

Midwest Health Plan, Inc.

Provider Newsletter

August 2011



Medical Director's Report Dr. Mark Tucker

Claims Edits Updates

Effective January 1, 2011 Midwest is updating the claims edit system. It will incorporate National Correct Coding methodologies for all our lines of Business to be compliant with the Patient Protection and Affordable Care Act (HR 3590) Section 6507. More Information can be found at www.cms.gov/MedicaidNCCICoding/.

Reimbursement methodologies being implemented:

- 1) NCCI procedure-to-procedure edits that define pairs of Healthcare Common Procedure Coding System (HCPCS) / Current Procedural Terminology (CPT) codes that should not be reported together for a variety of reasons.
- 2) Medically Unlikely Edits (MUE's), units-of-service edits, that define for each HCPCS / CPT code the number of units of service beyond the reported number of units allowed; and
- 3) Global Surgeries, edits that define services furnished within the global period of the surgical procedure billed that should be considered as a component of the global surgical fee.

If a provider believes that an incorrect decision has been made, supporting documentation may be submitted through our appeals process.

PAY FOR PERFORMANCE 2011

Midwest has expanded and increased funding for our Pay for Performance (P4P) Bonus program starting January 2011. The Pay for Performance Grid is found on our website of www.midwesthealthplan.com in the secure site for Office Managers as well as Providers.

We continue to enhance our “Opportunities Reports” on our website to notify you of the members who are due for bonus payment services so that you can increase your revenue. If you have any questions, please contact your Provider Services Representative:

Linda Chammout #313-586-6013
Nehya Moslimani #313-586-6055
Gena Neault #313-586-6039
Brian Flemming #313-586-6069

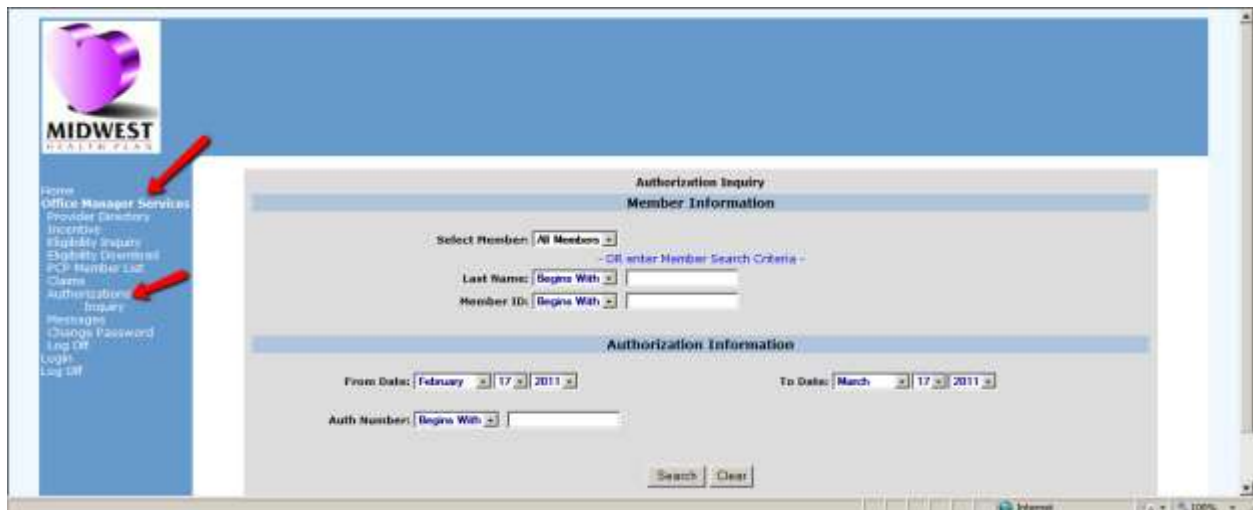
UPDATES TO WEBSITE:

