

Cook Children's Health Plan Membership Continues to GROW:

Cook Children's Health Plan has a membership of 88,421 as of June 1, 2010. We now cover 56,438 Medicaid STAR members and 31,983 CHIP members. We appreciate the support you continue to provide to Cook Children's Health Plan.

HICFA forms

There are a few providers which continue to submit black HICFA forms to CCHP for processing.

While we have accepted this color form in the past, starting December 1, 2010 we will no longer be able to accept a black color HICFA form. Our new claims system will not recognize and load the black form. If you are not able to submit your claims through an EDI claims submission vendor and need to continue to submit via paper forms, you will need to use the Red HICFA form for your claim submission.

EDI Submissions

Approximately 65 percent of all claims received by Cook Children's Health Plan (CCHP) are sent through an EDI file. There are many advantages for submitting your claim via an electronic file:

- Quicker turnaround time
- Lower administrative costs
- Less chance of errors due to data entry

To find out more about EDI claims submission, please contact your CCHP representative.

Claims Address

We continue to receive claims which have been submitted to our old address. Over the next few months, we will no longer be receiving mail from this old PO Box. This can create issues for each of us, such as:

1. Claims not received in a timely manner.
2. Payment delays since the claim was sent to the incorrect address.

As of October 1, 2009, all claims must 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**

Appointment Availability Standards:

Our mission is to ensure our members receive timely and appropriate care with the right provider, in the right setting, at the right time. Outlined below are our established availability standards set forth by the Health and Human Services Commission (HHSC).

CCHP has developed an ongoing method to monitor appointment and provider availability via “secret shopper”. Your office will be contacted to assess one or more of the standards below. If you have any questions, please do not hesitate to contact our QI Department at (682) 885-1410.

Indicator	Standard
Emergency Services	Provided upon presentation at the service delivery site.
Urgent Care	Appt available within 24 hours of request
Appointments for Routine Primary Care	Routine appointments shall be offered within 14 days from the date an individual contacts the provider for an appointment.
Initial Outpatient BH	Within 14 days of request
Routine Specialty Care	Referrals must be provided within 30 days of request.
Prenatal Care	Appt available within 2 weeks, except for high-risk pregnancies or new Members in the third trimester, for whom an appointment must be offered within 5 days. Or immediately, if an emergency exists.
Preventive Care for Children	Well-child checkups should be offered in accordance with the AAP periodicity schedule. THSteps Program medications to the periodicity schedule should be utilized for Medicaid members. For newly enrolled members under 21, overdue or upcoming well-child checkups, including Texas Health Steps medical checkups, should be offered as soon as practicable, but in no case later than 60 days of enrollment.
Preventive Care Newborn	At birth or within 2 weeks, and for newly enrolled members, within 14 days.
Adult Preventive Health	Within 90 days of request.
Office Wait Time	0-30 minute average wait time for scheduled appointments.
Coverage Availability 24 hours per day/7 days per week	All calls must be answered within 30 minutes. In the event an individual contacts a participating PCPs office after regular business hours, the office telephone is (1) answered by an answering service, (2) by a recording in the language of each of the major populations groups served by the provider, directing the member to call another number to reach the PCP, or (3) is transferred to another location where someone is able to contact the PCP or designated backup practitioner.

Two Ways You Can Help Us Measure Quality of Care: CPT^{®1} Category II Codes and Well-Visit Billing

We encourage you to please bill for well-visit screenings conducted during a sick visit.

When you use Category II CPT and Category I CPT/HCPC codes for outpatient services and test results your quality of care measures improve².

Some patients only seek care when ill, but may have immunizations or screenings they are behind on. Coding the visit as a sick visit AND coding for preventative services conducted, will greatly decrease the need for chart reviews for HEDIS measures.

Another way to reduce the need for chart reviews is through the use of CPT Category II codes. CPT Category II codes are supplemental tracking codes that are meant to facilitate data collection about quality of care. For example, let's say your practice is trying to track the use of beta-blocker therapy and you don't have an electronic medical record system. Reporting Category II code 0007F, "Beta-blocker therapy, prescribed," will allow you to do this through your billing software rather than through chart reviews. In addition, these codes allow health plans to determine numerator compliance through analysis of claims submitted by your office, reducing the need for chart reviews for HEDIS measures.

