

www.cookchp.org

Comments or suggestions may be emailed to
Network Development
CCHPNetworkDev@cookchildrens.org
Or call 682-885-2247

provider news

Membership Breaks the 60,000 Member Mark

As of May 1, 2009, Cook Children's Health Plan has a membership of 62,797. Cook Children's Health Plan now covers 34,955 Medicaid STAR members and 27,842 CHIP members. We appreciate the support you continue to provide to Cook Children's Health Plan.

New CHIP Member Numbers

Maximus, the enrollment broker for CHIP has cycled through another one million new Client Identification Numbers (CIN) in the Texas Children's Health Insurance Program. We expect to see the new alpha numeric character "M" appear in the March cut-off, April enrollment files. See information below:

Alpha Prefix	Numeric Conversion
A	0
D	1
G	2
J	3
M	4

For example:

A123456 is 0123456
D234567 is 1234567
G345678 is 2345678
J456789 is 3456789
M102346 is 4102346

Some SI Membership Returning to Health Plans

See page 4 for more information.

Cook Children's Health Plan VIP's



Cook Children's Health Plan is proud to recognize the doctors and staff at Tots and Tykes as VIP Providers.

Dr. Poquiz is a Fort Worth native and graduate of UT Southwestern Medical School, Dallas. He completed his residency at The University of Texas at Houston and then returned to Fort Worth to practice, in 1998. Tots and Tykes Pediatrics was established in 2000 by Dr. Poquiz.

With the help of associates, Adunni Morohunfola, M.D., Melody Burton, D.O., and Michelle O'Conner, RN, CPNP, the Tots and Tykes practice provides convenient, quality care with vibrant enthusiasm for their young patients. They dedicate themselves to the needs of the community by providing a special brand of "pediatrics with a passion" to all their members.

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.

Pediatric Outreach Series

Lunch-and-learn opportunities on child passenger safety

Safe Kids Tarrant County led by Cook Children's Community Health Outreach department is offering your staff an innovative learning opportunity, a child passenger safety (CPS) lunch-and-learn. The program, which can be scheduled to coincide with your staff's availability, will focus on how to educate and encourage patient families to integrate the "best practices" of child passenger safety on a daily basis. The target audience includes primary care physicians, pediatricians, nurses and other healthcare professionals.

Program objectives

Describe the magnitude of childhood injuries and deaths caused by motor vehicle collisions (MVC), the issues surrounding CPS, and ways child safety advocates can play a part in CPS.

Explain the basics of crash dynamics.

Identify four types of car restraints and the appropriate or "best practice" usage for children at various sizes and ages.

Describe current legislature activities that relate to the booster seat law and ways to promote passage of a stronger booster seat law in Texas.

Identify community resources available to health professional and families.

Program presenter

The lunch-and-learn will be presented by Cook Children's Community Health Outreach Injury Prevention Coordinator, Dana Walraven, CCLS, CPS-I. She has been a certified child life specialist since 1997 and worked in the Cook Children's Emergency Department since 1999, where she helped implement car seat safety programming. Dana has been a certified child passenger safety technician since 2003 and in 2008 became a certified child passenger safety instructor.

Accreditation statements

Cook Children's Medical Center is accredited by the Texas Medical Association to provide continuing medical education for physicians. Cook Children's Medical Center designates this educational activity for a maximum of 1.0 *AMA PRA Category 1 Credits*[™]. Physicians should only claim credit commensurate with the extent of their participation in the activity.

Cook Children's Medical Center is an approved provider of continuing nursing education by the Texas Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

This activity provides 1.0 contact hours. You must attend the activity in its entirety and complete and return the

For more information or to schedule a lunch-and-learn, please contact Dana Walraven at 682-885-5909 or dana.walraven@cookchildrens.org

What is Health Literacy?

The ability to understand health issues, make appropriate health decisions and follow treatment instructions are all components of health literacy. Reading the materials provided to the member/patient by CCHP or the member's provider does not necessarily demonstrate health literacy. The ability to process information and make appropriate decisions based on the information are also integral to being competent in health literacy.

