

Midwest Health Plan, Inc.

Provider Newsletter

September 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

HEALTH SERVICES:

Great News about Referrals!

In order to serve you and our members better, Midwest has been improving the processes for expediting referrals. If you have sent in a referral and have not heard a response from Midwest within 3 business days, please either resend the referral or contact Janet Greenshields, Director of Health Services at 313-586-6031 or fax of 313-429-5231. Referral processing requires the **REFERRING TO Provider’s NPI** number in order to process the referral. This number can be found in the Provider Directory on our website of www.midwesthealthplan.com/Providers/Directories.

Remember to refer to our Authorizations at a Glance Grid as for many services, your **DO NOT NEED A REFERRAL when referring to In-Network Providers.**”

UPDATES TO WEBSITE:

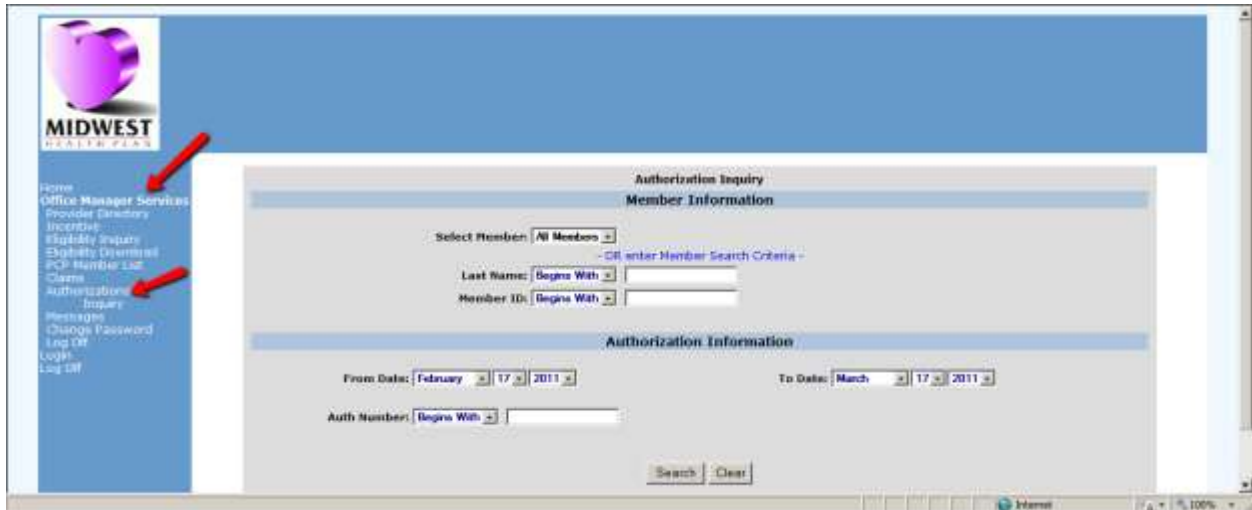
Midwest Health Plan: www.midwesthealthplan.com

AUTHORIZATION INQUIRIES

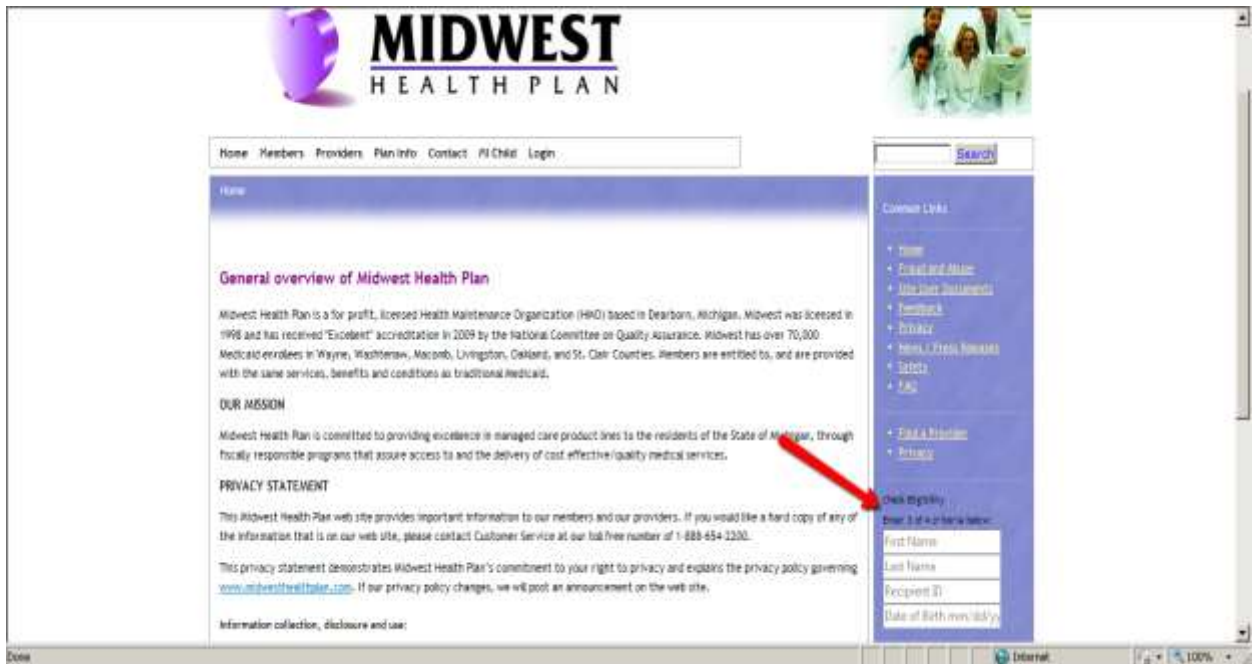
As a reminder, you can access information on authorizations that are in our system on our website of www.midwesthealthplan.com. Authorizations can be accessed through the Office Manager secure site (Office Manger/Authorizations/Inquiry) or the Provider secure site (Provider **login/**