Midwest Health Plan: www.midwesthealthplan.com

AUTHORIZATION INQUIRIES

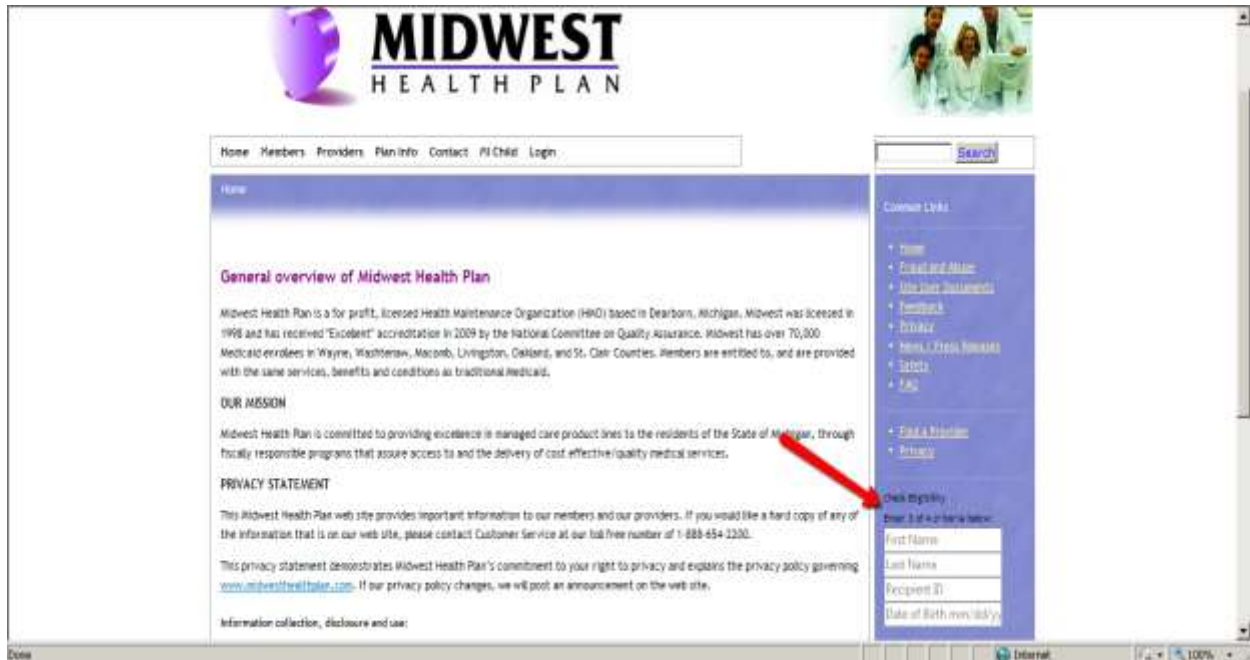
As a reminder, you can access information on authorizations that are in our system on our website of www.midwesthealthplan.com. Authorizations can be accessed through the Office Manager secure site (Office Manger/Authorizations/Inquiry) or the Provider secure site (Provider [login/](#)

If you have any questions, please contact your Provider Services Representative.
Screen shot below of website:



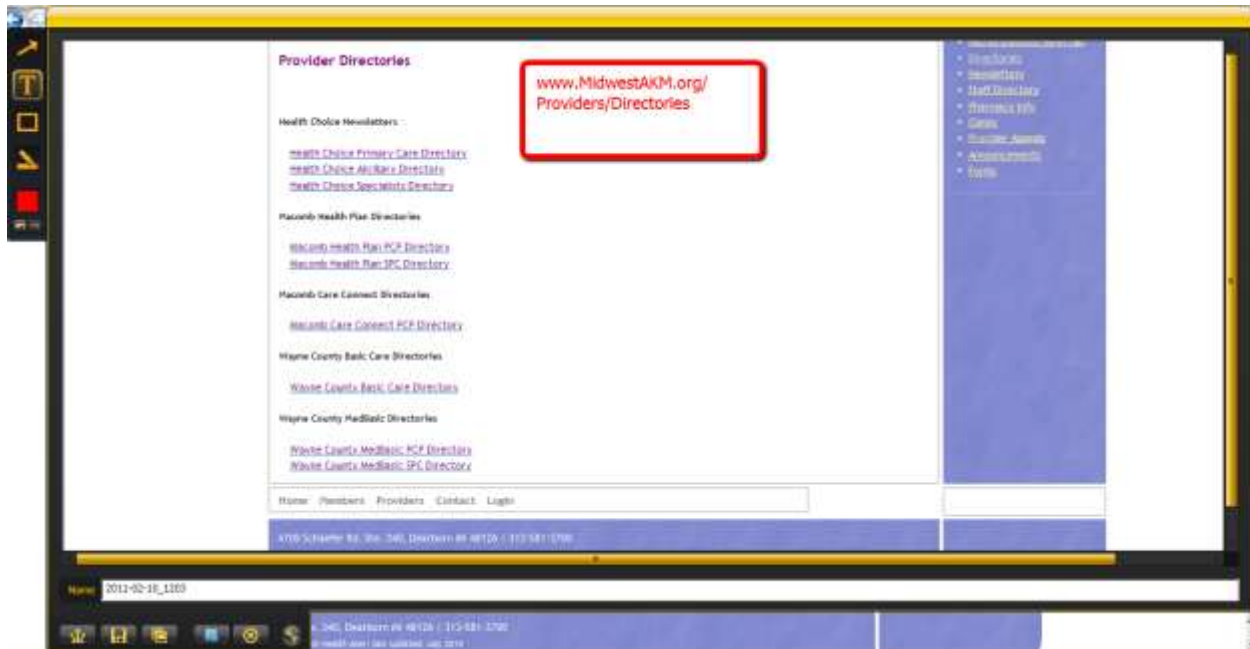
MIDWEST HEALTH PLAN NOW HAS AN ELIGIBILITY CHECK ON THE HOME PAGE

Midwest Health Plan home page now gives you the ability to check eligibility for any Midwest member. You need to know three of the four data fields (First name, last name, DOB, ID number). The information on the member will appear below the data entry fields, see home page below:



Be sure to visit MHP’s website at www.midwesthealthplan.com. Besides getting your entire member eligibility lists, here you will find information for providers such as our “quick reference guide” that tells you when you need referrals and authorizations, what codes are included in capitation, our appeal processes, our free educational programs for our members, the monthly newsletters, our QI program, QI plan and annual evaluation, pharmacy information, including the formulary and preferred drug list, and even our entire Provider PCP Administrative manual, (this includes our preventive health and clinical guidelines, policies and procedures on confidentiality, member’s rights and responsibilities, medical record documentation, fraud/abuse/false claims, safety information on area hospitals, affirmative statement regarding UM decision making, etc.). This web site also includes information for our members such as our free educational programs, our policies and procedures and even the entire membership guide/handbook that tells the members what their MHP benefits are! Hope you visit our website. If you would like a hard copy of any of the information on our website, please contact me. Let us know what you think about it. If you have any questions or comments, please call Kathy Harkness at #313-586-6063.

Midwest AKM website contains information on: Midwest Health Choice, Macomb Health Plan, Macomb Care Connect, Wayne County Basic and Wayne County MedBasic. Midwest has recently added PCP Directories, Specialists Directories and Ancillary Directories for these products. The directories are found from the home page/Providers/Directories.
Midwest AKM: www.MidwesthealthAKM.com



QUALITY IMPROVEMENT

2011 HEDIS®

The 2011 HEDIS® season has officially concluded. The review nurses have started delivering HEDIS® Performance Feedback Reports for large volume PCPs. Remaining reports will be mailed directly to PCP offices. This report explains the individual PCP's HEDIS® results, how the PCP's rate ranks compared to the NCQA benchmark, and Midwest Health Plan's reported rate (cumulative results of all contracted PCPs). Below is a list of some of the Plan's reported scores as compared to NCQA benchmarks (highlighted in yellow). Results highlighted in red indicate low performing measures (<50th percentile):

Measure	Report Year	2011	NCQA 50th %	NCQA 75th%	NCQA 90th%
Prevention and Screening					
Childhood Immunizations (CIS)					
*Combo #2		79.3%	76.6%	81.6%	85.6%
Combo #3		75.4%	71.0%	76.6%	82.0%
Lead Screening (LSC)		77.9%	71.6%	81.0%	88.4%
Immunizations for Adolescents (IMA) Combo #1		63.5%	42.4%	53.9%	65.9%
*Breast Cancer Screening (BCS)		58.3%	52.0%	59.6%	63.8%
*Cervical Cancer Screening (CCS)		73.5%	67.8%	72.9%	78.9%
Chlamydia Screening in Women (CHL)					
16-20 yrs old		63.3%	53.0%	61.1%	66.4%
21-25 yrs old		69.1%	62.4%	69.1%	73.4%
*Combined Rate		65.2%	55.7%	63.7%	69.5%
Adult BMI Assessment		68.4%	35.9%	52.8%	74.4%
Weight Assessment & Counseling for Nutrition & Physical Activity in Children & Adolescents					
BMI		81.3%	29.3%	45.2%	63.0%

