

www.cookchp.org
Comments or suggestions may be emailed to

Network Development

CCHPNetworkDev@cookchildrens.org

Or call 682-885-2247

Membership Update

As of January 1, 2009, Cook Children's Health Plan has a membership of 55,871. Cook Children's Health Plan now covers 29,465 Medicaid STAR members and 26,406 CHIP members. We appreciate the support you continue to provide to Cook Children's Health Plan.

Marketing and Outreach Events

Cook Children's Health Plan is continually looking for events where we can interact with current and potential members. If you know of any events being held within your community you feel would benefit us to attend, please let us know. Some of the upcoming events we will be attending include:

- Application assistance at various Fiesta store locations in Tarrant County every Friday and Saturday in February and March.
- Family Expo: Building Healthy Families – Tarrant County College, Southeast Campus, Arlington, Feb 7.
- Application Assistance at the Northside Community Center, February 29 and March 19.

Claim Appeals

If a situation occurs where you need to submit a claims appeal, please submit your appeal to the following address:

Cook Children's Health Plan
Claim Appeals
PO Box 2488
Ft. Worth, TX 76113-2488

Cook Children's Health Plan VIP



Cook Children's Health Plan is Proud to Recognize Dr. Inthanousay as a VIP Provider

Dr. Pohn Inthanousay graduated from the Texas College of Osteopathic Medicine, Fort Worth, Texas, in 1994. After post graduate training in family practice, he served four years with the U.S. Army. He is board certified in family practice and is a member of Texas Medical Association and the American Osteopathic Association. Dr. Inthanousay's practice is located in Arlington, Texas.

Cook Children's Health Plan is a licensed Health Maintenance Organization offered by Cook Children's Health Care System. Cook Children's Health Plan was designed to provide CHIP and STAR members of all ages with access to quality health care in North Texas and promote the well being of its members. Cook Children's Health Plan has locally based Care Management, Provider Relations, Claims and Member Services staffs.

This physician is an independent practitioner and is not a member, agent or employee of Cook Children's Physician Network, Cook Children's Medical Center, Cook Children's Health Plan or any of their affiliated entities. This advertisement is not an endorsement of any particular physician or practice. The choice of which physician you choose for yourself and your family should be made solely by you based on factors that are important to you.

Oral evaluation and fluoride varnish in the medical home

The Texas Department of State Health Services is offering training as one of three initiatives to promote oral health awareness and access. Primary care physicians are being trained to handle dental evaluations for infants and apply fluoride varnish to the teeth of infant patients covered by Medicaid during well-child visits, then refer them to a dental home for future dental treatments. For training and more information, contact Linda Altenhoff, DDS, and Diane Forbes, DDS, at 512-458-7111 ext. 3138.

Some frequently asked questions:

Who is being trained and certified?

- Medicaid (THSteps) enrolled:
 - Physicians, physician assistants and advanced practice nurses
- THSteps medical providers in the process of enrollment

What is included in THSteps medical checkup?

- Intermediate oral evaluation
- Fluoride varnish application
 - This may be delegated to nurses or medical assistants
- Referral to a dental home
 - First dental home dentist, as available

How is this service billed?

- In conjunction with a THSteps medical checkup, utilize CPT code 99429 with U5 modifier
- Must be billed with one of the following medical checkup codes: 99381, 99382, 99391 or 99392

How is reimbursement handled?

- Reimbursed at \$34.16 in addition to the THSteps checkup reimbursement
- Federally qualified health centers do not receive additional encounter reimbursement

What documentation is necessary?

- Must document all components on the documentation form
- If fluoride varnish is not applied, document the reason
- Keep record of the referral to a dental home

Are there any other resources?

Product Resources

- Medical Products Labs - www.medprolabs.com
- Massco Dental - www.masscodental.net
- Benco Dental - www.benco.com

Material Resources

- www.dshs.state.tx.us/dental/default.shtm
 - Oral evaluation and fluoride varnish in the medical home documentation form
- <https://secure.thstepsproducts.com/>
 - Laminated Anticipatory Guidance
 - “Your Child’s Teeth Are Important”
- www.tmhp.com/OPL/providerManager/AdvSearch.aspx
 - Online Provider Lookup
 - Look under Advanced Search

2008 Provider Satisfaction survey results

In October Cook Children's Health Plan sent over 1200 surveys to participating providers in order to rate our performance. We appreciate you taking the time to complete the survey. There were some individuals who requested us to contact them and we have done so.

The intent of the survey was to gather your feedback on a variety of topics including Care Management, Network Development staff, Claims payment, overall satisfaction with CCHP and Member Services. The following is a summary of responses we received for each of the questions.