If you have any questions, please contact your Provider Services Representative.

Screen shot below of website:



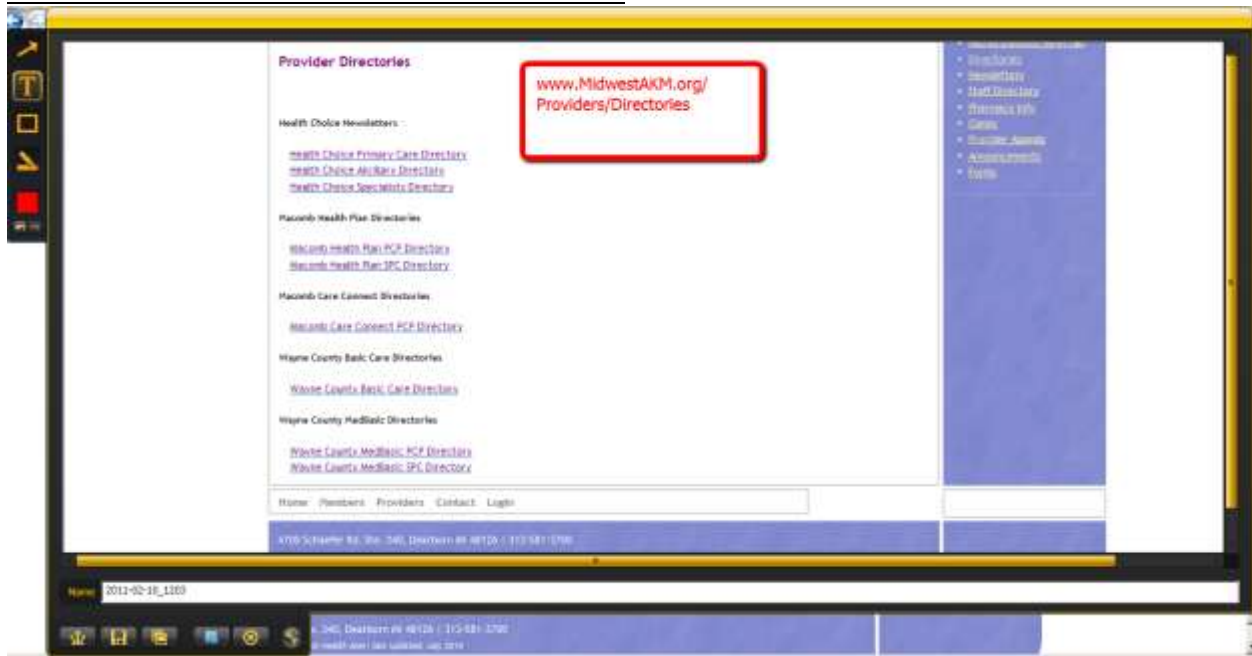
MIDWEST HEALTH PLAN NOW HAS AN ELIGIBILITY CHECK ON THE HOME PAGE
 Midwest Health Plan home page now gives you the ability to check eligibility for any Midwest member. You need to know three of the four data fields (First name, last name, DOB, ID number). The information on the member will appear below 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

ADULTS WITH BRONCHITIS

This year's HEDIS rate for Avoidance of Antibiotics in Adults with Acute Bronchitis was 18.1% which really means is 81.9% of MHP adult members diagnosed with bronchitis were prescribed antibiotics! Midwest Health Plan endorses the MQIC guidelines for Management of Uncomplicated Acute Bronchitis in Adults. The guideline is provided below to assist practitioners in the assessment, diagnosis, and treatment for acute bronchitis:



Michigan Quality Improvement Consortium Guideline **Management of Uncomplicated Acute Bronchitis in Adults**

The following guideline recommends assessment, diagnosis, treatment and counseling interventions for the management of uncomplicated acute bronchitis in adults.

