

## Cook Children's Health Plan Membership Update:

Cook Children's Health Plan has a membership of 79,398 as of January 1, 2010.

Cook Children's Health Plan now covers 49,206 Medicaid STAR members and 30,192 CHIP members. We appreciate the support you continue to provide to Cook Children's Health Plan.

## CCHP Claims PO Box

We continue to receive some claims through our old claims address. Please be sure to make a note and check that your paper claims are being sent to the correct address to ensure prompt services.

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**

## Information Sources

Cook Children's Health Plan (CCHP) continues to provide updated information to assist in your day to day operations. A variety of information is provided through the CCHP website, [www.cookchp.org](http://www.cookchp.org).

There are also a number of other resources that may be helpful to you:

### Current periodicity schedule

You can find the most current information regarding the periodicity schedule at the following link:

[http://www.dshs.state.tx.us/thsteps/pdfdocs/periodicity\\_sch\\_edule.pdf](http://www.dshs.state.tx.us/thsteps/pdfdocs/periodicity_sch_edule.pdf)

### Diagnosis, evaluation and treatment of ADD/ADHD

Attention Deficit Disorder Association (ADDA)

Web site: [www.add.org](http://www.add.org)

PDF guideline:

[http://www.add.org/pdf/GuidingPrinciples021206Rev\[1\].pdf](http://www.add.org/pdf/GuidingPrinciples021206Rev[1].pdf)

**Health Literacy:** Recognizing and responding to health literacy problems of adult and pediatric patients.

[www.npsf.org/askme3](http://www.npsf.org/askme3)

### American College of Physicians Foundation

Web site: <http://www.foundation.acponline.org/index.htm>

Video: <http://www.foundation.acponline.org/hl/hlvideo.htm>

# Uniform Managed Care Marketing Guidelines

The following information relates to policies that apply to CHIP and Medicaid Managed Care providers which was effective on August 1, 2009. These policies affect the marketing guidelines which providers must comply with per their agreements with managed care organizations.

The managed care organization is required to inform its network providers of the following policies:

1. Providers are permitted to educate/inform their patients about the CHIP/Medicaid managed care programs in which they participate.
2. Providers may inform their patients of the benefits, services and specialty care services offered through the MCOs in which they participate. However, providers may not recommend one MCO over another MCO, offer patients incentives to select one MCO over another MCO, or assist the patient in deciding to select a specific MCO.
3. At the patient's request, providers may give patients the information necessary to contact a particular MCO.
4. Providers must distribute and/or display health-related materials for **all contracted MCOs or choose not to distribute and/or display for any contracted MCO.**
5. Providers must display stickers submitted by **all contracted MCOs or choose not to display stickers for any contracted MCOs**
6. Providers may distribute children's Medicaid/CHIP applications to families of uninsured children and assist with completing the application.
7. Providers may direct patients to enroll in the CHIP/Medicaid managed care programs by calling the administrative services contractor.
8. The MCO may conduct member orientation for its members, in a private/conference room at a provider's office, but not in common areas at a provider's office.

## 2009 Provider Satisfaction Survey

We would like to thank everyone who participated in the 2009 Provider Satisfaction Survey. We do appreciate your input and support. Two important factors within the survey were the percentage of positive responses and if you would recommend CCHP to a colleague. Your responses were:

- 94 percent of all responses were positive.
- 98 percent of respondents would recommend Cook Children's Health Plan to a colleague.

Please contact us if you have any specific questions regarding the survey. Thank you again for your continued support.

# 2010 Texas Health Steps Billing

## Texas Health Steps Billing Information

New members should receive their well-child (THSteps) within the first 90 days of enrollment.

- Diagnosis code is always V20.2

With the implementation of NPI#s, the benefit code of EP1 is required on all well-child claims submitted.

Be sure that your THSteps TPI# and the attested NPI# associated with that TPI# is on the claims form.

### **FOR PAPER CLAIMS:**

- Benefit code is required on paper claims. The “EP1” indicator is entered in box 11C.
- Be sure that your THSteps TPI# and the attested NPI# associated with that TPI# is on the claims form.

### **FOR EDI CLAIMS:**

- “EP1” needs to be on Loop 2000B on segment “SBR” in the “03” field and the EPSDT indicator “01” in Loop 2300 in segment “CLM” in field 12.

## Supplemental Security Income (SSI)

### Claims Address Information

This is a reminder that although SSI Members were moved to traditional Medicaid or absorbed into the STAR plans as of June 1, 2009, there still is some confusion with regard to the payment of claims for SSI members services. Even though the members are assigned to CCHP, the claims are paid by TMHP. All SSI member claims should be submitted to:

Texas Medicaid and Healthcare Partnership  
PO Box 200555  
Austin, TX 78720-0555

or

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

## New Providers

We added 102 new providers in November and December. There are 45 new providers for both CHIP and STAR, 32 CHIP only providers and 25 new providers to STAR. They include:

