

Cook Children's Health Plan Membership Continues to Grow

Cook Children's Health Plan has a membership of 70,562. Cook Children's Health Plan now covers 41,801 Medicaid STAR members and 28,761 CHIP members. We appreciate the support you continue to provide to Cook Children's Health Plan.

CHIP Perinate Program

The date for the CHIP Perinate implementation has been revised to effective October 1, 2009. Cook Children's Health Plan will begin participation in the CHIP Perinate program at that time. Should you or your office have any questions regarding this program please do not hesitate to call your Provider Relations Specialists.

Information

CCHP will be bringing claims In-House starting October 1st. Please be looking for information as we move forward with this exciting process.

SSI Claims Address

As you are aware, Cook Children's Health Plan (CCHP) recently received several SSI members as part of the transition from Evercare to the various managed care plans. To ensure you have the appropriate information regarding claims submissions, please see the following:

All Texas Medicaid fee-for-service processing guidelines are followed in processing SSI claims, including the 95-day filing deadline.

Send claims through regular mail to:

Texas Medicaid and Healthcare Partnership
P.O. Box 200555
Austin, TX 78720-0555

Claims delivered by UPS or other courier methods are to be addressed to:

Texas Medicaid and Healthcare Partnership
12357-B Riata Trace Parkway, Suite 150
Austin, TX 78727

Texas Medicaid and Healthcare Partnership (TMHP) electronic claim submissions

Electronic claims submission is available to providers filing claims for SSI clients in STAR HMO's. Providers must use their provider identifier when billing. For assistance with enrolling to file electronic claims, contact the TMHP Electronic Data Interchange (EDI) Help Desk at 1-888-863-3638, or a TMHP provider representative.

Revisions to the Medical Transportation Program:

We recently received the following communication from the Health and Human Services Commission (HHSC), regarding a change in the Medical Transportation Program for our Medicaid members.

The Medical Transportation Program (MTP) helps clients get to their doctor's office, drugstore, or anywhere they get medical services.

Monday, June 8th- Medical Transportation will implement changes to the MTP Interactive Voice Response (IVR). The changes will provide more information to your members and provide them 24/7 access to information relating to their transportation services. MTP has been talking with clients about the changes for several weeks, but be prepared to answer questions and assist members reporting something is different with MTP.

The Medicaid number and DOB will be used for the portal of entry. The main menu will offer several options for the clients; however, those needing transportation services will choose the first option and be instructed to press **#1**. The other options are below.

If you are a person or contractor who provides transportation services, press #2.

This option is for contractors or individuals who provide services for our clients that are requesting information about their reimbursement, etc.

To learn more about transportation services, press #3.

This option will provide general information about MTP.

NOTE: Newborns without an assigned Medicaid number

The parent entering their own Medicaid number will identify newborns. A prompt will ask the parent or guardian to enter the date of birth for the person who needs the ride (infant's DOB). When there is NOT a match with the parents Medicaid number the message will ask if this is a newborn and when the parent replies, yes, it will transfer them to someone who will be able to assist with arranging the transportation service. If the parent does NOT enter any #, they will default to a call center staff member for assistance. Not all calls will be requesting a "ride," however, the same prompts will send them to staff that can assist with all MTP services as they do now.

THSteps Training

As part of our ongoing effort to keep you and your members informed on the importance of THSteps, CCHP, in conjunction with the Health and Human Services Commission, are offering you an Online Provider Education option. The training is located on the DSHS website at www.txhealthsteps.com

The purpose of THSteps Online Provider Education is to offer you a range of high-quality training opportunities. This training consists of a number of self-paced, web-based training modules. Continuing education (CE) credits can be awarded to eligible participants after the successful completion of each module.

2008 Quality Improvement Program Evaluation

Each year we evaluate our Quality Improvement Program and share our results with participating providers and members. Most measures are based on standards for service and quality of care established by the National Committee for Quality Assurance (NCQA) which maintains accreditation standards for managed care organizations like Cook Children's Health Plan (CCHP).