Claims-Based Reporting Principles

- Well-Visit CPT or ICD-9 Diagnosis codes must be reported on the same 1500 as the payment codes.
- The CPT Category II code must be reported on the same 1500 as the payment codes.
- Submit CPT Category II codes with a line item charge of zero dollars (\$0.00)
 - √ CPT Category II line items are not used for payment
 - √ CPT Category II codes are used for HEDIS and P4P analysis.
- Multiple CPT Category II codes applicable to a visit can be reported on the same claim.

Table 1. Category II CPT Codes that affect HEDIS Quality of Care measures³.

Description	CPT Category II
HbA1c <7.0% & <8.0%	3044F
HbA1c >8.0%	3045F
HbA1c >9.0%	3046F
LDL-C <100 mg/dL	3048F
LDL-C 100 to 129mg/dL	3049F
LDL-C ≥ 130g/dL	3050F
Nephropathy Screening Tests	3060F, 3061F
BP <130/80 mm Hg	Systolic: 3074F Diastolic: 3078F
BP ≥130/80 mm Hg	Systolic: 3075F Diastolic: 3079F
BP <140/90 mm Hg	Systolic: 3074F Diastolic: 3078F
BP ≥140/90 mm Hg	Systolic: 3077F Diastolic: 3080F
Retinal eye exam performed by professional	2022F, 2024F, 2026F
Prenatal Care Visit	0500F, 0501F, 0502F
Postpartum Visit	0503F

1. CPT[®] is a registered trademark of the American Medical Association
2. Category II codes have their own section in the CPT code book and are cross-referenced to the measures associated with each in Appendix H.
3. The AMA publishes Category II codes twice a year: on Jan. 1 and July 1. (see: <http://www.ama-assn.org/go/cpt>).

FREW Corner

Here are some reminders concerning STAR members:

- ✓ Ensure all age appropriate STAR members receive their THSteps (well child exam) within 60 days of becoming a CCHP member.
- ✓ All seven elements that constitute a complete THSteps must be included.
- ✓ Any offices identifying children of migrant farm workers that are a STAR CCHP member should notify the Health Plan at 1-800-964-2247.
- ✓ The Medical Transportation Program (MTP) provides transportation to appointments for covered medical and dental services. MTP can also reimburse gas money if the client has an automobile but no funds for gas. Call MTP toll free at 1-877-MEDTRIP (1-877-633-8747) 8 a.m.-5 p.m., Monday through Friday for further assistance.

For more information on any of the FREW information, please contact CCHP toll-free at 1-800-964-2224 or locally at 682-885-2247.

SSI Membership

We continue to see some confusion from providers regarding the network difference between STAR, CHIP and SSI members. SSI has an open network concept which means, **any Texas Medicaid provider with an active Texas Provider Identification (TPI) number can care for these members.** The provider does not have to be directly contracted with the Cook Children's Health Plan.

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 member 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

If you have any questions please do not hesitate to call us.

New Providers

We added 135 new providers in March, April and May. There are 64 new providers for both CHIP and STAR, 31 CHIP only providers and 40 new providers to STAR. They include:

CHIP and STAR:

PCP: Bedford – Holly Coker, PA., Family Practice; **Carrollton** - Lata Shridharan, M.D., Pediatrics, Brandi Skiles, NP, Pediatrics; **Flower Mound** - Fariborz Davoodi, M.D., Family Practice; **Fort Worth** - Prasuna Dubagunta, M.D., Internal Medicine, Parvaneh Firozbakht, PA, Family Practice, Lakshmi Guju, M.D., Family Practice, Freda McKelvey, NP, Family Practice, Adebola Olatunji, M.D., Internal Medicine, Royline Orr, ANP, Family Practice, Julie Taylor, M.D., Pediatrics; **Richland Hills** - Satish Goel, M.D., Pediatrics.

