

## Cook Children's Health Plan Membership Update:

Cook Children's Health Plan has a membership of 74,035 as of November 1, 2009.

Cook Children's Health Plan now covers 44,720 Medicaid STAR members and 29,315 CHIP members. We appreciate the support you continue to provide to Cook Children's Health Plan.

## CCHP Claims PO Box

As of October 1, all claims should be sent to:

**Cook Children's Health Plan  
PO Box 961295  
Fort Worth, TX 76161**

All appeals and other correspondence should be sent to:

**Cook Children's Health Plan  
PO Box 2488  
Ft. Worth, TX 76113**

## Specialty Office Managers Meeting

CCHP has started a quarterly office managers meeting for the specialty physicians. This is in addition to the PCP office managers meetings which are ongoing. Look for an invitation for the next specialty office managers meeting scheduled for December.

## Additional Resources for the Flu:



The Department of State Health Services (DSHS) has established a system for ordering the novel H1N1 vaccine, which is free to providers and recipients. Texas Health Steps providers are encouraged to order the vaccine, if they have not already.

For more information visit,

[www.dshs.state.tx.us/txflu/flu-vaccineprovider.shtm](http://www.dshs.state.tx.us/txflu/flu-vaccineprovider.shtm).

The Texas Medicaid program is providing reimbursement for the administration of the vaccine effective October 1, 2009. Information is available on the Texas Medicaid and Healthcare Partnership's website at [www.tmhp.com/default.aspx](http://www.tmhp.com/default.aspx). Click on the picture of the syringe in the bull's eye, or call 1-800-925-9126.

Visit [www.TexasFlu.org](http://www.TexasFlu.org), the DSHS site for flu information in Texas. Be sure to bookmark it for future reference. You can also sign up to receive email notices when additional information is posted.

# What is Texas PASS?

Texas Pediatric Access to Subspecialists (Texas PASS) is a 24/7 telephone consultation network for primary care providers (PCPs) who treat children served by Medicaid. The Department of Pediatrics at UT Southwestern Medical Center, in conjunction with the Texas Health and Human Services Commission, has developed this network, available free of charge to PCPs and their patients.

Texas PASS consulting subspecialists are on the faculty of UT Southwestern and are members of the medical staff at Children's Medical Center Dallas.

## Texas PASS Addresses an Urgent Need

Many infants and children do not have access to pediatric subspecialty care because:

- There is a shortage of pediatric subspecialty providers in Texas
- Many families live far from subspecialty providers
- Many pediatric subspecialists do not accept Medicaid

## Goals of Texas PASS

Facilitated by Texas PASS, telephone consultations between PCPs and UT Southwestern faculty subspecialists will:

- Provide prompt subspecialty consultation while the patient is in the office, clinic, or urgent care facility
- Improve communication and care coordination between the PCP and the subspecialist
- Reinforce the resources of the patient's medical home
- Reduce unnecessary referrals to subspecialists or hospital emergency rooms
- Minimize patient travel and missed time from work or school
- Improve patient access to pediatric subspecialty services

## Services Provided

Texas PASS currently provides PCPs access to telephone consultations with UT Southwestern faculty pediatric subspecialists in:

- Child Psychiatry
- Cardiology
- Gastroenterology

As the program expands, other subspecialties will be added.

## How to Access Texas PASS

PCPs in Northeast and North Central Texas can obtain pediatric subspecialty consultations 24/7 by calling: **Toll-free: 877-282-PASS (7277) or 214-648-2222**

Texas PASS network coordinators will arrange telephone consultations within 30 minutes between the PCP and the pediatric subspecialist. A list of available subspecialists will be provided if the child needs to be seen.

**There is no charge to the PCP or to the patient for the telephone consultation.**

PCPs will be asked to provide their contact information, patient demographics, and the patient's Medicaid identification number. The network coordinators will follow up with the PCPs to:

- Provide documentation of the telephone consultation
- Determine if the child was referred to a subspecialist
- Obtain feedback about the quality of this new program

# 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, Cook Children's Health Plan (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 in which 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 the new contract year (e.g., 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 a possible application 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](http://www.cookchp.org).

## **Updated Web Site**

Cook Children's Health Plan has launched an updated and revised Web site. The web address, [www.cookchp.org](http://www.cookchp.org), has not changed. We hope you find it full of useful information and easy to navigate.

## New Providers

We added 110 new providers in September and October. There are 44 new providers for both CHIP and STAR, 44 CHIP only providers and 22 new providers to STAR. They include:

**CHIP and STAR: PCP: Arlington** – Stuart Hill, M.D., Family Practice; Alejandro Jaramillo, M.D., Pediatrics, Uzoamaka Obinabo, M.D., Family Practice, **Bedford** – Suguna Neelakantan, M.D. Internal Medicine, **Fort Worth** – Maria Asprilla, D.O., Internal Medicine, Rowan Campbell, M.D., Internal Medicine, Mostaque Chowdhury, M.D., Family Practice, Christopher Cooper, P.A., Pediatrics, Mukhtiar Karjeker, M.D., Family Practice, Nadia Malik, M.D., Internal Medicine Amanda Mendez, N.P., Family Practice, Kakhif Piracha, M.D., Internal Medicine, Muhammad Qureshi, M.D., Internal Medicine, Mary Roh, M.D., Pediatrics, Saba Shabnam, M.D., Family Practice, **Specialists: Arlington** – Robert Hein, M.D., Pain Management, **Burleson**- Andre Le O.D, Optometry, **Dallas** – Heidi Harms, M.D., Ob/Gyn, Michelle Heintges, M.D., Ob/Gyn, Amy Sigman, M.D., Ob/Gyn, Amie Napier, M.D., Ob/Gyn, **Desoto** – Farida Ali, M.D., Psychiatry, **Fort Worth** – Michael Clark, P.A., Cardiology, Julie Moyers, LPC, Neena Bhagat, M.D., Nephrology, Patrick Nef, M.D., Nephrology, Avinash Vallurupalli, D.O., Nephrology, Samatha Chandupatla, M.D. Nephrology, Amber Hussain, N.P., Ob/Gyn, Tania Lopez, N.M., Ob/Gyn, Anuradha Lingam, M.D., Oncology, Oteng Hoadu, O.D., Optometry, Lauren Roe, MSSLP, Speech Pathology, **Granbury** – Amanda Smith, M.A., Audiologist, Lon Walder D.O., Cardiovascular Surgery, **Grand Prairie** – Michael Grace, O.D., Optometry, **Lewisville** – Tamara Harris, OTR, Occupational Therapy, **McKinney** - Amelia Gannaway, SLP, Speech Pathology, **Plano** – Steven Berkey DPM, Podiatry, **Savannah** – Kristi Corder D.C., Chiropractic, **Weatherford** – Steve Frawley, CRNA, Anesthesiology, **Ancillaries: Burleson** – Southwest Endoscopy and Surgery Center, **Crowley** – Golden Rule Home Health, **Fort Worth** – Cross Timbers Physical Therapy

**CHIP Only: PCP: Arlington** – Padmaja Battula, M.D., Family Practice, **Boyd** – James Sowards, FNP, Family Practice **Bridgeport** – Betty Masching, **Fort Worth** – Kathryn Edwards, M.D., Pediatrics, David Hess, M.D., Family Practice, Jo Anne King, D.O. Family Practice, Amy Moss, M.D., Internal Medicine, Bhavna Tanna, M.D., Family Practice, **Granbury** – Kelly O’Carroll, M.D., Internal Medicine, **Grand Prairie** – Mai Tran, M.D., Pediatrics, **Mineral Wells** – Robin Knight, D.O., Internal Medicine, **Specialists: Arlington** – William English, M.D., Cardiology, Mark Dirnberger, D.O., Neuromusculoskeletal Medicine, Timothy Gorski, M.D., Ob/Gyn, **Benbrook** - Holly Nance, LPC, **Denton** – Cathy Huffner, D.C., Chiropractic, **Fort Worth** – Chandra Beals M.D., Anesthesiology – Pediatric, Imad Yamout, M.D., Anesthesiology – Pediatric, Leah Creamer, N.P., Gynecology, Elie Choufani, M.D., Hematology, Holly Garrett, LCSA, Mary Glenn, LPC, Ngina Connors, M.D., Maternal Fetal Medicine, Annie Chi, M.D., Neonatology, Peter Nguyen, M.D., Nephrology, Krishanababu Chundiri, M.D., Neurology, Sunny Glenn, M.D., Ob/Gyn, Rachel Lusby, M.D., Ob/Gyn, William Altig, O.D., Optometry, Farooq Selod, M.D., Orthopedic Surgery, Manish Kotecha M.D., Radiology, Curtis Mitchell, M.D., Radiology, Joseph Heyne, M.D., Surgery, Ana Maria Gomez, M.D., Pathology, **Granbury** – Bradley Hart, M.D., General Surgery, Peter O’Carroll, M.D., Neurology, **Lewisville** – Jack Cockburn LPC., McKinney – Kathy Myers, OTR, **Mineral Wells** – Lemuel Newton, M.D., Anesthesiology. North Richland Hills – Kimberly Osborne O.D., Optometry, **Southlake** – Kristen Ogg, D.O., Anesthesiology – Pediatric, Weatherford – Cynthia Bollerman, CRNA, Anesthesiology Richard Schellin, D.O., Radiology, **Ancillaries: Arlington** - Vivicare Health Partners, Home Health

**STAR Only: PCP: Fort Worth** – Carla Smith, D.O., Pediatrics, **Specialist: Denton** - Gus Gonzalez, M.D., Radiation Oncology, **Fort Worth** - Lindsey Newton Huggins, M.D., Pediatrics, Leah Bhatki, M.D, Anesthesiology-Pediatric, Matthew Cavey, M.D., Radiation Oncology, Prasanthi Ganesa, M.D., Medical Oncology, Chad Hamner, M.D., General Surgery – Pediatric, Helena Iannaccone, N.P., Radiation Oncology, Shadean MAnsoor, M.D., Radiation Oncology, Tomas Murillo, M.D., Emergency Medicine – Pediatric, Steve Muyskens M.D., Cardiology – Pediatric, Michael Perry, M.D., Neurology – Pediatric, Vinaya Potluri, M.D., Oncology, Bibas Reddy, D.O., Oncology, Ana Rios M.D., Infectious Disease Pediatric, Travis Thompson, M.D., Radiation Oncology, Kelly Vallance, M.D., Hematology/Oncology Pediatric, Henry Xiong, M.D., Oncology, **Mineral Wells** – Deborah Grieder, CRNA, Anesthesiology, Grey Guffey CRNA, Anesthesiology, Phillip Parkinson CRNA, Anesthesiology, **Weatherford** – Shandy Grisham , M.D., Radiation Oncology

### 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 <a href="http://www.cookchp.org">www.cookchp.org</a> 682-885-2148 fax
Care Management	800-860-2247 or 682-885-2252 <a href="http://www.cookchp.org">www.cookchp.org</a> 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 <a href="mailto:CCHPNetworkDev@cookchildrens.org">CCHPNetworkDev@cookchildrens.org</a>