<i>Counseling for Nutrition</i>	76.9%	46.2%	57.7%	67.9%
<i>Counseling for Physical Activity</i>	72.0%	35.3%	45.5%	56.7%
Respiratory Conditions				
*Appropriate Testing for Children w/Pharyngitis (CWP)	54.0%	65.5%	73.5%	80.9%
*Appropriate Treatment for Children w/URI (URI)	86.1%	85.8%	90.6%	94.9%
*Avoidance of Antibiotics in Adults w/Acute Bronchitis (AAB)	18.1%	23.5%	27.0%	35.9%
Use of Approp. Meds for Asthma (ASM)				
<i>Age 5-9 years (5-11 years after 2010)</i>	96.0%	92.2%	93.9%	95.5%
<i>Age 10-17 (12 - 50 years after 2010)</i>	88.5%	86.3%	89.1%	90.7%
<i>Age 18- 56</i>				
<i>*Combined rate</i>	91.3%	88.6%	90.8%	92.8%
Cardiovascular Conditions				
Cholesterol Mgt after Acute CV events (CMC)				
<i>*LDL-C Screening</i>	83.7%	80.9%	84.8%	88.8%
*Controlling High Blood Pressure (CBP)	67.6%	57.1%	63.3%	67.2%
Diabetes				
Comprehensive Diabetes Care (CDC)				
<i>*HbA1c testing</i>	88.5%	81.1%	86.4%	90.2%
<i>*Poor HbA1C control (lower=better care)</i>	35.2%	43.2%	33.8%	27.7%
<i>*Eye Exam</i>	61.3%	54.0%	63.7%	70.1%
<i>*LDL-C Screening</i>	83.4%	75.4%	80.1%	84.0%
<i>*Monitoring for Nephropathy</i>	92.3%	77.7%	82.7%	86.2%
Access/Availability of Care				
Adult Access to Primary Care Practitioner (AAP)				
<i>Age 20-44</i>	83.2%	82.9%	86.7%	88.5%
<i>Age 45-64</i>	90.3%	88.1%	90.1%	91.3%
<i>Age 65+</i>	90.7%	86.8%	89.5%	93.0%
Child Access to Primary Care Practitioner (CAP)				
<i>Age 12-24 months</i>	98.4%	96.8%	97.9%	98.5%
<i>Age 25 mos. - 6yrs</i>	90.9%	89.8%	92.2%	94.1%
<i>Age 7-11 yrs</i>	91.6%	91.3%	93.4%	95.6%
<i>Age 12-19 yrs</i>	89.3%	88.9%	91.8%	93.7%
*Prenatal/Postpartum Care (PPC)				
<i>*Timely Prenatal Care</i>	94.9%	86.0%	90.0%	92.7%
<i>*Postpartum Care</i>	70.8%	65.5%	70.3%	74.4%
Use of Services				
Well Child Visits in 1st 15 months of life (W15)				
<i>6 or more visits</i>	81.5%	60.1%	69.7%	76.3%
Well-Child Visits in 3rd-6th yrs of life (W34)	84.7%	71.8%	77.3%	82.5%
Adolescent Well-Care Visits (AWC)	67.2%	46.8%	56.0%	63.2%

We wish to extend our thanks for your participation in our data collection efforts. Our improved HEDIS[®] scores prove that our year round efforts are successful. If you have any questions or concerns, please contact Lynn Gregory at 313-827-5564 or Kimberly Weaver at 313-586-6077.

ACCESS TO CARE STUDIES

Each year Midwest conducts Access to Care studies for After-Hours and Wait Times. The surveys were conducted by Quality Improvement nursing staff. The staff followed a prepared script to assess study results against standards.

After-Hours Access to Care:

Telephone calls were made after hours to ensure members were directed appropriately for after-hours medical care. Table 1 explains the After-Hours Access to Care standards and study results of this year's survey.

Table 1: After-Hours Access to Care Standards & Survey Results

Survey Question	Standard	2011 Rate	Goal	Goal Met?
PCP availability	24 hours a day, 7 days a week, 365 days a year	97.2%	90%	Yes
How quick is the call answered?	Within 3 rings	90.5%	90%	Yes
How is the member directed for after hours care?	<ul style="list-style-type: none"> Answering machine with recorded message on how to access after- hours service; includes alternate provider, contact phone/pager number Answering service with direct access to provider 	95.4%	90%	Yes

Wait Times Access to Care:

Telephone calls were made during usual business hours to find out how many days a member must wait to obtain an appointment for care and how long the average wait is to see the doctor once checked in with the receptionist. See Table 2 for standards and survey results.

