medical record review.

The Program goals and objectives include:

- HEDIS and state-specific measure reporting
- CAHPS Survey – adult and child reporting
- Provider Satisfaction Survey
- Key Indicator reporting for all areas within Health Partners
- NCQA accreditation
- Patient safety and related elements
- Ongoing Quality Committee oversight
- Disease and Case Management Program administration
- Ongoing intervention and outreach to members in need of care

For more information about our QM Program, please call 215-991-4346. ■

Criteria for UM decisions

Health Partners uses available InterQual® ISD criteria for review and decision making about elective and emergent admissions, SNF/rehab admissions, outpatient rehab services (occupational therapy, physical therapy and speech therapy), and home care/hospice/durable medical equipment. Providers can request a copy

of specific inpatient criteria by calling Health Partners' Inpatient Services (Utilization Management) manager at 215-991-4188. To request a copy of specific Health Partners outpatient criteria or information about criteria, please contact the Outpatient Services Manager at 215-967-4566. As a reminder, for prior authorization, please call 215-967-4690 or (toll-free) 866-500-4571. ■

Fit Kids for the future

Health Partners and KidzPartners now offer an educational program to help member children learn to adopt healthier nutritional and physical lifestyles. The program recognizes the importance of the family or caregivers in assisting children with achieving healthy goals, as well as the parents' rights and responsibilities for their child's care.

Participants in the program can be referred by their PCPs, or identified through disease management data (such as development of Type 2 diabetes at an early age), new member outreach calls, and referrals from community health agencies. Older children and teens may self-refer or be identified after participation at our community events.

Enrollees in the program are assessed to determine their risk level based on a combination of medical and psychosocial criteria, according to evidence-based guidelines. For example, high-risk members would be those children and adolescents who are seen by their PCP and determined to have a BMI percentile of 95 or greater and have co-morbid conditions such as hypertension or diabetes.

The Fit Kids program also seeks to collaborate with the young member's PCP to ensure ongoing communication. Components of the program

include condition monitoring and the development of an individual treatment/lifestyle goal plan. Educational sessions on the effects of smoking, snacking and healthy food choices, exercise and personal responsibility are among the topics emphasized.

Members who are 10 years or older, along with their guardians, will also learn about Health Partners' fitness and Weight Watchers® benefits. These benefits are designed to help members further their goals and maintain healthier habits for the future.

For more information or to refer a member to the Fit Kids Program, call Healthcare Management at 215-967-4690 or 866-500-4571. ■



INSIDE HP HEALTH PARTNERS

www.healthpart.com

In Wellness and Health, Partners for Life.

Presorted
First-Class Mail
U.S. Postage
PAID
Philadelphia, PA
Permit No. 1098

A quarterly news and information publication for participating providers - **ISSUE 2, 2010**

Inside Health Partners is published by Health Partners, 901 Market Street, Suite 500, Phila., PA 19107. William George, President and CEO; Mary K Stom, MD, Senior Vice President for Healthcare Management and Chief Medical Officer; Rebecca Kohl, Vice President, Provider Affairs

Comments about this publication are welcome and should be directed to the Health Partners' Corporate Communications Department: Patrick Connelly, Senior Communications Specialist, Editor

PHARMACY

The link for synching

How to add our formularies to your Epocrates® application

Not sure how to find Health Partners/KidzPartners formularies on your Epocrates application using your iPhone or handheld computer? **Simply update your Epocrates application using a desktop computer (with a regular web browser) and the link <https://www.epocrates.com/formulary/mobile.html>.** This link allows you to update your application to include our plan formularies. Then, the next time you synch your iPhone or handheld computer to your desktop computer, the formulary will be transferred. ■

