

## NETWORK MANAGEMENT

### New guidelines for screening for Autism/Developmental Delays

Earlier this year, 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. You can find a number of screening tools available to be viewed, and ordering information for others, on our website, [www.healthpart.com](http://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 Services Helpline at 888-991-9023 with any questions you may have regarding the surveillance and screening requirements, or talk with your Network Account Manager. You can also find details under "Clinical Info" at [www.healthpart.com](http://www.healthpart.com). ■

### HP Connect Your provider portal

Using HP Connect, our new provider portal on [www.healthpart.com](http://www.healthpart.com), can help you reduce administrative costs. Providers and their office staffs can check eligibility and claims status for your Health Partners Medicaid and KidzPartners CHIP patients. You can also submit claim reconsiderations electronically, saving time and effort. To request access to HP Connect, select a super user (administrator) for your practice and have him or her register at [www.healthpart.com](http://www.healthpart.com). ■



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## Don't supersize your superhero!

One third of kids face a life full of serious health problems due to obesity. We can help your kids avoid this with:

- Fitness center memberships
- Our Weight Watchers® benefit (for children 10+)
- Nutrition counseling

CHIP, brought to you by KidzPartners, offers FREE or low-cost health insurance for uninsured kids and teens. Plus benefits that can lead to a lifetime of better health.

Apply today!  
1-888-888-1211  
TTY 1-877-454-8477



**Attention Providers:** Please remind your Health Partners and KidzPartners patients ages 10 and older about their Weight Watchers® benefit. Also, children of all ages can participate in activities at our more than 10 participating fitness centers. Members can learn more about these benefits by calling KidzPartners at 888-888-1211 or Health Partners at 800-553-0784 or visiting our websites: [www.kidzpartners.com](http://www.kidzpartners.com) or [www.healthpart.com](http://www.healthpart.com). ■

## Weight Watchers® benefit works for members

### One member's dramatic story

"Life is good right now," says Aida Rosa, "but it hasn't always been this way." Rosa, a Health Partners member, currently weighs 199 pounds. "I have a strong heart, my blood pressure is normal, I have energy to complete daily tasks and I no longer snore at night."

Rosa has lost over 100 pounds using her Health Partners Weight Watchers® benefit, and friends who haven't seen her in a while automatically assume she's had gastric bypass surgery.

"No surgery," she responds. "The other person is gone, and this is me now!" Rosa has also shed the health problems she gained when her weight tripled from 110 to 310 over time. "I started suffering from high blood pressure," Rosa says. "I had no energy. I couldn't do any chores without taking breaks, and my personal relationships started suffering. I knew I had to make a change."

Rosa took the advice of her sister, also a plan member in the Health Partners Weight Watchers program. When she added exercise to her new diet plan, the pounds started dropping. "I could see and feel the difference in my body," she explains. "I started walking, doing aerobics, working with the medicine ball—all of this combined with eating right."

Now two years into the program, she continues to exercise about an hour every morning and eat following Weight Watchers' point system. "It has taken a lot of strength and willpower to get where I'm at today," says Rosa. "It has worked for me, and I know it can work for anyone!"

Could some of your patients benefit from Health Partners' Weight Watchers program? Please share the good news with them—it's a benefit with healthy rewards! For more information, members can call Health Partners Member Relations at 800-553-0784 (TTY 877-454-8477) anytime. Members can also read about the specific requirements and Weight Watchers meeting locations on our website, [www.healthpart.com](http://www.healthpart.com). ■



## **Risk-Adjusted Rate Platforms (RAPS)**

Your practice may have been contacted this past summer for member medical chart review by Health Partners' Healthcare Management department. The goal was to identify diagnoses that were not included on encounters for members with disabilities. As a result of the review, you may have been asked to resubmit claims for some visits with additional diagnoses according to the information in your chart.

This review process can help assure that we have the most accurate diagnosis information on all members, which is important to our efforts to work with you to improve quality. Additionally, the Commonwealth of Pennsylvania uses this data to determine appropriate risk scores, which in turn affect payment rates to the MCOs. This fall we expanded this initiative to all Health Partners members.



As part of this process, it is imperative that providers list every appropriate diagnosis that applies to the member during each visit, and code out to the fifth digit. For example, a member's follow-up visit for a condition should list all co-morbidities noted in his/her previous visit. Health Partners has begun using a new software tool, Risk-Adjusted Rate Platforms (RAPS), to help us identify chronic diagnosis codes that have

been listed for a member in the past, but have not been reported recently. Health Partners will be contacting both providers and members in our ongoing initiative to verify these diagnoses. Further, if our records indicate that members have not scheduled an appropriate follow-up or annual visit, our High Medical Needs outreach coordinators will outreach to the member.