2008 survey results:

1. CCHP staff treats our staff with courtesy and respect.
 - 99.4 percent of responses were positive.
2. CCHP staff is efficient in responding to your inquiries in a timely manner.
 - 98.8 percent of all responses were positive.
3. The online member eligibility system through the CCHP Web site is very helpful.
 - 99.3 percent of all responses were positive.
4. The CCHP Claims department processes our claims timely and accurately.
 - 95.5 percent of all responses were positive.
5. The Care Management department issues authorizations in a timely fashion.
 - 98.7 percent of all responses were positive.
6. Information received from CCHP (newsletters, member listings, Web site and/or provider alerts) are very helpful.
 - 98.2 percent of all responses were positive.
7. I have been provided with enough information about CCHP's policies and procedures.
 - 96.4 percent of all responses were positive.
8. Our office is satisfied with the frequency of on-site visits from CCHP Provider Relations staff.
 - 94.1 percent of all responses were positive.
9. We are able to obtain referrals to specialists in a timely manner.
 - 94.8 percent of all responses were positive.
10. Would you recommend participation in CCHP's provider network to a colleague?
 - 97.0 percent of all responses said yes they would recommend participation to a colleague.
11. Overall, we are satisfied with CCHP.
 - 97.0 percent of all responses were positive.
12. CCHP is easier to work with compared to other CHIP/STAR health plans.
 - 98.8 percent of all responses were positive.

Fraud and Abuse

As part of Cook Children's Health Plan's agreement with the Texas Health and Human Services Commission, we are required to have an agreement with an organization to monitor potential fraud and abuse. CCHP has chosen Allied Management Group (AMG) to assist us with this monitoring. From time to time, AMG provides us with information regarding potential issues. As a courtesy to you, if any issues are identified, we will provide you with a copy of our report in order for you to correct any potential problems that have been identified.

Unapproved abbreviations report

Improving patient safety is critical to the provision of high quality care to members. One objective of CCHP and The Joint Commission's National Patient Safety Goals (NPSGs) is to promote specific improvements in patient safety. A list of unapproved abbreviations has been incorporated into our physician audits (see below). The goal is to improve communication among caregivers and prevent injury.

Reported Results: 26 practitioners were audited during the last reporting period (July 2008 – September 2008). 80.77 percent of these practitioners were in compliance. The abbreviation "QD" and its alternate forms (qd, q.d., Q.D.) was the frequent offender.

Official "Do Not Use" List ¹		
Do Not Use	Potential Problem	Use Instead
U (unit)	Mistaken for '0' (zero), the number '4' (four) or 'cc'	Write 'unit'
IU (International Unit)	Mistaken for IV (intravenous) or the number 10 (ten)	Write 'International Unit'
Q.D., QD, q.d., qd (daily)	Mistaken for each other	Write 'daily'
Q.O.D., QOD, q.o.d., qod (every other day)	Period after the Q mistaken for "I" and the "O" mistaken for "I"	Write 'every other day'
Trailing zero (X.) mg) *	Decimal point is missed	Write 'X mg'
Lack of trailing zero (.X mg)		Write '0.X mg'
MS	Can mean morphine sulfate or magnesium sulfate	Write 'morphine sulfate'
M _{SO} ₄ and Mg _{SO} ₄	Confused for one another	Write 'magnesium sulfate'

¹ applies to all orders and all medication - related documentation that is hand written (including free text computer entry) or on pre-printed forms.

*Exception: a "trailing zero" may be used only where required to demonstrate the level of precision of the value being reported, such as for laboratory results, imaging studies that report size of lesions or catheter/tube sizes. It may not be used in medication orders or other medication - related documentation.

New providers

We have added 83 new providers in November and December. There were 21 providers which were both CHIP/STAR, 30 providers to the CHIP program and 31 new providers to STAR. They include:

CHIP and STAR: PCP: Fort Worth – Angela Miller, N.P., Family Practice, Hetal Rana, M.D., Family Practice, Giti Azmabalani, D.O., Internal Medicine, Nabila Zaidi, M.D., Internal Medicine, Aaron Cessna, D.O., Pediatrics; **Grand Prairie** – Christina Robinson, M.D.; **Specialists: Burleson** – Hanane Chicane, M.D., Psychiatry; **Dallas** – Valerie Burton, M.D., Developmental Pediatrics; **Denton** – Lori Gore-Green, D.O., Ob/Gyn; **Fort Worth** – Watson Arnold, M.D., Nephrology – Pediatric, Rose Simani, M.D., Ob/Gyn, Donald Smith, M.D., Ob/Gyn, Melanie Barron, D.O., Rheumatology, Beth Valashinas, D.O., Rheumatology; **Granbury** – Lorilyn Lacey, LPC; **Plano** – Steven Cole, P.T., Stephens Long, P.T.; **Facilities: Dallas** – Kids Therapy; **Denton** – Denton Sports & Physical Therapy Center; **Mansfield** – Outpatient Diagnostic Center; **DME: Dallas** – Dallas Oxygen.