Health literacy is not a problem specific to certain ethnicities or backgrounds. Studies have shown that health literacy problems exist across all economic and education backgrounds, ages, cultures, and races. Rates of disparities in health literacy, however, are higher among the minority, low income and those who speak English as a second language.

Improving Health Literacy – Tips from the Society of General Internal Medicine:

- Slow down. Take time to recognize warning signs. Patients may claim to forget their reading glasses, bring family members with them to visits or struggle with filling out health forms.
- Do not use medical jargon. Using words that the average person is familiar with can help patients understand the issues at hand.
- Use visual aids. Pictures and diagrams can help with comprehension and recall.
- Limit the amount of information given and repeat instructions.
- Confirm understanding – Have members/patients repeat instructions to demonstrate their understanding. Never simply ask “Do you understand?” as members/patients can easily reply “yes” even if they do not.

Cook Children's Health Plan relies on three communication methods to make certain that members understand the information they receive:

- All member literature is available in English and Spanish and is written at the sixth (6th) grade reading level.
- **Ask Me 3™** has been incorporated into the case and disease management program. This program was developed by the National Patient Safety Foundation in response to an Institute of Medicine (IOM) report on the impact of poor health literacy in the US. The program includes patient and provider education materials developed by leading health literacy experts. **Ask Me 3™** promotes three simple but essential questions that patients should ask their providers in every health care interaction. Providers should always encourage their patients to understand the answers to:

1. **What is my main problem?**
2. **What do I need to do?**
3. **Why is it important for me to do this?**

- The “Teach Back” method has also been incorporated into Cook Children's care management program. The intervention requires that the member or caregiver repeat back or demonstrate instructions/explanations which are repeated and reviewed by multiple members of the health care team. The caregiver is never asked, “Do you understand?”

Integrated Care Management Transition

Acute Care: To ensure continuity of patient care, providers are encouraged to continue seeing their current ICM patients after the termination of the program on June 1, 2009. Acute Care claims for Integrated Care Management (ICM) members with dates of service prior to June 1, 2009 will be processed by Texas Medicaid & Healthcare Partnership (TMHP) as ICM claims. Claims for services provided after June 1, 2009, will be processed by TMHP as traditional Medicaid claims or STAR SSI claims, depending on the member's benefit plan at the time of service, and will be subject to all the rules/requirements relevant to services in traditional Medicaid or STAR as described in the Texas Medicaid Provider Procedures Manual, including prior authorization requirements.

Authorization for services to ICM members provided by Evercare before June 1, 2009, will remain valid. After June 1, providers who need to change an existing authorization or obtain new authorization for ICM members that have been moved to traditional Medicaid should call the TMHP Contact Center at 1-800-925-9126. Providers who need to change an existing authorization or obtain new authorization for ICM members that have been enrolled in STAR must call the member's STAR health plan.

Long-term Services and Supports: LTSS claims for ICM members with dates before or after June 1, 2009 will be processed by TMHP. The current service authorizations will continue on the same plan year; however, the current ICM PHC and DAHS codes will be changed to the traditional PHC and DAHS codes effective June 1, 2009. The current ICM waiver service codes will continue to be used. To identify the MAO population, a "W" suffix is added to the CBA service code. To identify the SSI population, a "Y" suffix is added to the CBA service code.