We appreciate your cooperation in advance as we work to document the most accurate diagnoses for our members. For more information call our Provider Services Helpline at 888-991-9023 or 215-991-4350. ■

## **Our commitment to providing appropriate medical care for our members**

At Health Partners, we are committed to providing our members with the most appropriate medical care for their specific situations. Health Partners ensures that all contracted physicians and providers as well as employees and management staff who deal with utilization review activities are advised of the following:



- Utilization management decisions regarding benefits covered by Health Partners are based only upon the appropriate use of care and services for the members.
- Health Partners does not directly or indirectly reward physicians, providers or any other individuals participating in utilization review decisions for denying or limiting coverage or service.

- Health Partners does not provide financial incentives for utilization management decision-makers that result in the under-utilization of care or service. ■

### 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](http://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 our Provider Services Helpline at 215-991-4350 or 888-991-9023.

### 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. ■



### Pennsylvania government website offers valuable provider self-audit tool

Providers are encouraged to take advantage of DPW's "Pennsylvania Medical Assistance (MA) Provider Self-Audit Protocol." The self-audit tool provides a formal mechanism for voluntarily disclosing overpayments or improper payments of Medicaid funds.

The audit tool is a voluntary protocol and does not affect the requirements of the Single Audit Act. Through this protocol, DPW will accept reimbursement for inappropriate payments without penalty in the event that they are disclosed voluntarily and in good faith, and not the result of fraudulent conduct on the part of the provider, its employees, or agents.

Providers will find the tool at [www.dpw.state.pa.us](http://www.dpw.state.pa.us). Click on "Learn About DPW," then "Fraud and Abuse." ■



## Annual mammograms beginning at age 40 still recommended

### Health Partners provides coverage for female members

Despite recent reports in the media and confusion regarding the need for and timing of mammograms, Health Partners encourages network providers to follow the American Cancer Society (ACS) guidelines, which have not changed. ACS guidelines recommend an annual routine screening mammogram for women 40 and older, or beginning earlier if there is a need based on family history.

Health Partners covers this test as a benefit. Please partner with us in helping our members understand the importance of this screening, and discussing any questions they may have about recent news reports. Thank you in advance for your cooperation. ■



## Please encourage members to receive flu vaccine

Please encourage your patients who have not received an influenza vaccine to be vaccinated as soon as possible, according to CDC guidelines. The CDC has announced that the season 2010-2011 influenza vaccine will protect against all three strains of the virus, including the H1N1 virus.



As you are no doubt aware, the agency is recommending that everyone age six months and older should get the flu shot; vaccines are in supply now.

The VFC program covers the cost of the vaccine for children in our Medicaid plan and Health Partners pays the administrative cost. We pay for the vaccine and administrative cost for adult and KidzPartners members.

CDC recommendations can be accessed at [www.cdc.gov](http://www.cdc.gov). ■

## Non-Emergent Transportation

Health Partners now requires prior authorization for all non-emergent transportation, regardless of dollar amount. Requests for non-emergent transportation should be faxed to our Outpatient Services unit at 267-515-6627. The request form is available under “Form and Supply Requests” at [www.healthpart.com](http://www.healthpart.com). Hospital-to-hospital transfers and behavioral health transportation will be considered expedited and can be called in to our Outpatient Services department at 215-967-4690 or 866-500-4571. ■

## The 411 on Healthier You programs

Health Partners' Healthier You care management programs work closely with members and their doctors to improve health status. In addition to our Weight Watchers® benefit and Healthier You Fitness benefit (which offers memberships at designated area fitness centers), Healthier You includes these additional programs:

- Adult/Pediatric Asthma program
- Adult/Pediatric Diabetes program
- Healthy Heart program (for members with heart failure)
- Fit Kids program
- Baby Partners Perinatal program

Information can be found on [www.healthpart.com](http://www.healthpart.com). Simply click on the Healthier You links to view program materials, information on our health education community programs and screenings, and other resources. ■



## Philadelphia Corporation for Aging offers workshops for those with chronic diseases

Philadelphia Corporation for Aging (PCA) is sponsoring "Help Yourself to Health," free workshops for adults living with chronic conditions. The two-and-a-half hour workshops are for adults age 60 and over who live with diabetes, arthritis, high blood pressure, chronic pain or anxiety. Held at senior centers and other community venues, each workshop lasts six weeks. The programs are designed to support older adults in better managing their health through education and camaraderie. For more information on program times and locations, call Ernestine Jones-Booker at PCA at 215-765-9000, extension 5114. Workshops are also offered in Spanish. Doctors and/or health centers interested in hosting a workshop at your site are invited to call as well. ■

## Decision criteria

Health Partners uses available InterQual® Level of Care 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. ■

## Don't forget the DEAL!

### Health Partners covers eyeglasses for adult diabetics who have dilated eye exam

Health Partners asks your help in encouraging our adult members with diabetes to have annual dilated eye exams, with the reminder that they receive eyeglass coverage as an added incentive when they get the exam. The program is called DEAL (Diabetic Eyes for Active Living).