**CHIP and STAR: PCP: Arlington** – Thomas Edwards, D.O., Family Practice, Erica Scott, FNP, Family Practice, Rhonda Hagey-Levert, M.D., Internal Medicine; **Fort Worth** – Kissi Blackwell, M.D., Family Practice, Jinju Nahidi, D.O., Family Practice, Paul Payberah, PA, Family Practice, Justus Peters, M.D., Family Practice; **Grand Prairie** – Asfia Sayeed, M.D., Family Practice; **Plano** – Yvette Almendarez, M.D., Pediatrics; **Saginaw** – Marry Nanny, FNP, Family Practice; **Specialists: Bedford** – Mark Scroggins, M.D., OB/Gyn; **Benbrook** – Phillip Hanson, OD, Optometry; **Burleson** – Andre Le, OD, Optometry; **Dallas** – Samir Chhaya, M.D., Radiology, Jain Sanjay, M.D., Radiology, Scott Lin, M.D., Radiology; **Fort Worth** – H. Phil Lobstein, M.D., Cardiology, Nasim Akhtar, M.D., Cardiovascular Surgery, George Khammar, M.D., Cardiovascular Surgery, Amir Malik, M.D., Cardiovascular Surgery, Stephen Newman, M.D., Cardiovascular Surgery, Syed Shah, M.D., Cardiovascular Surgery, Matthew Mittelbronn, M.D., Dermatology, Azhar Afaq, M.D., Endocrinology, Shilpa Madadi, M.D., Gastroenterology, Kalman Narayan, M.D., Gastroenterology, Sarah Francis, LPC, Licensed Professional Counselor, Royland Robinson, M.D., Maternal Fetal Medicine, Peter Ramirez, M.D., Nephrology, Joseph Pallone, M.D., Ob/Gyn, Christopher Stevens, M.D., Ob/Gyn, David Baptiste, OD, Optometry, Pamela Sherman, M.D., Orthopedic Surgery, Paul Reder, M.D., Otolaryngology, Lori Schomberg, PA, Physician Assistant, Sara Adams, SLP, Speech Pathology, Patrick Prevo, M.D., Sports Medicine; **Granbury** – Christopher Kochan, M.D., Anesthesiology; **Hurst** – Michael Kane, OD, Optometry; **Mansfield** – Douglas Sinn, DDS, Oral Maxillofacial Surgery; **North Richland Hills** – Paul Rea, OD, Optometry; **Saginaw** – Daniel Morais, OD, Optometry; **Southlake** – Bobbye Records, SLP, Speech Pathology; **Weatherford** – Lorren Mott, M.D., Cardiology; **Ancillaries: Glen Rose** – Glen Rose Physical Therapy.

**CHIP Only: PCP: Bedford** – John Locke, D.O., Internal Medicine; **Cedar Hill** – Donald Phillips, M.D., Internal Medicine; **Decatur** – Loren Lasater, M.D., Family Practice; **Fort Worth** – Travis Brown, M.D., Family Practice, Iqbal Hussain, M.D., Internal Medicine, Afia Umer, M.D., Internal Medicine, Vuong Uong, M.D., Internal Medicine, Lisa Jones, N.P., Pediatrics, Laura Feller, PA, Physician Assistant, Becky Miller, PA, Physician Assistant; **Keller** – Bruce Martin, M.D., Pediatrics; **Mineral Wells** – Sandra Peyton, M.D., Family Practice; **Watauga** – Mohd Uddin, M.D., Family Practice; **Specialists: Arlington** – Brian Haseloff, M.D., Sports Medicine; **Fort Worth** – Chandra Beals, M.D., Anesthesiology – Pediatric, Randall Hall, D.O., Cardiology, Jennifer Naiser, D.O., Cardiology, Farhan Ali, M.D., Cardiovascular Surgery, Balamurugan Sankarapandian, M.D., Nephrology, Ambika Nair, M.D., Neurology, Scott Ransom, D.O., Ob/Gyn, DeEtte Vasques, D.O., Ob/Gyn, Lynda Dao, OD, Optometry, Jaclynn Fisher, OD, Optometry, Barrett Lane, PA, Orthopedic Surgery, Gary Etter, M.D., Psychiatry, Debra Kowalski, M.D., Psychiatry, Leslie Smith, M.D., Psychiatry, Alan Stockard, D.O., Sports Medicine; **Hurst** – Mark Schwartz, OD, Optometry, Arlene Schwartz, OP Optometry, **Kennedale** – Maria Field, LPC; **Weatherford** – Guduru Reddy, M.D., Cardiology.

**STAR Only: PCP: Arlington** – Laurie Gray, M.D., Pediatrics; **Fort Worth** – Joseph Carter, M.D., Family Practice, Bhavna Tanna, M.D., Family Practice, Sabina Amin, M.D., Internal Medicine; **Glen Rose** – Julia Hutchinson, M.D., Internal Medicine; **Granbury** – Kelly O'Carroll, M.D., Internal Medicine; **Weatherford** – Heather Back, D.O., Family Practice; **Specialist: Denton** – Jaret Walker, DPM, Podiatry, J. Carlos Hernandez, M.D., Radiation Oncology, **Fort Worth** – Kit Jones, LPC, Biser Rangelov, LPC, Phuc Nguyen, D.O., Nephrology, Lindsay Stephens, NM, Nurse Midwife, Sunny Glenn, M.D., Ob/Gyn, Rachel Lusby, M.D., Ob/Gyn, George Matthews, M.D., Ophthalmology, Jared Inman, M.D., Otolaryngology, John Saito, M.D., Pulmonary Medicine, Joseph Heyne, M.D., Surgery, Heidi Medcalf, PA, Surgery; **Granbury** – Peter O'Carroll, M.D., Neurology; **Mineral Wells** – Dennis Occkio grosso, Jr., CRNA, Anesthesiology, Donald Eckard, M.D., Radiology.

### 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 <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>