Table 2: Wait Times Access to Care Standards & Survey Results

Appointment Type(1 st Available)	Standard	2011 Rate	Goal	Goal Met?
Preventive Care	Within 14 days of member request	95.9%	90%	Yes
Routine Care for non-urgent, asymptomatic conditions	Within 14 days of member request	96.2%	90%	Yes
Urgent Care	Within 48 hours of member request	97.5%	90%	Yes
Wait Time in the Office to see doctor	<30 minutes after checking in with the receptionist	88.6%	90%	No

Overall, Midwest providers met Access to Care goals. There were a few providers that did not meet standards. Letters were sent to those providers informing them of the requirement to ensure Access to Care standards are met.

Midwest Health Plan extends its thanks to all providers who participated in the survey and to the vast majority of providers who do an excellent job of ensuring members have access to health care services in a timely manner.

2011 PROVIDER SATISFACTION SURVEY

Midwest Health Plan contracted with The Myers Group to conduct its 2011 Provider Satisfaction Survey. The survey was mailed between February and March, 2011, to 691 primary care practitioners. A total of 141 responses were received and analyzed for a 20.5% response rate. Table 1 contains survey result trends from 2009 to 2011. Also included is TMG 2009 Medicaid Book of Business benchmark and an indication as to whether there was statistically difference between MHP's 2011 rate and TMG 2010 Medicaid Book of Business averages.

Table 1: 2011 Provider Satisfaction Survey Results

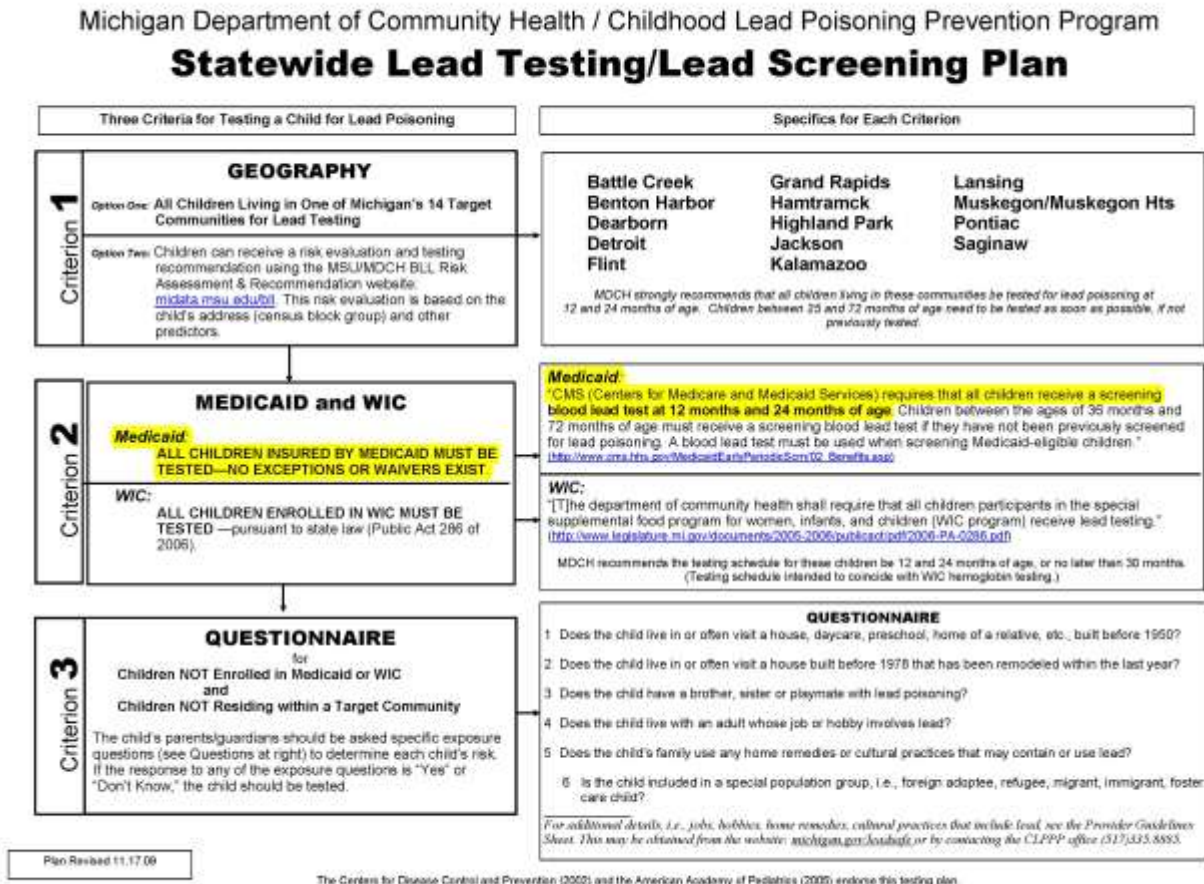
Composites/Attributes	Summary Rate Definition	2011 Summary Rates		Midwest Trend Data Summary Rates		2010 TMG Medicaid B.o.B. Summary Rate
		Midwest	All Other Plans	2010	2009	
Provider Relations	Excellent or Very Good	57.9%	48.4%	55.1%	57.3%	39.7%
Network		47.9%	46.4%	43.7%	48.3%	35.3%
Feedback/Reports		42.4%	NA	29.3%	45.2%	NA
Utilization/Quality Management		51.6%	44.7%	46.7%	52.6%	NA
Finance Issues		48.0%	44.4%	47.4%	48.9%	NA
Pharmacy/Drug Benefits		36.8%	41.6%	37.5%	34.1%	21.7%
Overall Satisfaction & Loyalty		84.8%	NA	80.5%	80.9%	80.5%
Recommend to other physicians	Definitely or Probably Yes	87.6%	NA	84.2%	85.9%	83.3%
Recommend to other patients		87.5%	NA	86.8%	82.8%	83.0%
Overall Satisfaction	Very/Somewhat Satisfied	79.4%	88.1%	70.4%	73.8%	75.1%

