

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 100,714 as of November 1, 2011. We now cover 64, 264 Medicaid STAR members and 34,450 CHIP members. We appreciate your continued support.

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

A new leader at the helm of the Health Plan

At Cook Children's there is no shortage of warm welcomes and outstretched hands greeting the newest member of our Cook's Children's' family. In that spirit, we welcome Bob Watkins as the new President of Cook Children's Health Plan.

Sitting at his desk at South Hills, Watkins seems to have settled nicely into the role and is quick to praise what he has already seen at Cook Children's. "At one of the first meeting I held, I saw a table surrounded by people who WANT to be here and immediately recognized that this team is dedicated to making our Health Plan the best it can be for our members".

Despite having spent the last five years as Chief Operating Officer for a Washington, DC – based health plan, North Texas was home to Watkins and his family since 1988. At that time, he began serving as the Senior Vice-President and Executive Director of Harris Methodist Health Plan.

His roots in Dallas-Fort Worth meant he was familiar with the positive reputation of Cook Children's. With a long career centered primarily on health plan and insurance, Watkins brings a depth of knowledge about the health care industry but equally as important, he knows the direction he wants our Health plan to go.

"My goal is for us to make Cook Children's Health Plan as 'best in class' for health plan providers as Cook Children's is 'best in class' among hospitals," he says. "What we're doing here is the solution to healthcare reform. This is the perfect environment – The right place to receive the care needed and the appropriate means to provider coverage for our community.

Please join us in welcoming Bob Watkins to Cook Children's Health Plan as we work toward that goal under his leadership.

Claims for Obstetric Deliveries to Require a Modifier -

Effective for dates of service on or after **October 1, 2011**, benefit criteria for obstetric delivery services will change for Texas Medicaid and Cook Children's Health Plan. Claims that are submitted for obstetric delivery procedures codes 59409, 59410, 59514, 59515, 59612, 59614, 59620, or 59622 will require one of the following modifiers:

MODIFIER:	TO INDICATE:
U1	Medically Necessary delivery prior to 39 weeks of gestation
U2	Delivery at 39 weeks of gestation or later
U3	Non-Medically necessary delivery prior to 39 weeks of gestation

Claims for deliveries that are submitted without one of the required modifiers will be denied.

Cook Children's Health Plan is pleased to announce our new Nurse Advice Line service as part of the Value added services for this year.

Members have access to a nurse 24 hours, 7 days a week, 365 days a year to answer health concerns in both English and Spanish, with other languages available through an interpreter service. Through a call center triage module, nurses have access to the most trusted clinical information in the industry, including more than 400 symptom-based triage guidelines specifically written for adult, women's pediatric and behavioral health topics. In addition to providing triage care for current symptoms; the nurses can also help our members better understand their diagnoses, prescribed medications and where and when to go for more help.

The following is a sampling of the services provided by the 24/7 Nurse Advice Line:

- Symptom assessment and triage
- Urgent and non-urgent care advice
- Program, physician and facility referral
- Drug and medication information
- Recommendations or condition explanation
- Health information

The Nurse Advice Line does not replace our member's physician but compliments their care. Members are encouraged to discuss all of their health concerns with their physicians. However, the opportunity to discuss additional symptom or disease-related information or to ask health-related question at any time, day or night is one more way CCHP members can take an active role in their healthcare.

Often, the emergency room is used for non-emergency reasons. Using the Nurse Advice Line to quickly and accurately assess a patient's condition and determine the appropriate treatment for their issue, has proven to get members the care they need and also to reduce unnecessary doctor and ER visits.

Members can call toll free at 1-866-971-COOK (2665) to speak with a CCHP Nurse Advice Line Registered Nurse.

The services are provided through an Agreement with Carenet Healthcare Services. For questions concerning this service, call Lois Trammell, Marketing and Outreach Manager at 682-885-1359, or email lois.trammell@cookchildrens.org.

2010 Quality Improvement Program Evaluation

Our Quality Improvement Program is evaluated each year and results are shared with our Participating providers and members. Most metrics 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.

Results In 2010, CCHP Performance remained stable despite the addition of more stringent NCQA Standards and increased membership. This included an overall Provider Satisfaction Score of 97.2% for the measurement period! There were over 15 HEDIS studies, 30 non-HEDIS clinical measures and over 20 service related indicators and measures tracked during the year.

Significant improvements were made in the following areas:

- Well-child visits 0-15 months
- HbA1C Testing
- Appropriate Testing of Children with Pharyngitis
- Chlamydia Screening
- Cervical Cancer Screening

Areas CCHP outperformed with other health plans:

- Well-child visits in the first 15 months of life
- Prenatal Care
- Post Partum Care
- Appropriate Asthma medication usage
- Appropriate Testing of children with Pharyngitis

Areas to revise, modify or add to the 2011 Quality Improvement Program:

- Additional HEDIS measures to better evaluate our disease management populations (asthma, Diabetes, prenatal)
- Expand QI Work Plan to meet NCQA Standards

Health Literacy is a nationwide topic. Three questions asked by the patient will hopefully help understanding and compliance. What is main problem? What do I need to do?