Who to call

I would like...	Call	Toll-free phone numbers
...help with current ICM services before June 1, 2009.	Evercare	1-866-915-6474 TDD 1-800-735-2989
...information about the change from ICM to traditional Medicaid/STAR.	Medicaid Managed Care Helpline	1-866-566-8989
...information about the STAR program.	MAXIMUS	1-800-964-2777 TDD 1-800-267-5008
... information about Medicaid benefits or eligibility.	HHSC	211
... CBA, PHC, or DAHS services.	DADS Intake	1-888-337-6377
...help with acute care claims or prior authorization for an ICM patient.	TMHP Contact Center	1-800-925-9126
...help with claims for long-term services and supports.	TMHP Call Center/Help Desk	1-800-626-4117 or 1-800-727-5436
...help with ICM authorizations for long-term services and supports prior to 6/1/09.	Evercare	1-866-915-6474 TDD 1-800-735-2989
...help with authorizations for long-term services and supports after 6/1/09.	DADS Intake	1-888-337-6377

For more information about the ICM program transition, please visit: <http://www.hhsc.state.tx.us>.

THSteps Claim Information

Cook Children's Health Plan (CCHP) would like to assist you in providing the necessary care to your patients, our members. We will be sending out a letter to you each month listing the names of our members who are new in your practice. These members also meet the criteria for THSteps services. They are new to our health plan and under age 21. As part of the Texas Health Steps (THSteps) and well-child services, CCHP will be making calls to these members to remind them to make an appointment with your office.

The seven elements that constitute a complete EPSDT/THSteps checkup include:

- A comprehensive health and development history.
- A comprehensive unclothed physical.
- The appropriate immunizations, using the Texas Vaccine for Children immunizations.
- Lab tests (including lead blood level assessment appropriate for age and risk factors).
- Health education (including anticipatory guidance).
- Age appropriate vision and hearing screening.
- A dental screening.

When submitting your claims for these services please ensure the following information is included on the claim form:

- Ensure your attested to THSteps TPI number and the attested to NPI number associated with that particular TPI number is on the claim form.
- **For Paper claims:** Benefit indicator is required on paper claims. This is the "EP1" in box 11C.
- **EDI Claims:** Need to have "EP1" on Loop 2000B on segment "SVR" in the "03" Field and the EPSDT indicator "01" in Loop 2300 in segment "CLM" in field 12.

Cook Children's Health Plan Member Event



Cook Children's Health Plan (CCHP) sponsored a community health fair at the Greenbriar Community Center in Fort Worth on Sat., April 18, 2009.

More than 250 people attended and visited the various booths set up by community organizations to service them. Vendors included Home Depot, who provided activities for children, YMCA, Safe Kids, Maximus (THSteps information), Tarrant Immunization Collaboration, South Texas Dental, The Midwife Center and many others. CCHP will also be sponsoring the HiKids Back in School Celebration at Greenbriar on Saturday, Sept. 26, 2009.

New Providers

We added 96 new providers in March and April. There are 31 providers that are both CHIP/STAR, 34 new providers to the CHIP program and 31 new providers to STAR. They include:

CHIP and STAR: PCP: Carrollton – Jyoti Murthy, M.D., Pediatrics, Sinduhu Philip, M.D., Pediatrics; **Dallas** – Daria Alexandrova, M.D., Pediatrics, Sonal Jain, M.D., Pediatrics, Nehal Shah, M.D., Pediatrics, Rekha Sivadasan, M.D., Pediatrics; **Denton** – Mostaque Chowdhury, M.D., Family Practice, Maritza Roman-Prado, FNP, Family Practice; **Fort Worth** – Nusrath Habiba, M.D., Pediatrics; **Pilot Point** - Lisa Houk, FNP, Family Practice; **Plano** – Ray Tsai, M.D., Pediatrics; **Specialists: Dallas** – Margaret Bell, M.D., Pathology, Stephen Jolissant, M.D., Pathology, Jon Lewis, M.D., Pathology, Edgar McKee M.D., Pathology, David Miksits, M.D., Pathology, Michael Robles, M.D., Pathology, Murray Solomon, M.D., Pathology, Jana Sullinger, M.D., Pathology, LeAnn Kridelbaugh, M.D., Physician Nutrition Specialist; **Denton** – Joye Jones, LPC; **Fort Worth** – Timothy Jones, D.O., Ob/Gyn, Shelagh Larson, FNP, Ob/Gyn, Rohan Clarke, M.D., Gastroenterology, Michael Darnell, M.D., General Surgery, Kimberly Madeja, LCSW, Stephanie Golden, LPC; **Grand Prairie** – Michael McCullough, D.O., Ob/Gyn; **Mineral Wells** – Bradley Kryst, CRNA; **Facilities: Bridgeport** – Doctors Hospital; **Plano** - Pediatric Surgery Center; **Fort Worth** – Urological Surgery Center of Fort Worth.