MHP's goal is TMG 75th percentile from their B.o.B. MHP scored above the 90th percentile in Provider Relations, Network, and Pharmacy and Drug Benefits categories, when compared with TMG Medicaid B.o.B. In addition, Overall Satisfaction and Loyalty composite scores ranked above the 75th percentile when compared to the benchmark.

Midwest would like to thank those of you who responded to the survey. We appreciate your input and suggestions for improving the Plan.

LEAD SCREENING

Michigan State law states that all Medicaid-enrolled children, between the age of 12 and 24 months or 36 and 72 months if not tested previously, must have a blood lead test. NO EXCEPTIONS OR WAIVERS EXIST! For more information, please go to the MDCH web site at <http://www.bridges4kids.org/lead/MCDH8-03.html>



HEALTH MANAGEMENT

Asthma and Diabetes Disease Management Programs

Diabetes Control Network: When enrolled, members will receive information on how to take care of their diabetes. Call **1-313-586-6071** to refer your patient into this program. After joining, the member will be sent information on what diabetes is, how to control blood sugar, taking medications the right way, exercising, eating right, eye and foot care and other important information.

Asthma Focus: When enrolled, members will receive educational information in the mail. To refer your patient into this program, call **1-313-586-6071**. After joining, the member will be sent

information on asthma triggers, use of medications, peak flow meter use, an asthma action plan to complete with PCP, information on stopping smoking, and much more.

Colorectal Cancer Screening

The Michigan Cancer Consortium (MCC) has published guidelines for the Early Detection of Colorectal Cancer. Please remember to screen all members over the age of 50 or those identified in a risk category. Go to www.michigancancer.org/WhatWeDo/ColorectalCancer.cfm to view the guidelines.

Effective Antibiotic Prescribing:

The power to prevent antibiotic resistance is in your hands

CDC has launched the program “Get Smart: Know When Antibiotics Work.” Visit the website at <http://www.cdc.gov/getsmart> Here you will have access to educational tools for parents and children, along with information for providers and pharmacists.

Antibiotics cure bacterial infections, NOT viral infections such as:

- Colds or flu
- Most coughs and bronchitis
- Non-strep sore throats
- Runny noses

Midwest Health Plan educates members about antibiotics to reduce prescription requests for colds, influenza or sore throats. We ask providers to support appropriate antibiotic testing by performing strep tests and not prescribing antibiotics for viral infections. This supports clinical guidelines and National CDC initiatives. To obtain URI and pharyngitis clinical practice guidelines, visit www.midwesthealthplan.com or call the Health Management Department at 313-586-6071.

ROSEBUD® Pregnancy Education Program

Midwest Health Plan would like to remind you of our telephonic case management and education program for pregnant members and their infants. ROSEBUD® is staffed by nurses who specialize in perinatal care and case management.

The Perinatal Case Management program targets women at risk for complications during pregnancy. The program supports the healthcare provider’s plan of care as well as provides ongoing education to the expectant mother and her family.

You may refer members to this program, by calling the Health Management Department at 313-586-6071. You may also fill out the Notification of Pregnancy form (attached at end of newsletter) and fax it to **313-827-5694**, Attention: Health Management Department. Thank you for your assistance!

