

Midwest Health Plan, Inc.

Provider Newsletter

June 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

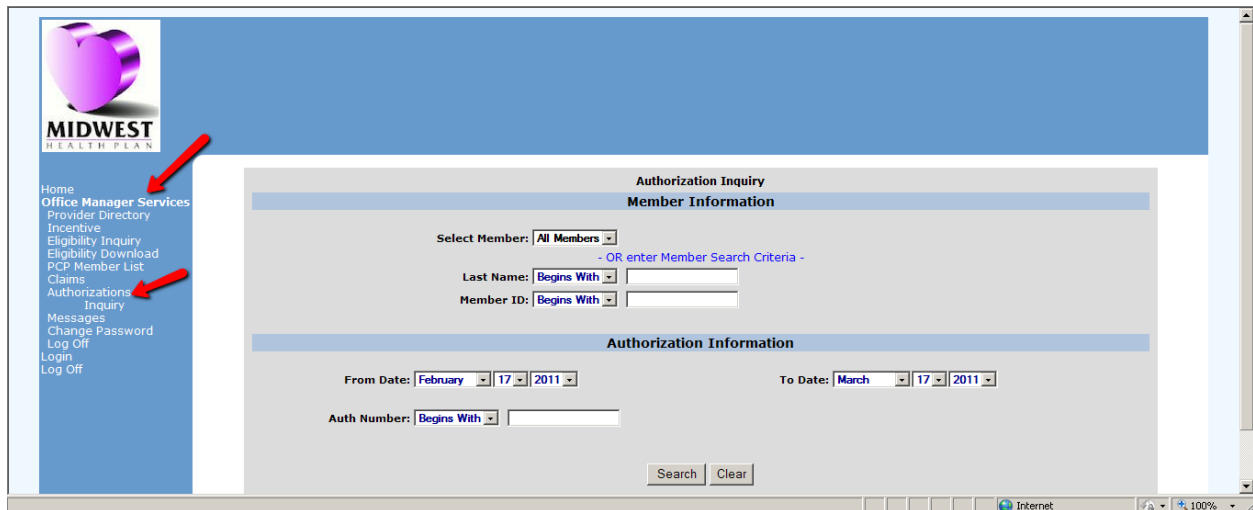
UPDATES TO WEBSITE:

Midwest Health Plan: www.midwesthealthplan.com

AUTHORIZATION INQUIRIES

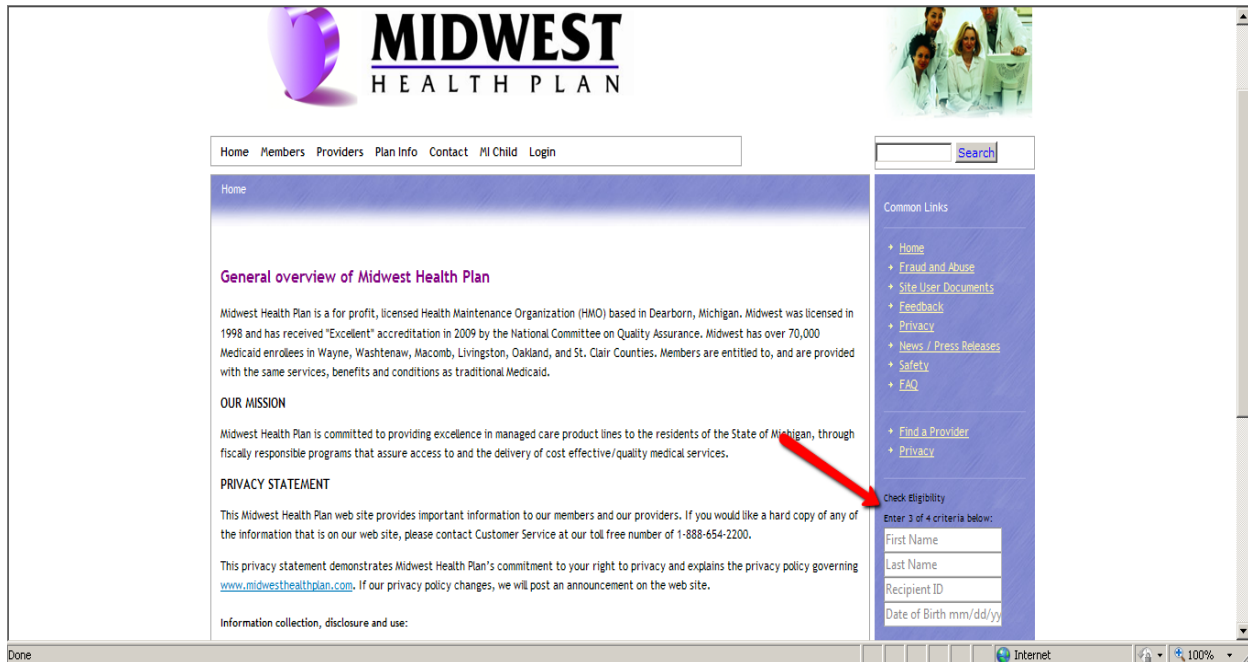
As a reminder, you can access information on authorizations that are in our system on our website of www.midwesthealthplan.com. Authorizations can be accessed through the Office Manager secure site (Office Manger/Authorizations/Inquiry) or the Provider secure site (Provider login/