Specialists: Arlington – Jaclynn Fisher, OD, Optometry, Paulina Phan, OD, Optometry, Steve Randall, M.D., Sports Medicine, Richard Wikoff, M.D., General Surgery; **Azle** - Jana Arellano, SLP, Speech Pathology, **Bedford** - Ronald Barkman, PT Physical Therapist; **Bridgeport** - Gregory Downing, M.D., **Carrollton**- Michael Cothran, OD, Optometry, Quyen Tran OD, Optometry; **Dallas** - Richard Chemelli, M.D., Pediatric Critical Care Medicine, Tia Raymond, M.D., Pediatric Critical Care Medicine, Daniel Stromberg, M.D., Pediatric Critical Care Medicine; **Denton** – Stephen Lester, M.D., General Surgery; **Fort Worth** - Sara Bodack, Audiologist, Frederick Carrington, M.D., Ob/Gyn, Stacy Colombo, M.D., Ob/Gyn, Kathryn Davitt, OTR, Occupational Therapy, Adrienne Deem, M.D., Ob/Gyn, JoVanna Eisenbarth, CRNA, Pediatric Anesthesiology, David Gould, M.D., Urology, Tina Green, SPL, Speech Pathology, R. Michael Howell, M.D., Ob/Gyn, Herman Kao, M.D., Oral Maxillofacial Surgery, Verkat Namburu, M.D., Gastroenterology, Heather Neville, M.D., Ob/Gyn, Lincoln Patel, M.D., Radiology, Langston Ryan, M.D., Ob/Gyn, Marlys Spikes, CNM, Ob/Gyn, Steven Suba, M.D., Ob/Gyn; **Grand Prairie** – William Fan, OD, Optometry; **Highland Village** - Mark Welding, OD, Optometry; **Irving**- Colette Dominique, M.D., Ob/Gyn, Elia Fonous M.D., Ob/Gyn, Wiyatta Freeman, M.D., Ob/Gyn, Jeff Livingston, M.D., Ob/Gyn, Stephen Sakovich, M.D., Ob/Gyn; **Lewisville** – Rakesh Gupta, M.D., Ob/Gyn, Mabel Hernandez, PT, Physical Therapist; **Mineral Wells**- Eric Brock, M.D., Orthopedic Surgery; **N Richland Hills** – Mario Contaldi, OD, Optometry, William Scott, M.D., Otolaryngology; **Southlake** - Sacha Obaid, M.D., Plastic Surgery.

Ancillaries: Cleburne – Cleburne Drug, Wise Performance PT, Green Oaks Physical Therapy, Health South Cityview Rehabilitation Hospital, JPS Urgent Care Center Main Street, Pacific Pulmonary Services, Frisco Physical Therapy, Active Style Inc., HealthSouth Center for Sleep Medicine.

CHIP Only:

PCP: Arlington – Stephanie Mitchell, PNP, Pediatrics; **Fort Worth** - Fort Worth Northside Community Health Center, Reena Mathews, M.D., Family Practice, Courtney Steward, PNP, Pediatrics, **Grand Prairie** – Maria Fisher, M.D., Pediatrics.

Specialists: Arlington – Triwana Fisher, M.D., Family Practice, Tara Tran, OD, Optometry; **Bedford** – Vincent Smith PT, Physical Therapist; **Cleburne** - Jason Smith, DPM Podiatry; **Dallas** - Diane Mosbacher, OD, Optometry; **Decatur** - Chad Stephens, D.O., Sports Medicine; **Fort Worth** - Jimmy Aleman, NP, Internal Medicine, Kiranmai Yalamanchili, M.D., Internal Medicine, Scarlet Crawford, CRNA, Anesthesiology, Karen Albritton, M.D., Hematology/Oncology – Pediatric, Amy Birchfield, NNP, Neonatology, Michael Connors, PT, Physical Therapists, Craig Harr, M.D., Radiology, Allison Stitsworth, NM Ob/Gyn; **Granbury** - Alisa Peterson, D.O., Internal Medicine, **Hurst** - Ailey Runyon FNP Family Practice, Jennifer Roye, PNP, Pediatrics, **Mansfield** - David Morkovich, PT, Physical Therapist; **Mineral Wells** - Stacy McFaul DO Radiology, Thomas Vreeland, M.D., Radiology; **Weatherford** - Edward Bryan, M.D., Anesthesiology, Linda Scott, NP, Anesthesiology.