Smoking Cessation Program

Midwest Health Plan's "I Can Quit" Smoking Cessation Program can help members quit smoking. This is a telephone health coaching program. The program includes: five proactive phone calls by a dedicated health coach over a 12 month period. Health coaches offer strategies to increase self-efficacy, identify barriers to change, and provide techniques to cope with and overcome barriers. For more information on our "I Can Quit" Smoking Cessation Program or to refer any of your patients to the program, call **1-313-586-6071**.

Member Incentive for Immunizations

Midwest Health Plan would like to remind you that we offer a \$25 gift card to members who complete all of the recommended immunizations by age 2 and a \$5 gift to members who complete all immunizations by age 13. Members are sent reminder letters and must send Midwest a copy of the completed immunization record to receive the incentive. If you have any questions about our immunization incentives, please call the Health Management Department at (313) 586-6071.

Alliance for Immunization in Michigan (AIM)

The AIM Provider Immunization Toolkit for Children & Adults is a resource guide containing the most current standards of practice, forms, and vaccination methodologies for immunizations in Michigan. To order/view the kit, visit the AIM website at, www.aimtoolkit.org.

Midwest Health Plan offers affordable, easy-to-use healthy living benefits!



Midwest Health Plan has teamed up with Weight Watchers® to offer our members a program that more physicians have recommended to their patients than any other weight loss plan. With nearly 1,000 meetings held throughout the franchise area, members will be able to find a meeting that is convenient for them. Midwest members can purchase a 12 week Weight Watchers PASS for \$138 (a 25% savings off the published price) by just showing their Midwest Health Plan Member ID card at participating meeting locations. For more information or to find a meeting place call 1-888-3Florine or go to <http://www.888-3-florine.com/midwest.php>.

SCREENING FOR DEPRESSION

Primary Care practitioners play an important role in screening for and treating depression. Midwest Health Plan recommends the use of **PHQ-9 Questionnaire** as a depression screening tool. The Tool is available online as part of the MacArthur Initiative on Depression & Primary Care at Dartmouth and Duke at:

<http://www.depression-primarycare.org/clinicians/toolkits/materials/forms/phq9/>.

You will find useful information and a Depression Management Tool Kit on their website that includes the following:

- Recognition and Diagnostic Information

- Patient Education Materials
- Treatment Information
- Monitoring and Follow-up Information
- Bibliography

Please remember to screen for depression in asthmatic, diabetic and post-partum patients and refer patients for behavioral health services if needed. You can find behavioral health providers in the Midwest Provider Directory which is online at www.midwesthealthplan.com . If you have questions about the depression screening tool, please call the Quality Improvement Department at 313-586-6077.

PROVIDER SERVICES

Midwest Health Plan will be having the Primary Care Provider Meeting on **Wednesday, September 7, 2011** beginning at 6 p.m. at The HENRY hotel in Dearborn. Please see the attached invite and fax your RSVP to 313-827-5694. We look forward to seeing you there!

The new fax number for the Quality Improvement and Provider Services Departments is now **313-827-5694**.



August 1, 2011

Dear Primary Care Physician:

Midwest Health Plan cordially invites you to attend the Provider Meeting on:

Wednesday, September 7, 2011 from 6 P.M. to 8 P.M. at **The HENRY Hotel Dearborn** located at **300 Town Center Drive, Dearborn, Michigan 48126, 313-441-2000**. Dinner will be served promptly at 6 P.M.

Please complete the following information and return by fax to **313-827-5694**.
PLEASE NOTE THIS MEETING IS FOR PHYSICIANS ONLY.

NAME *(please print)* _____

OFFICE NAME / PIN NUMBER _____

TELEPHONE # _____ **FAX #** _____

Midwest Health Plan appreciates your attendance, therefore if you stay until the conclusion of the meeting and sign out, you will receive a stipend. **Please note we will pay one \$100.00 stipend per contracted tax identification number.**

We look forward to seeing you there!

Sincerely,

Midwest Health Plan



FREE
GLUCOMETER PROGRAM

ATTENTION PROVIDERS:

Midwest Health Plan (MHP), along with Bayer Healthcare will provide glucometers **FREE** of charge to our diabetic members. Attached is the form that must be completed in order to receive the **FREE** glucometer. You do not have to complete a MHP referral form, only the attached form.