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



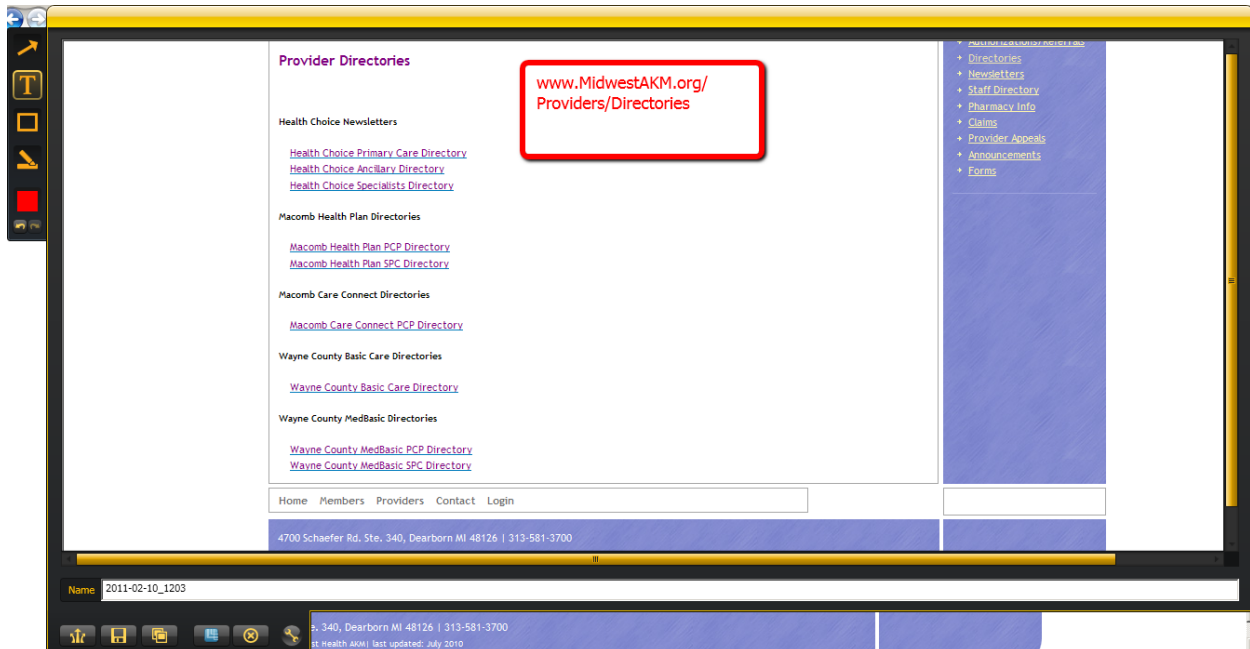
MIDWEST HEALTH PLAN NOW HAS AN ELIGIBILITY CHECK ON THE HOME PAGE

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



Access to Health Services Staff

Members and Practitioners of Midwest Health Plan have a right to contact Midwest Health Plan staff to discuss UM Issues. All Health Services staff is accessible for members or providers who have questions regarding any UM process. Staff is available during normal business hours. Midwest Health Plan has a toll free number (888)654-2200 for members or providers calling in regards to UM Issues.

Midwest Health Plan (MHP) recognizes that participating providers may choose to exercise their right to appeal a utilization management decision. The appeals process is established to facilitate this right. The Midwest Health Plan Medical Director is available for providers who need to discuss a denial. You may contact the Medical Director at (888)654-2200. See the on-line provider manual for additional information

HEDIS REVIEW

The HEDIS review nurses have started scheduling HEDIS onsite reviews. The nurses will continue to review medical records until early June. Due to the increased costs for gasoline, HEDIS review nurses may request records be faxed to MHP, especially for offices with 5 or less records to review. We appreciate your help in this process! If you have any questions or concerns, please contact Kimberly Weaver at 313-586-6077.

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 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

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

PROVIDER SATISFACTION SURVEY

We want to hear from you!



Midwest Health Plan listens to you. Each year we conduct a Provider Satisfaction Survey to learn what you like about Midwest Health Plan and how we can improve our services. Some of the changes we made this year to our referral process and pay for performance program came from your suggestions.

We have contracted with an independent survey firm, The Myers Group, to conduct our annual Provider Satisfaction Survey. You should have already received the survey form. Please complete and return the survey to The Myers Group. If you have questions about the survey or if you misplaced the survey form and need another copy please call The Myers Group toll free at 1-877-901-8432.



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 **June** office winners include.

- **C.A. Murphy Health Center**
- **Dr. Madan Gupta**
- **Hollywood Pediatric Clinic**
- **Kamala Vanaharam, M.D.**
- **My Family Doctor, Southgate**
Newland Medical Assoc.
GS Jayakar,MD,PC
- **Park Medical Center, Roseville**
- **Warrendale Care**

July 2011 Candy Contest

1. **True or False** (circle one) 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.

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 _____
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 _____

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

Answers for June 2011 Candy Contest

3. **True.** 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.
4. List the Antibiotics that cure bacterial infections, NOT viral infections

Colds or Flu

Most Coughs and Bronchitis

Non-stop sore throats

Runny nose

3. What is the name of our Pregnancy Program for Members?

Rosebud

4. 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.



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