Eligible Population	Key Components	Recommendation and Level of Evidence
Adults 18 years or older with clinical suspicion of uncomplicated acute bronchitis	Assessment	<ul style="list-style-type: none"> • Perform thorough history (including tobacco use status [A]) and physical exam • Assess the likelihood of uncomplicated acute bronchitis using the following items: <ul style="list-style-type: none"> - Acute respiratory infection (ARI) manifested predominantly by cough, with or without sputum production lasting no more than 3 weeks - No clinical evidence of pneumonia - Common cold, reflux esophagitis, acute asthma, or exacerbation of COPD have been considered - Consider other diagnoses if cough persists greater than 3 weeks
	Diagnosis	<p>Clinical Information and Testing:</p> <ul style="list-style-type: none"> • Presumed diagnosis of acute bronchitis: <ul style="list-style-type: none"> - ARI and cough with or without sputum production lasting no more than 3 weeks - No clinical evidence of pneumonia - Purulent sputum is not predictive of bacterial infection • Viral cultures, serologic assays and sputum analyses should not be routinely performed [C] • Chest x-ray is not indicated if all of the following are present [B]: <ul style="list-style-type: none"> - Acute cough and sputum production suggestive of acute bronchitis - Heart rate < 100 beats/min - Respiratory rate < 24 breaths/min - Oral temperature < 38° C (100.4° F) - Physical examination lacks findings of focal consolidation
	Treatment	<ul style="list-style-type: none"> • Avoid antibiotics [A] • Symptomatic treatment only. • Beta₂-agonist bronchodilators should not be routinely used to alleviate cough. In select patients with wheezing, treatment with beta₂-agonists bronchodilators may be useful [C] • Antitussive agents can be offered for short-term symptomatic relief of coughing [C] • Mucolytic agents are not recommended (no consistent favorable effect) [D]
	Education and counseling	<p>Educate patient/family regarding:</p> <ul style="list-style-type: none"> • Use of antibiotics is not recommended [A] • Condition is a self-limited respiratory disorder • Inform patient that cough may last for 3 weeks • Rest and increase oral fluid intake • Smoking cessation and second-hand smoke avoidance [C] (<i>See also MQIC Tobacco Control Guideline</i>)

Levels of Evidence for the most significant recommendations: A = randomized controlled trials; B = controlled trials, no randomization; C = observational studies; D = opinion of expert panel
This guideline lists core management steps. It is based on several sources including the American College of Chest Physicians Chronic Cough Due to Acute Bronchitis: ACCP Evidence-Based Clinical Practice Guidelines, 2005 (www.chestjournal.org). Individual patient considerations and advances in medical science may supersede or modify these recommendations.
Approved by MQIC Medical Directors May, 2009; May, 2010

SMOKING & TOBACCO USE SUMMARY REPORT

Each year Midwest conducts the Smoking and Tobacco Use report. Results for the report are obtained from Ceridian, MHP’s tobacco cessation program vendor, and from its annual CAHPS member satisfaction survey.

Participants in Ceridian Tobacco Cessation program

Participants	2009	2010	2011	2011 %Enrolled	Ceridian Norm
Enrolled participants at beginning of the program	41	37			
Participants in program after 6 months	17	11			
Participants completing 12 month program	12	9			

Quit Rate for participants in Ceridian Tobacco Cessation program

Quit Rate	2009	2010	2011	2011 % Quit	Ceridian Norm
Participants in program after 6 months	6	5			
Participants completing 12 month program	4	3			

Participants in CAHPS survey

Survey Question	2009	2010	2011
Q38 Advising Smokers and Tobacco Users to Quit	143	154	109
Q39 Discussing Cessation Medication	141	153	135
Q40 Discussing Cessation Strategies	144	155	119