There are two types of glucometers available, the **Bayer Breeze 2** and **Bayer Contour**. In addition to the glucometer, a **FREE** instructional DVD can also be requested. The glucometer can be shipped to your office for the member to pick up, or mailed directly to the member's home. Once the form is received by Bayer Healthcare, it takes approximately 3 business days for the glucometer to be delivered.

Because diabetic supplies (i.e. alcohol swabs, lancets, and test strips) are billed under the prescription drug benefit, your patient will need a prescription to take to the pharmacy for those items.

If you have questions regarding this program, please call Customer Service at 888-654-2200.

Midwest Health Plan

BAYER HEALTHCARE LLC, DIABETES FAX Order Form

Please complete this form and FAX to: Bayer HealthCare LLC, Diabetes Care
Customer Order Services Department
Telephone: 1-877-229-3777
Fax: 1-800-876-2243

Physician or Group Practice Name: _____

Contact Person: _____

Telephone Number: _____ Date: _____

Instrument to be shipped directly to the following patient address:

Patient Name: _____

Health Plan Member ID: _____

Telephone Number: _____

Address: _____

City State Zip: _____

The following instrument will be shipped using two day delivery service:

- BREEZE[®] 2 System**
- CONTOUR[®] System**
(Please check only one meter)

Check box if an instructional VIDEO DVD CD ROM should be included:
(In English and Spanish)

WIN CANDY

Your office will have the chance each month to win a free box of candy. All you have to do is answer the questions toward the last page of the newsletter and fax the page to us at **313-827-5694**. If your answers are correct, the candy will be mailed to your office. Please refer to our website at www.midwesthealthplan.com for the list of winners. **If you do not answer the questions correctly, you will not receive the candy.** So keep up the good work and keep responding. If you're not participating, you should. It's quick and easy and all you have to do is read the newsletter and answer the questions. Please try it. **Congratulations** to those offices who responded correctly. We hope you are enjoying the candy! The **July** office winners include.

- **Hollywood Pediatric Clinic**
- **Marcia Vanderbroek, D.O.**
- **Kamala Vanaharam, M.D.**
- **My Family Doctor, Southgate**
- **G.S. Jayakar, M.D., PC**
- **Stephen Swetech, D.O.**
- **Warrendale Care**

August 2011 Candy Contest

1. The 2011 HEDIS results are complete. Please list the scores for the below measures:
Use of Approp. Meds for Asthma (ASM) Age 5-9 years _____
Controlling High Blood Pressure _____
Well-Child Visits in 3rd-6th yrs of life _____
2. The Myers Group has conducted the 2011 Provider Satisfaction Survey, Midwest Health Plan's *Overall Satisfaction & Loyalty* score for 2011 is _____%.
3. **True or False (circle one)** Michigan State law states that ***all*** Medicaid-enrolled children, between the age of 12 and 24 months or 36 and 72 months, if not tested previously, must have a blood lead test.
4. **True or False (circle one)** Midwest Health Plan will be having the Primary Care Provider Meeting on **Wednesday, September 7, 2011** beginning at 6 p.m. at The HENRY hotel in Dearborn.

Your Name: _____
From the office of Doctor: _____ **PIN** _____
Office Site Name: _____
Phone Number: _____

Answers for July 2011 Candy Contest

1. **True** We ask providers to support appropriate antibiotic testing by performing strep tests and not prescribing antibiotics for viral infections.
2. When checking eligibility from the home page on our website, name the four fields to choose from when doing an inquiry.

First Name

Last Name

Date of Birth

ID Number

3. The AIM Provider Immunization Toolkit for Children & Adults is a resource guide containing the most current standards of practice, forms, and vaccination methodologies for immunizations in Michigan. To order/view the kit, visit the AIM website at www.aimtoolkit.org
4. Please remember to screen for depression in diabetic and post-partum patients and refer patients for behavioral health services if needed. You can find behavioral health providers in the Midwest Provider Directory which is online at www.midwesthealthplan.com



Notification of Pregnancy Form

Phone number:
313-586-6071

Fax number:
313-827-5694

MEMBER DATA

Date		Date of Birth	
Last Name		First Name	
Address		Phone #	
City		Alternate Phone #	
ZIP		Recipient ID	

HEALTHCARE PROVIDER DATA

PCP Name		PCP ID #	
Address		Ste	
Zip		Phone #	
OB Provider		OB Phone #	

PERINATAL INFORMATION

Maternal:			
LMP		Date last Pap test	
EDC		Date Chlamydia screen	

RISK FACTORS / COMMENTS

Midwest Health Plan thanks you for notifying us of members who are pregnant.
Midwest Health Plan