

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

Provider newsletter

Cook Children's Health Plan membership:

Cook Children's Health Plan membership is 94,693 as of May 1, 2011. We now cover 61,912 Medicaid STAR members and 32,781 CHIP members. We appreciate your continued support.

Cook Children's Health Plan changes vendors for Behavioral Health services:

Effective June 21, 2011, CCHP Behavioral Services for members are now through LifeSynch. All members have received new id cards with LifeSynch's phone number. Members currently using Behavioral Health services through CompCare are being transitioned to LifeSynch providers. Questions on the transition, contact us at 682-885-2247.

ThSteps training

As part of CCHP's effort to keep you and your members informed on the importance of ThSteps, CCHP wanted to remind you of the on-line courses provided by HHSC (Health and Human Services Commission). The training consists of a number of self-paced, web-based modules on a variety of important topics. Continuing education (CE) credit can be awarded to eligible participants after the successful completion of each module. Many components of the modules qualify for FREW vs. Suehs provider training. The web address: www.txhealthsteps.com

"Your Texas benefits Medicaid card"

The Texas Health and Human Services Commission has introduced a new system that uses digital technology to streamline the process of verifying a person's Medicaid eligibility. Effective June 1, 2011, Medicaid members have been issued a plastic card that replaces the Medicaid ID letter Form 3087. The new card is designed to show up-to-date information on a patient's eligibility and history of services and treatments paid by Medicaid, similar to private health insurance cards.

If your office currently doesn't have a swipe-style card reader, you can verify eligibility by using the patient's Medicaid ID number which will be printed on the card. With that information, you can call the TMHP Contact Center at 1-800-925-9126, or visit TexMed Connect on the TMHP website. This card verifies Medicaid eligibility. To verify that this is also a Cook Children's Health Plan member, please call the Health Plan at 1-800-964-2247, or check the website at www.cookchildrenshealthplan.org.

To find out more about "Your Texas Benefits Medicaid Card", go to this web address: www.YourTexasBenefitcard.com, scroll to "providers" and click on the link.

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) 8-5, Monday through Friday for further assistance.

Got a CLIA certificate?

If your office performs any kind of lab procedures in house, CCHP needs a copy of your CLIA certificate. There are different types of certificates that can determine what tests your office can perform. Claims could potentially be denied until the certificate is on file with us.

You may fax this to us at: 682-885-8403.

QW modifier

For providers submitting laboratory claims, your assistance is needed. CCHP requests that the QW modifier be placed on the claim as the first modifier entered. This modifier drives reimbursement. Other modifiers may be used on the same claim, such as those that identify who provided the service; that doesn't affect reimbursement. CCHP's claims system looks at the first modifier only.

Texas immunization registry now covers adults

ImmTrac, the Texas immunization registry, has expanded to include adults. The Texas Department of State Services says the tool that's been keeping track of children's immunizations since 1997 will help all Texans know exactly which immunizations they've had.

Often adults need copies of their records for work, travel or school or due to concerns about an illness. Over time, immunizations may be lost and can be difficult to piece together quickly.

Doctors or health care providers who are registered IMMTrac users can enroll patients of any age and confirm the consent necessary to have records stored in the system. People who were enrolled in ImmTrac as children must provider consent as adults for their records to remain in the registry once they turn eighteen. If the consent isn't given by age 19, the childhood records are removed. Find more information about ImmTrac immunization schedules for adults and children at www.dshs.state.tx.us.us/immunize.

DME and QRP provider enrollment forms

Providers for services for the Texas Medicaid custom wheeled mobility systems benefits may now begin the enrollment process. DME providers that want to continue to provide custom wheeled system must re-enroll in Texas Medicaid as a specialized/custom wheeled mobility system group providers and have at least one qualified rehabilitation professional (QRP) as a performing provider. Certified QRP providers must enroll in Texas Medicaid as performing providers under specialized/custom wheeled mobility system groups.

Until August 15, 2011, currently enrolled DME providers may complete the one-page Wheeled Mobility Systems Group Enrollment Application to re-enroll as specialized/custom wheeled mobility system group providers and to enroll one or more QRP providers under the group. For more information and to print the applications go to the website: TMHP.com, click on Provider Education, in the search box at the top of the page enter "Wheeled Mobility Systems".