Why is it important for me to do this?

Do you encourage:

- Patients/caregivers to keep a folder for each child with health information including an Immunization record?
- Patients/caregivers to write down health questions as they think of them, bring the questions to the next appointment? (a time saver that may cut down on after-hours calls).

To review our annual Quality Improvement Program and Evaluation in its entirety, please go to our Website www.cookchp.org. To obtain a copy of the QI Program or Evaluation, contact Linda Liewer in our QI Department at (682) 885-2692.

FREW Information

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.

Notification to the State concerning demographic, tax ID changes or other information

Although your office may update the Health Plans with demographic changes, tax id#s, etc. it is very important that you also notify the State. Their records need to reflect the same information your office has provided to CCHP. Texas Medicaid Bulletins include a form and instructions to assist you in keeping the State updated. For Medicaid providers who are not receiving the bulletins, call Cook Children’s Health Plan at 682-885-2247 and we can fax the form to you.

Clarification of billing CPT Code 96110 – Development Screening:

Cook Children’s Health Plan will reimburse for this code when performed at the following Ages:

One Screening	Ages 9 months to 17 months
One Screening	Ages 18 months to 23 months
One Screening	Ages 24 months to 35 months
One Screening	Ages 36 months to 47 months
One Screening	Ages 48 months to 60 months

“Your Texas Benefits Medicaid Card”

Paper Medicaid Cards have all been replaced with the plastic “Your Texas Benefits Medicaid Card”. HHSC is warning enrollees of a scam where a caller asks the Medicaid member to provide a bank account number and tries to sell them a replacement Medicaid card. People who lose their card can call the State for a free replacement. If a Medicaid client receives one of these calls, they should call and report them to the State by calling 800-436-6184.

New providers

The following providers were approved in September and October for participation on CCHP.

CHIP and STAR:

Arlington: PCPs: Elsie Manuel, FNP, Family Practice, **Denton:** Suklanya Ambavaram, MD Family Practice, Victor Alvarez, MD, Pediatrics, Benjamin Beall, DO, Family Practice, **Grand Prairie:** Se Young Um, MD, Pediatrics, **Lewisville:** Martha Storrie, Family Practice, **Specialists: Fort Worth:** Suman Reddy, MD, Nephrology, Chitra Iyer, MD, Maternal Fetal Medicine, Lien Griffin, OD, Optometry, ZaneVandiver, OD, Optometry, **Little Elm:** Natalie Sedgwick, , SLP, Speech Pathology, **Ancillary: Carrollton:** Cornerstone Kids Care, Home Health, **Corinth:** Preferred Imaging of Corinth, Diagnostic Imaging, **Denton:** Preferred Imaging of Denton, Diagnostic Imaging **Eules:** Preferred Therapy Services, Physical and Speech Therapy.

CHIP Only:

PCP: Benbrook: Katrina Willie, MD, Pediatrics **Fort Worth:** Priscilla Darwin, NP, Family Practice, Nicole Nguyen, DO, Family Practice, **Willow Park:** Diane Arnaout, MD, Pediatrics.DO, **Ob-Gyns: Weatherford:** John Parker, MD **Specialists: Burleson:** Byron McDaniel,OD, Optometrist, **Fort Worth: -** Maria Perez, MD, Rheumatology, Angela Hanna, MD, General Surgery,John Huffman, MD, PediatricGeneral Surgery,, Peter Malouf, MD, Dermatology, Nathan Lesley, MD, Orthopedic Surgery,Surgery, Juanit Irazarry, OD, Optometry, Sharon Gustowski, DO, Neuromusculoskeletal Medicine, Shawnta Pittman-Hobbs, MD, Rheumatology Donnie Wilson, MD, PediatricEndocrinology, James Kuo, MD, Pediatric Cardiology, Pediatric **Weatherford:** Ashley Tinley, PA, Dermatology Byron Conner, MD, Wound Care, David Choi, MD, Wound Care.

STAR Only:

PCP: Arlington: Madge Barnes, MD, Pediatrics, **Fort Worth:** Harminde Dhaliwal, MD, Pediatrics, Navjot Bajwa, MD, Pediatrics, Victor Homes, PA, Family Practice, Yesnia Gutierrez, DO, Pediatrics **Keller:** Gracie Packwood, MD, Pediatrics, **Specialists: Fort Worth:** Susan Hsieh, MD. Endocrinology, Pediatric, Samsun Cantu, MD, Gastroenterology, Pediatric, BrianAlbers, DO, Neurology, Pediatric Tan Tran, PA, Hematology **Hurst:** Kathryn Diggs, PA, Orthopedics – Pediatric **Ancillaries: Fort Worth:** Touchstone Imaging, Radiology Services, **Richland Hills:** Pediatric Homecare Providers of Texas, Private Duty Nursing

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