Ancillaries: Denton - Physical Therapy of North TX, **Hickory Creek** - Physical Therapy of Corinth; **N. Richland Hills** - North Davis/Keller Physical Therapy; **Weatherford** - Linda Scott, NP, Anesthesiology.

New Providers Continued:

STAR Only:

PCP: Arlington – Nita Ragle, PA, Family Practice, Alma Medina, M.D., Pediatrics; **Boyd** - James Sowards FNP, Family Practice; **Bridgeport** - Betty Masching, FNP, Family Practice, Jon, Walker M.D., Family Practice; **Burleson** - Lanna McClain, M.D., Pediatrics, Carla Smith, D.O., Pediatrics, Robert Chiang M.D., Ophthalmology; **Decatur** - Loren Lasater, M.D., Family Practice; **Denton** - Kimberly White, SLP, Speech Therapy; **Fort Worth** – Rahul Bhongir, M.D., Family Practice, Sharon Davis, D.O., Family Practice, Lori Gomez, PA, Family Practice, Shirley Mathews, M.D., Family Practice, Susan Galarza, M.D., Pediatrics, Sarah Nigliazzo, ANP, Pediatrics, Laura Jackson, PA, Anesthesiology, Farhan Ali, M.D., Cardiovascular Surgery, Travis Brown, M. D., Family Practice, Gustavo Del Toro, D.O., Family Practice, Rebecca Hensley, PNP, Family Practice, Justus Peters, M.D., Family Practice, Wilder Diaz-Calderon, M.D., Internal Medicine, Iqbal Hussain, M.D., Internal Medicine, Asma Mohammed, PA, Internal Medicine, Harichandana Mukkamalla, M.D., Internal Medicine, Ngina Connors, M.D., Maternal Fetal Medicine, Annie Chi, M.D., Neonatology, Balamurugan Sankarapandian, M.D., Nephrology, Joy Zajac, PNP, Neurology-Pediatric, Ryan Meyer, M.D., Pediatric Critical Care Medicine, Maura Lindenfeld, PNP, Pediatric Nurse Practitioner, Charlotte Phillips, PNP, Pediatric Nurse Practitioner, Becky Miller, PA, Physician Assistant; **Keller** - Bruce Martin, M.D., Pediatrics.

Specialist: Arlington – Denton - Kimberly White, SLP, Speech Therapy; **Fort Worth** – Laura Jackson, PA, Anesthesiology, Farhan Ali, M.D., Cardiovascular Surgery, Travis Brown, M. D., Family Practice, Gustavo Del Toro, D.O., Family Practice, Rebecca Hensley, PNP, Family Practice, Justus Peters, M.D., Family Practice, Wilder Diaz-Calderon, M.D., Internal Medicine, Iqbal Hussain, M.D., Internal Medicine, Asma Mohammed, PA, Internal Medicine, Harichandana Mukkamalla, M.D., Internal Medicine, Ngina Connors, M.D., Maternal Fetal Medicine, Annie Chi, M.D., Neonatology, Balamurugan Sankarapandian, M.D., Nephrology, Joy Zajac, PNP, Neurology-Pediatric, Ryan Meyer, M.D., Pediatric Critical Care Medicine, Maura Lindenfeld, PNP, Pediatric Nurse Practitioner, Charlotte Phillips, PNP, Pediatric Nurse Practitioner, Becky Miller, PA, Physician Assistant.

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 - CompCare	CHIP - 877-710-8333 STAR - 877-710-8444
Vision Services – Total Vision Health Plan Network Development/Provider Relations	800-465-6853 682-885-2247 or CCHPNetworkDev@cookchildrens.org