E-mail addresses

Cook Children's Health Plan is looking for additional ways to communicate with our providers. We are in the process of gathering e-mail addresses for offices to get information to you quickly. If you have an e-mail address for your office, (not your personal one) please supply it to us. You can send it to our e-mail address: CCHPNetworkDev@cookchildrens.org.

EDI submission

The percentage of claims received by Cook Children's Health Plan (CCHP) sent through an EDI file continues to increase. There are many advantages to submitting your claim via an electronic file:

- Quicker turnaround time
- Lower administrative costs
- Less chance of errors due to data entry
- Companion guides for submitting EDI claims can be found on the www.cookchp.org website

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

New providers

The following providers were approved in May and June for participation on CCHP:

CHIP and STAR:

PCP: Aledo – Olga Jones, M.D., Internal Medicine, **Arlington** – Heather Freeman, NP, Family Practice, Wanda Solis, DO, Family Practice

Fort Worth – Marina Coulter, M.D., Family Practice, Vibha Patel, DO, Family Practice

Granbury – Rubia Sadiq, M.D., Internal Medicine, Teresa Crosby, NP, Family Practice

Grapevine – Debie Cherian, NP, Pediatrics, Khanum Saleha, M.D., Pediatrics,

Grand Prairie – Bibiana Ladino-Gutierrez, M.D., Family Practice

Specialists: Denton – Bertha Lopez, SLP, Speech Pathologist **Fort Worth** – Vijay Khanna, M.D., Podiatry, Sharma Dean, OD, Optometry, Gloria Hentz, OD, Kraig Pepper, Orthopedic Surgery, Jason Allen, M.D., General Surgery, Fayette Williams, Oral Maxillofacial Surgery, Tina Dieber, M.D., Genetics – Pediatrics, Sheri Hull, DO, Neurology

Ancillary and Surgery Centers: Dallas – North Texas Therapy and Home Care, Home Health

Denton – Touchstone Imaging, Diagnostic Imaging, **Decatur** – Texas Orthotics, Inc, Orthotics and Prosthetics,

Lewisville – Touchstone Imaging, Diagnostic Imaging **Weatherford** – The Surgery Center at Park City.

CHIP Only:

PCP: Arlington – Madge Barnes, M.D., Family Practice **Fort Worth** – Victor Holmes, PA, Family Practice

Granbury – Tony Hedges, DO, Family Practice, Jennifer Smart, M.D., Family Practice

Weatherford – Kimberly Hilmer, NP, Family Practice

Specialists: Arlington – Mehari Gebreyohanns, MD, Neurology **Granbury** – Misty Vandever, M.D., Ob-Gyn

Fort Worth – Brian Aalbers, DO, Neurology – Pediatric Ralph Walsh, DO, Neuromuscular Medicine

Glen Rose – Herman Patino, M.D., General Surgery **N Richland Hills** – Thomas Hansen, M.D., Orthopedic Surgery

Lewisville – James Cao, OD, Optometry **Weatherford** – Sheri Hull, DO, Neurology

STAR Only:

PCP: Denton – Adrienne Ritter, M.D., Pediatrics, **Granbury** – Darren George, DO Family Practice, Fort Worth, Lisa Mathew, PA, Internal Medicine **Fort Worth** – Zareena Shama, M.D., Family Practice,

Rekha Alexander, M.D., Internal Medicine, Nancy Edens, PA, Family Practice, Syed Fateh Hyder, M.D., Family Practice, Juana Gamarra de Williams, M.D., Family Practice, Long Wong, M.D., Family Practice **Weatherford** Nusrat Khan, M.D., Internal Medicine

Specialists: Fort Worth – Clayton Homes, PT, Physical Therapy, Brannon Raney, M.D., Infectious Disease, Deayoung Roh, M.D., Nephrology, Russell Pendleton, DPM, Podiatry. Saud Khan, M.D., Neurology, William Lowe, M.D., Orthopedic Surgery, David Mason, DO, Neuromuscular Medicine, Joseph Ronaghan, M.D. General Surgery. **Southlake** – Cook Children's Urgent Care Center

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

CHIP – 866-258-0942
STAR – 866-331-1577

Vision services – Total Vision Health Plan
Network Development/Provider Relations

800-465-6853
682-885-2247 or CCHPNetworkDev@cookchildrens.org