

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 96,024 as of September 1, 2011. We now cover 62,685 Medicaid STAR members and CHIP 33,339 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

Important Claims information, Effective September, 2011

See PAGE 2 for further details

"Your Texas benefits Medicaid card"

CCHP has received updated information from HHSC regarding the status of the "Your Texas Benefit Card". All cards should be mailed to members by the end of August.

The paper Medi-ID (Form 3087) will continue to be mailed for the months of August and September.

Full provider website functionality is targeted for September, 2011. This will allow providers to use the website for claims history, diagnosis history, immunization detail and lab detail. E-prescribing and prescription history are targeted for October, 2011.

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.

E-mail addresses

Cook Children's Health Plan continues to look 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 email 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

New Information required on claims, effective 09-01-11

Present on Admission - Per information received from THMP and included in the Texas Medicaid Bulletin providers will need to include the following information on their claim forms submitted to Cook Children's Health Plan. Present on Admission (POA) will be required on Hospital claim forms. Effective with dates of admission on or after September 1, 2011, hospital providers that are reimbursed by the DRG methodology are required to submit a POA value for all diagnoses on inpatient hospital claims.

Claims submitted without the required POA will be denied. POA is defined as present at the time the order for inpatient admission occurs. Conditions that develop during an outpatient encounter, including emergency department, observation, and outpatient surgery are considered POA. You can read more details at:

www.cms.gov/HospitalAcqcond/06_Hospital-Acquired_Conditions.asp.

National Drug Code (NDC)- The Affordable Care Act (ACA) as of September 1, 2011 incorporates a requirement of an NDC in conjunction with certain procedure codes used for Physician Administered Drugs – also known as J codes. The NDC submitted must correspond to one of 8 procedure codes identified by HHSC for rebate purposes and will be required to align with values identified in the Noridian Crosswalk. These codes are: J0640, J1260, J2405, J1040, J9390, J9045, J1626, J0885, J7190, J2550, J9178, 0886, J1100, J9060, J3370, J0894, J7192, J1885, J1170, J2469, J1631, J9217, J9293, J2820, J2430, J0696, J9190, J9025, J9000, J9265, J9062, J9263, J3010, 90378, J1566, J9040, J9206, J0207. The Noridian crosswalk can be obtained at:

<https://www.dempdac.com/crosswalk/index.html>.

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 procedure 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

September 2011 Changes to Rates and Benefits and to the OFL and static fee schedule:

For dates of Service on or after September, 2011, changes to some benefits and rates including **outpatient hospital services**, will be implemented for Texas Medicaid. The changes are from the spending reduction plan and overall budget appropriations that are part of House bill 1, 82nd Legislature, Regular Session 2011.

Changes to rates – continued

Also on September 1, 2011, the Online Fee Lookup (OFL) and static fee schedules on this website will show fees after applicable rate reductions have been applied. Currently, The OFL and static fee schedules do not reflect all rate reductions. Providers must calculate the 1 and 2 percent reductions that were previously taken.

There will be more information on the details of the benefit and rate changes and changes to OFL in the future. For more information, call the TMHP contact center at 1-800-925-9126.

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 will 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.

On September 1, 2011, 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.

Value Added Services for Cook Children's Health Plan members, September 1, 2011 to August 31, 2012

Value added services for CHIP :

Obesity reduction program
Increased frame allowance
Sports and school physicals
Boys and Girls Clubs membership
Over-the-counter drug benefit
Prepared child birth classes
24-hour nurse advice line

Value added services for STAR:

Obesity reduction program
Prenatal dental benefits
Sports and school physicals
Boys and Girls Clubs membership
Over-the-counter drug benefit
Prepared child birth classes
24-hour nurse advice line

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.

New providers

The following providers were approved in July and August for participation on CCHP.

CHIP and STAR:

PCP: Arlington: Kashif Anwar, MD, Pediatrics, **Santo** – Leah Wilson, PA, Family Practice,

Ob-Gyn: Denton: Kimberly Tyner, MD **Granbury:** – Misty Vandever, MD

Specialists: Cleburne: Kari Franco, DO, General Surgery, **Decatur:** Scott Hrnack, MD, Orthopedic Surgery

Fort Worth: April Bleich, MD, Maternal Fetal Medicine, Carla Hackaday, SLP, Speech Pathology,

Hillary Pearson, MD, Sleep Medicine, **Lewisville:** Lynn McCoy, OTR, Occupational Therapy,

Cathy Ruelas, PT, Physical Therapist,

Ancillary: Dallas: Cranial Technologies, DME, **Denton:** Wellness Care Center,

Physical/Occupation/Speech Therapy, **Houston:** Apex Community Pharmacy, DME

CHIP Only:

PCP: Arlington –Fort Worth Yesenia Gutierrez, DO, Pediatrics, Navjor Bajwa, MD, Pediatrics, Harminder

Dhaliwal, MD, Pediatrics, Radhika Vayani, DO, Internal Medicine, Summer Clark, PNP, Pediatrics

Glen Rose Danielle Hess, PA, Family Practice.

Ob-Gyns: Fort Worth: Adrian Lacy, MD, , Alicia Larsen, MD,

Specialists: Arlington –Decatur: Scott Hrnack, MD, Orthopedic Surgery, **Fort Worth:** Ryan Brown, MD,

Otolaryngology, Susan Hsieh, MD, Pediatric Endocrinology, Samson Cantu, MD, Gastroenterology, Chita Iyer, MD,

Maternal Fetal Medicine, Katherine Kane, MD, Vascular Medicine, Kyriacos Panayides, MD,

General Surgery – Pediatric, Ta Tran, PA Hematology, Gary Young, MD, Radiation Oncology, Amy Azhn, Aud,

Audiologist **Granbury** – Radha Narayanan, MD, Gastroenterology **Plano:** Richard Hostin, MD,

Orthopedic Surgery, Michael O'Brien, MD, Orthopedic Surgery

Ancillary: Burleson, CareNow, Urgent Care Center

STAR Only:

PCP: Glen Rose: Tony Hedges, DO, Family Practice **Decatur:** Leslie Hollis, MD, Pediatrics, **Denton:** James

Purgason, MD, Family Practice, **Granbury:** Jennifer Smart, MD, Family Practice

Ancillary: Arlington: Touchstone Imaging – Diagnostic Imaging

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

800-465-6853

Network Development/Provider Relations

682-885-2247 or CCHPNetworkDev@cookchildrens.org