CHIP Only: PCP: Granbury- Darren George, D.O., Family Practice; **Plano** – Anh Trinh, M.D., Pediatrics; **Specialists: Dallas** – Mandy Warthan, M.D., Dermatopathology, Stephen Aldred, M.D., Pathology, Robin Branch, M.D., Pathology, Henry Huffman, M.D., Pathology, Kimberly Welter, M.D., Pathology; **Decatur** – Alfred Santos, M.D., General Surgery; **Fort Worth** - Cathy Barker, CRNA, Anesthesiology, Joyelle Bebbly, CRNA, Anesthesiology, Linda Bendure, CRNA, Anesthesiology, Carolyn Burnett, CRNA, Anesthesiology, Kristin Cody, CRNA, Anesthesiology, Tricia Desabrais, CRNA, Anesthesiology, Deborah Ellis, CRNA, Anesthesiology, Oscar Fimbres, CRNA, Anesthesiology, Isreal Garcia, CRNA, Anesthesiology, Vicki Hancock, CRNA, Anesthesiology, Tricia Klein, CRNA, Anesthesiology, Kassandra Kubles, CRNA, Anesthesiology, Steven Lopez, CRNA, Anesthesiology, Sarah Macomber, CRNA, Anesthesiology, Jeanice Mukherjee, CRNA, Anesthesiology, Christopher Ward, CRNA, Anesthesiology, Jacquelyn Miller, CRNA, Anesthesiology, Marian Nelson, CRNA, Anesthesiology, Jennifer Norwood, CRNA, Anesthesiology, Roland Thomason, CRNA, Anesthesiology, James Uselton, CRNA, Anesthesiology, David Wagner, CRNA, Anesthesiology, Carolyn Cruse, PsyD, Psychology, Elizabeth Stephens, LMSW.

STAR Only: PCP: Bedford – Christina Leung, M.D., Pediatrics; **Fort Worth** – Barbara Estment, M.D., Family Practice, Karen Smith, M.D., Family Practice, Michel Fernandez, M.D., Internal Medicine, Nadeem Patel, M.D., Internal Medicine, Kara Stewart, M.D., Pediatrics, Jenica Rose-Stine, D.O., Pediatrics, Howard Clarke, PA-C, Family Practice; **Glenrose** – Karen Burroughs, M.D., Family Practice, **Weatherford** – Rupa Pachigolla, M.D., Family Practice; **Specialists: Dallas**- Robin Branch, M.D., Pathology; **Fort Worth** - Jay Duncan M.D., Intensive Care-Pediatric, Donald Stewart, M.D., Orthopedic Surgery, Brian Tobias D.O., Orthopedic Surgery, Robin Hermann, CRNA, Anesthesiology-Pediatric, Rebekah Rayan, CRNA, Anesthesiology-Pediatric, Delia Wiles, CRNA, Anesthesiology-Pediatric, Jana Peretti, PA, Cardiology, Lori Roth, PA, Cardiology; **Granbury** - Glen Pu, M.D., Radiology, Rita Benson, LPC; **Mineral Wells** - David Mould, M.D., Anesthesiology, Richard Marmel M.D., Anesthesiology; **Weatherford** - Ravi Pachigolla, M.D., Otolaryngology; **Facilities: USMD Hospital at Fort Worth; Ancillaries: Granbury** - Best Value Ron's Pharmacy.

Important phone numbers:

Cook Children's Health Plan Member Services	8 a.m. – 5 p.m., Monday – Friday 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