Results. In 2008, CCHP performance remained stable despite the addition of more stringent NCQA standards. This included an overall Provider Satisfaction score of 97 percent for the measurement period. There were over 15 HEDIS studies, 30 non-HEDIS clinical measures and 20 service-related indicators and measures tracked during the year.

Significant improvements were made in the following areas:

- Well-Child Visits-First 15 Months of Life
- Adolescent Well-Care Visits
- Lead Screening in Children
- Chlamydia Screening

Areas CCHP outperformed other health plans:

- Appropriate Asthma Medication Usage
- Frequency of Ongoing Prenatal Care
- Post Partum Care
- Follow-up Care for ADHD

Areas to revise, modify or add to the 2009 Quality Improvement Program:

- Additional Performance Indicators, including the development of a Key Performance Indicator Report that includes Marketing and the Business Intelligence Group.
- Modified service indicator standards to reflect the more stringent NCQA standards for new contract year, i.e. telephone abandonment rate and complaints investigation thresholds for provider offices.
- Additional HEDIS measures to better evaluate our disease management populations.

A large number of efforts for FY 2009 are geared towards NCQA Accreditation readiness. Almost 50 percent of the identified opportunities have been updated to meet NCQA standards. We look to possibly apply for accreditation in the spring of 2010.

To review our annual Quality Improvement Program Evaluation in its entirety, please go to our Web site at www.cookchp.org.

New Updated Web Site

Cook Children's Health Plan will be coming out with an updated and revised the Web site. The web address www.Cookchp.org will not change. Look for an upcoming announcement and 'go live' date. We hope you find it full of useful information and easy to navigate.

New Providers

We added 106 new providers in May and June. There are 59 new providers for both CHIP and STAR, 24 CHIP only providers and 23 new providers to STAR. They include:

CHIP and STAR: PCP: Arlington – Nancy Georgekutty, M.D., Family Practice; **Burleson** – Roy Caivano, D.O., Internal Medicine; **Carrollton** – Igho Olobia, M.D., Pediatrics; **Dallas** – James Matson, M.D., Pediatrics, Kyoo Rhee, M.D., Pediatrics, Cathleen Roberts, D.O., Pediatrics, Najmul Salman, M.D., Pediatrics, Sharron Sandell, M.D., Pediatrics; **Denton** - Eduardo Aguirre, D.O., Family Practice; **Euless** – Beverly Ewing, N.P., Family Practice; **Fort Worth** – John Gibson, M.D., Family Practice, Elaine Paik, M.D., Family Practice, Tiffany Pegarsch, N.P., Family Practice, Yun Tran, M.D., Family Practice, Darrin D’Agostino, D.O., Internal Medicine, Timothy Heath, M.D., Internal Medicine, Smita Subramanian, M.D., Internal Medicine, Ngoc Tran, D.O., Internal Medicine, Laura Mattingly, PA, Pediatrics, Daphne Shaw, M.D., Pediatrics; **Mineral Wells** – Srinivasa Mandadapu, M.D., Internal Medicine; **Specialists: Dallas** – Ryan Meyer, M.D., Pediatric Critical Care, Modini Vinai, M.D., Pediatric Critical Care; **Farmers Branch** – Renae Martin, OTR, Occupational Therapy, **Fort Worth** – Tatum Witt, CRNA, Anesthesiology, Arash Manzori, D.O., Cardiology, David Slife, D.O., Cardiology, Janice Collins, N.P., Gynecology, Carol Beyer, LCSW, Ann Revard, LCSW, Barbara Warren, LCSW, Bruce Feltrump-Exum, LMFT, Geethanjali Ramamurthy, M.D., Nephrology, Lincoln Chin, M.D., Neurology, Angela Flores, N.P., Obstetrics and Gynecology, Amy Henson, P.A., Obstetrics and Gynecology, Kathy Jagers, N.P., Obstetrics and Gynecology, Stephanie Lawrence, P.A., Obstetrics and Gynecology, Sylvia Moore, N.P., Obstetrics and Gynecology, Elizabeth Weaver, N.P., Obstetrics and Gynecology, John Whitfield, M.D., Obstetrics and Gynecology, David Baptiste, O.D., Optometry, Bonnie Ahrens, P.A., Orthopedic Surgery, Dianne Bowers, FNP, Surgery, Kala Bright, PNP, Urology Pediatric; **Granbury** - David Peters, M.D., Anesthesiology, Tawhid Gazi, M.D., Gastroenterology, Robert Yeaman, OD, Optometry; **Southlake** – David Abramson, M.D., Anesthesiology-Pediatric, Christopher Clarke, M.D., Anesthesiology-Pediatric, Stanley Davis, M.D., Anesthesiology-Pediatric, Joseph King, M.D., Anesthesiology-Pediatric, Glen Wyant, M.D., Anesthesiology-Pediatric, James Rothschilder, M.D., Anesthesiology-Pediatric; **Weatherford** - Stephen Lanier, OD, Optometry; **Ancillaries: Bedford** – The Brace Center; **Fort Worth** – Fort Worth Eye Prosthetics, Inc., Fort Worth Physical Therapy, Advocate Medical Services.