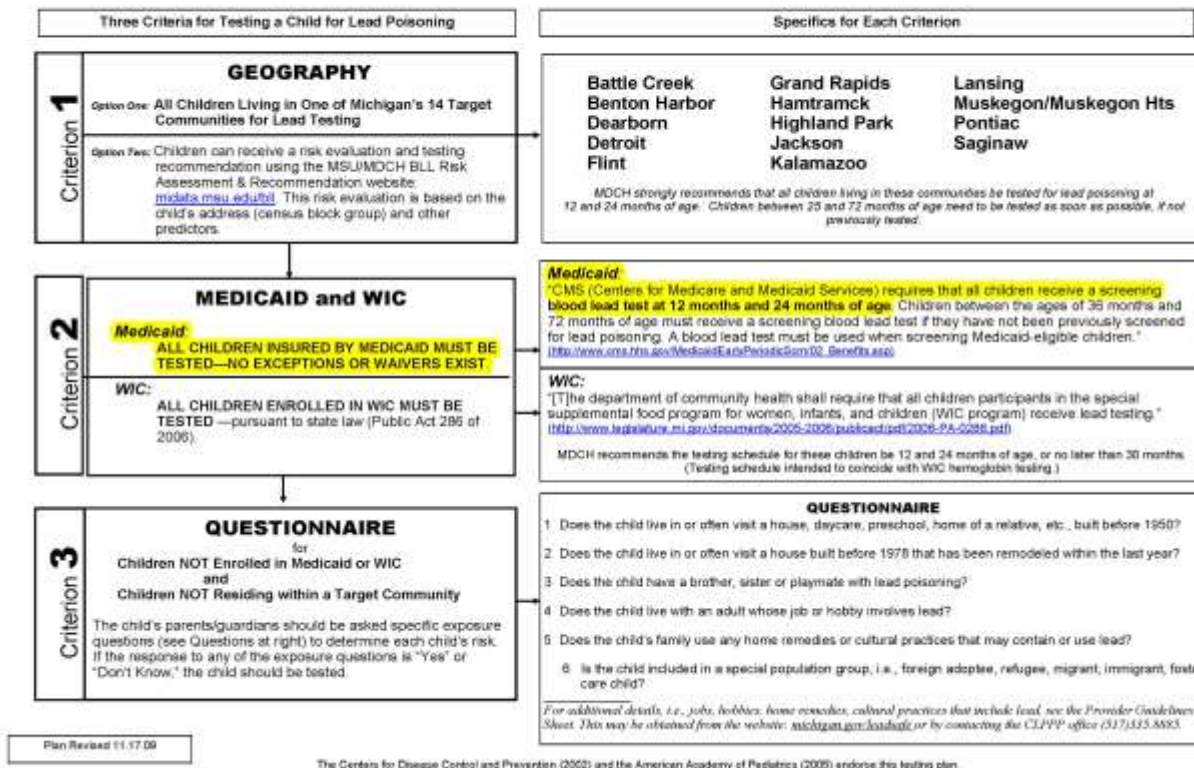
CAHPS Survey Results

Survey Question	2009	2010	2011
Q38 Advising Smokers and Tobacco Users to Quit	71.7%	70.1%	74.3%
Q39 Discussing Cessation Medication	43.2%	47.7%	46.2%
Q40 Discussing Cessation Strategies	39.7%	38.7%	40.3%

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>

Michigan Department of Community Health / Childhood Lead Poisoning Prevention Program Statewide Lead Testing/Lead Screening Plan



Plan Revised 11/17/09

The Centers for Disease Control and Prevention (2002) and the American Academy of Pediatrics (2005) endorse this testing plan.

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**
- **Area Medicine Specialist**
- **C.A. Murphy Family Health Center**
- **Park Family Roseville**
- **Marcia Vanderbroek, D.O.**
- **Kamala Vanaharam, M.D.**
- **My Family Doctor, Southgate**
- **G.S. Jayakar, M.D., PC**
- **Stephen Swetech, D.O.**
- **Warrendale Care**

September 2011 Candy Contest

1. Antibiotics cure bacterial infections, NOT viral infections such as:

2. Michigan State law states that all Medicaid-enrolled children, between the age of _____ and _____ months or _____ and _____ months if not tested previously, must have a blood lead test.
3. 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 ____ and a \$5 gift to members who complete all immunizations by age ____.
4. True or False -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.

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

Answers for August 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	96%
Controlling High Blood Pressure	67.6%
Well-Child Visits in 3 rd -6 th yrs of life	84.7%
2. The Myers Group has conducted the 2011 Provider Satisfaction Survey, Midwest Health Plan's *Overall Satisfaction & Loyalty* score for 2011 is 84.8%.
3. **True** 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** 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.



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