CHIP only: PCP: Bedford - Christina Leung, M.D., Pediatrics; **Fort Worth** – Thomas Diver, P.A., Family Practice, Randall Hayes, D.O., Family Practice, Annu Mehta, M.D., Family Practice, Jessie Hicks, D.O., Internal Medicine, Michele Kilmer, P.N.P., Pediatrics, Tina Moore, P.A., Pediatrics;

Glen Rose – Lawrence Hess F.N.P., Family Practice, Linda Hill F.N.P.; **Mineral Wells** – Marie Percy, M.D., Family Practice; **Specialists: Arlington** – Nancy Opara, O.D., Optometry; **Fort Worth** – Robin Herrmann, CRNA – Anesthesiology – Pediatric, Samuel Davis, M.D., Hematology/Oncology – Pediatric, Clendon Purnell, LPC, Licensed Professional Counselor, Todd Reeb, RNFA, Neurosurgery – Pediatric, Timothy Kremer, M.D., Ob/Gyn, Heidi Piper, N.P., Ob/Gyn, Farshid Ighani, M.D., Ophthalmology, David Bell, M.D., Oral Maxillofacial Surgery, Jeremy Watkins, M.D., Otolaryngology, Amani Terrell, M.D., Pediatric In-House Program, Elizabeth Conway, SLP, Speech Pathology, Eric Hubli, M.D., Plastic Surgery; **Granbury** – Kenneth Brassi D.C., Chiropractic, Toni Elliott, LPC, Licensed Professional Counselor, **Grand Prairie** – Juanita Day, O.D., Optometry; **Mineral Wells** – Richard Marmel, M.D., Anesthesiology, Jason Rowling, D.O., Anesthesiology, Alex Tseng, D.O., Anesthesiology;

Facilities: Fort Worth – Prestige Imaging, LLC.

STAR only: PCP: Arlington – Paul Lee, D.O., Family Practice, Charmain Collins-Cepeda, P.A., Pediatrics; **Denton** - Martin Thornton, D.O., Family Practice; **Fort Worth** – Saira Dar, M.D., Family Practice, Lauren Fallis, P.A., Pediatrics, Gina Fowler, D.O., Pediatrics, Elaine Lloren, D.O., Pediatrics, Katrina Willie, M.D., Pediatrics; **Keller** – Layla Edwards M.D., Pediatrics; **Specialists: Arlington** – Pameela Karimi, M.D., Neonatology; **Fort Worth** – Susan Bailey, M.D., Allergy – Pediatric, Stephen Donahue, M.D., Anesthesiology-Pediatric, Oscar Ghelber, M.D., Anesthesiology-Pediatric, Kelli Scheiden, CRNA, Anesthesiology - Pediatric, Jeffrey Zavaleta, M.D., Anesthesiology-Pediatric, Juan Cocjin, M.D., Emergency Medicine, Carl Shaw, M.D., Emergency Medicine – Pediatric, Hannah Smitherman, M.D., Emergency Medicine – Pediatric, Jill Radack, M.D., Endocrinology – Pediatric, Lauren Akers, D.O., Hematology/Oncology - Pediatric, Laura Greuner, LCSW, Vuong Dao, D.O., Pediatric In-House Program, Erik Templeton, M.D., Pediatric In-House Program; **Mansfield** – Marvin Faulkner, D.O., Pain Management; **Mineral Wells** – Leonard Poirier, M.D., Radiology, Thomas Rachner, M.D., Radiology, Lawrence Sanders, M.D., Radiology; **Weatherford** – Stephanie Woolfork, CRNA, Anesthesiology, Stephen Stamatis, M.D., Ob/Gyn; **Facilities: Arlington** – Trinity Park Surgery Center; **Denton** – Denton Regional Radiation Oncology; **North Richland Hills** – Calloway Creek Surgery Center.

Important phone numbers:

Cook Children's Health Plan	8 a.m. – 5 p.m., Monday – Friday
Member Services	800-964-2247 or 682-885-2247 www.cookchp.org 682-885-2148 fax
Care Management	800-860-2247 or 682-885-2252 www.cookchp.org 682-885-8402 fax
Mental Health Services - LifeSynch	866-258-0942
Vision Services – Total Vision Health Plan	800-465-6853
Network Development/Provider Relations	682-885-2247 or CCHPNetworkDev@cookchildrens.org