As a trusted provider, you can educate these members about the importance of regular eye care. Diabetic members may self-refer for a dilated eye exam from any Health Partners participating vision care provider. If corrective lenses are needed, the provider will issue a prescription. Members can have prescriptions filled at the exam site (in most cases) or by any optician in our network. Health Partners will cover one pair of glasses or contacts (and one replacement pair of glasses of the same type, in the event of breakage) yearly.

If you have Health Partners patients with diabetes due for an eye exam, please let them know about DEAL. Members can learn more by calling our Member Relations department anytime at 800-553-0784 (TTY 877-454-8477). ■

## Important information regarding Avandia® restrictions

The U.S. Food and Drug Administration announced that it will significantly restrict the use of the diabetes drug Avandia (rosiglitazone) to patients with Type 2 diabetes who cannot control their diabetes on other medications. These new restrictions are in response to data that suggest an elevated risk of cardiovascular events, such as heart attack and stroke, in patients treated with Avandia.

On September 23, 2010, the U.S. Food and Drug Administration announced that it would restrict access to rosiglitazone through use of a Risk Evaluation and Mitigation Strategy, or REMS. Under the Food and Drug Administration Amendments Act of 2007, the FDA can require a drug sponsor to issue a REMS to impose certain restrictions to assure that the benefits of a drug continue to outweigh its risks.

Please see the Postmarket Drug Safety Information section of the FDA website at [www.fda.gov](http://www.fda.gov) for more information related to rosiglitazone. ■



## Important information regarding Synagis®

As you may know, there is a monoclonal antibody product, Synagis (Palivixumab), available for the prevention of RSV-related diseases in high-risk patient populations. The Board of Directors of the American Academy of Pediatrics (AAP) has approved the guidelines developed by the Committee on Infectious Diseases for RSV prophylaxis. The RSV season began October 15, 2010 and runs through March 31, 2011.

The 2009 AAP guidelines for the selection of children to receive Synagis include children under 2 years of age with chronic lung disease on therapy, infants younger than 12 months with chronic heart disease, premature infants born at less than 28 weeks gestation under 12 months of age, and premature infants born between 28 and 32 weeks gestation under 6 months of age.

Health Partners' Pharmacy department provides a downloadable form based on the 2009 AAP guidelines. Access it using the "Formularies" quick link at [www.healthpart.com](http://www.healthpart.com).

The information should be faxed to our Pharmacy department at 866-240-3712. Once we have received the completed form, Acro Pharmaceutical Services will make arrangements to make the vaccine available in your office or through a home care provider.

Our Pharmacy department appreciates being able to assist you with information to better serve your Health Partners patients. Please call 215-991-4300 for help with any questions you may have. ■

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

## NETWORK MANAGEMENT

### Notice: Emergency Department closure

Effective December 3, 2010, the Emergency Department on the campus of Germantown Community Health Services will close. Emergency Services are being consolidated at an expanded Emergency Department at nearby Albert Einstein Medical Center. ■

### New focus on service to network providers

We wanted to make you aware about some changes to our provider relations team. The field staff representative you have come to know as your Provider Network Consultant (PNC) has been retitled to Network Account Manager (NAM). This new name reflects a change in how we will service our network and the relationships we have with our providers.

Over the coming months we will be refocusing our service model. We want to provide more meaningful

dialogue with our providers and their staff on the contributions they make to our members, focusing on the various quality measures and initiatives we have in place. Our goal, like yours, is to ensure that all members receive the necessary services, for both preventive and sick care, to lead healthy lives. In addition, we will be better equipped to discuss financial payments you receive from Health Partners. We want to help identify missed opportunities and brainstorm on ways to improve in both areas.

As we move into a more e-friendly environment, Health Partners will have less need to manually distribute routine communications. Instead, our NAMs will work to develop better relationships with our providers and focus on issues that mean the most. (We are developing a directory on our website that will allow you to quickly identify your NAM and know who to contact in specific situations.) We encourage you to take advantage of all the forms of communication and education we have in place now and the new ones we will be introducing. As always, we welcome your feedback as we begin to implement these changes. ■