CHIP Only: PCP: Dallas – Michele Papo, M.D., Pediatrics; **Denton** – Stephanie Stewart, FNP, Family Practice, **Ft. Worth** - Sharon Jones, N.P. – Nurse Practitioner; **Weatherford** - June Hite, FNP; **Specialists: Arlington** – Kimberly Booker, Phd, Psychology; **Bedford** – Mona Alvi, M.D., Psychiatry; **Benbrook** – Jennifer Porter, LPC; **Fort Worth** – Tomas Murillo, M.D., Emergency Medicine Pediatric, Richard Jackson, M.D., General Surgery, Irasema Garcia, LPC, Elizabeth Wasonga, LPC, Russell Lawrence, M.D., Neonatology, Ponnaiah Mohan, M.D., Nephrology, Heidi Medcalf, P.A., Surgery, Rhonda Taylor, CRNA, Anesthesiology-Pediatric; **Granbury** – Chris Cheyne, O.D., Optometry; **Grand Prairie** – Anita Vincent O.D., Optometry; **Hurst** – Lisa Lawson LPC, Helen Orth, O.D., Optometry; **Mansfield** – Jeffrey Gallup, LPC, **Mineral Wells** – Jacob Baker, CRNA, Anesthesiology, Grey Guffey, CRNA, Anesthesiology, Dennis Occkigrosso Jr., CRNA, Anesthesiology, Robert Howington, CRNA, Anesthesiology; **Weatherford** - Mary Dennie, LPC.

STAR Only: PCP: Cleburne – Stephen Johnson, M.D., Family Practice; **Fort Worth** – Josephine Fowler, M.D., Family Practice, Tine Moore, PA, Pediatrics; **Granbury** – Lawrence Hess, FNP, Family Practice; **Specialist: Arlington** – Scott Tisdell, M.D., Neonatology; **Bedford** – John Broussard, EdD, Psychology; **Fort Worth** – Christopher Ward, CRNA, Anesthesiology, Sonay Basak, CRNA, Anesthesiology, Kristin Cody, CRNA, Anesthesiology, Israel Garcia, CRNA, Anesthesiology, Marion LeGros, CRNA, Anesthesiology, Kimberly Morris, CRNA, Anesthesiology, Suzanne Sparks, CRNA, Anesthesiology, Dale White, DC, Chiropractic, Eric Hubli, M.D., Plastic Surgery, Karen Nielson, M.D., Radiation Oncology, Stephen Sorgen M.D., Radiation Oncology, Artee Gandhi, M.D., Anesthesiology; **Hurst** - Christina York, PhD, Psychology; **Mineral Wells** - Narayana Atluru, M.D., Anesthesiology, Scott Blackwell, M.D., Anesthesiology, Alex Tseng, D.O., Anesthesiology, Jagadish Pappala, M.D., Cardiology.

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