

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 as of May 1, 2012 is **105,569**. We now cover **70,300** Medicaid STAR members and **35,269** 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 Texas Health Steps, CCHP wanted to remind you of the on-line courses provided by the Department of State Health Services (DSHS). 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. Courses are designed to enhance your ability to provide preventive health and other services to Medicaid-eligible children and youth. The Web site address is:
www.txhealthsteps.com

MEDICAID MEDICAL TRANSPORTATION PROGRAM CHANGE

Effective April 16, 2012 the Texas Health and Human Services Commission changed the vendor for the Medical Transportation Program for **Collin, Dallas, Denton, Ellis, Hood, Hunt, Johnson, Kaufman, Navarro, Parker, Rockwall, Tarrant**, and **Wise** Counties. Members in these Counties must now use the new Full Risk Broker, LogistiCare, Inc.

LogistiCare Contact Numbers:

| | | |
|--------------------------|----------------|------------|
| Ride Setup/Reservations: | 1-855-687-3255 | 8am to 5pm |
| | 1-877-564-9832 | |
| Ride Assist/Complaints: | 1-877-564-9834 | 24/7 |
| TTY | 1-866-288-3133 | 24/7 |
| Fax | 1-877-564-9833 | |

1. If a member is going to request mileage reimbursement for self, family or friend, then the person who will be driving must call LogistiCare and request an "Individual Transportation Packet" (ITP). The ITP form asks for the driver's liability insurance coverage information, Social Security Number, and driver's license number. This form is then returned by mail to LogistiCare for review and approval which can be done in a few days. If needed sooner, LogistiCare will work with the member to coordinate the gas reimbursement. It is recommended that as soon as the member knows that mileage reimbursement will be necessary, he/she should call and request the ITP, complete it and mail it back to LogistiCare. That driver will then be approved until their driver's license or insurance expires.
2. Crossing Service Areas. If a member resides in one Service Area, and is seeking care in another Service Area (for example, member resides in Grand Prairie in the Tarrant Service Area and has a SCP appointment with a provider in Plano, the Dallas Service Area), the member should call LogistiCare Ride Assist and speak with the Assistant Transportation Coordinator (ATC) at 1-877-564-9834. The ATC will let them know if any additional information is needed to approve the transportation on a one-time or on-going basis.

PREFERRED DIABETES GLUCOSE METERS & TEST STRIPS:

At our recent Cook Children's Health Plan P&T meeting, the Committee approved a selection of two diabetes preferred product lines: (1) **Abbott (Freestyle & Precision)** and (2) **Nipro (True Result)** brands. The P&T Committee chose a dual preferred option in order to give our members the most flexibility; that is, they will have a branded option and a private label option. The Nipro product can be found at retail pharmacies under private label (Walgreens, CVS, HEB and other independent pharmacies carry it). Also, for those that may lose their benefit and need to pay cash for these items, the Nipro test strips cost a fraction of the branded strips price.

To allow for a 90-day transition, beginning on May 1st, the notification message below will alert pharmacists and members directly at the point of sale that utilization of the preferred product will be required beginning on August 1st, 2012.

"PREFERRED METERS/STRIPS NIPRO (TRUE TO INCLUDE STORE BRANDS) AND ABBOT (FREESTYLE & PRECISION). NON-PREFERRED NO LONGER COVERED ON AUG 1, 2012."

Effective August 1st, 2012, all claims for non-preferred products will be rejected at the point of sale. Pharmacists will be instructed to request product substitution from the member's prescriber. Alternatively, prescribers may request prior authorizations for the non-preferred diabetes glucose meter and test strips.

COOK CHILDREN'S HEALTH PLAN WEBSITE UPDATE

Cook Children's Health Plan's new website received approval from the Texas Health and Human Service Commission (HHSC) on January 25th, 2012 and went "live" on February 2, 2012. The website's address is www.cookchp.org.

Features:

- Additional content and links have been added.
- The navigation system is easier to use. This was achieved with the use of page-selecting pull down menus, well-designed local navigation, and search boxes.
- Since the State has discontinued the distribution of all CHIP directories in enrollment packets, the enhanced directories with provider lookup functions will be invaluable for members and providers.
- Searches have been updated to include the provider's gender, panel status and zip code.
- Additionally, all pharmacies have been added with a search feature that denotes any pharmacy that is open 24 hours a day.
- For providers – the CHIP/CHIP Perinate and STAR Manuals have been updated with revised material, effective March 1, 2012.



Frew vs. Suehs Overview

This is the lawsuit filed against the Texas Health & Human Services Commission to ensure Medicaid members under 21 years of age receive the services they are due. Some important points include:

- Ensure all age appropriate STAR members receive their THSteps check-ups (well child exam) within 90 days of enrollment.
- Identify children of Migrant Farm Workers and assist in getting them accelerated services.
- 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.
- Provide 72 hour emergency supply prescription when prescription is denied because lack of prior authorization and the prescriber cannot be reached.
- Case Management for Children and Pregnant Women is for those who have an unmet need, meet eligibility requirements and want case management services. This is a State service That provides:
 - ✓ Access to medical, social, education and other needed services
 - ✓ Transportation
 - ✓ Overcoming barriers to services
 - ✓ Coordination of Care
 - ✓ Housing
 - ✓ Financial assistance (rent, utilities, clothing)
 - ✓ Other community resources

Referrals can be made through 877-THSteps (877-847-8377) or for a list of providers go to: <http://www.dshs.state.tx.us/caseman>

COOK CHILDREN'S HEALTH PLAN OUTREACH DEPARTMENT

Just in case you didn't know - Cook Children's Health Plan (CCHP) Outreach team makes outbound calls to inform Medicaid and CHIP members about Plan benefits and services to educate members on how to access services, Texas Health Steps medical checkups, screen for the need for CCHP disease management/case management services, periodic surveys, and other calls.

You may have been contacted by a CCHP Outreach representative about scheduling a Texas Health Steps appointment for a member or to confirm whether a new member received a Texas Health Steps checkup while covered by another Medicaid health plan.

Each health plan is required by HHSC to ensure that Medicaid members under the age of 21 receive timely Texas Health Steps checkups. HHSC imposes financial penalties to health plans if they do not meet Texas Health Steps targeted rates for their members. HHSC's definition of timely for NEW members is that they receive a Texas Health Steps checkup within 90 days of enrollment with our health plan unless we can verify that they received it prior to joining this health plan and the definition of timely for EXISTING members is based on the Texas Health Steps periodicity schedule. A checkup is not considered overdue as long as it occurs within 364 days of the birthday of children 3 years and older (children under age 3 are due for checkups more frequently). This flexibility allows children of migrant farm workers to receive Texas Health Steps services prior to traveling for seasonal work. CCHP's Outreach helps the families schedule this too.

Many members have multiple or complex needs and limited communication skills. Representatives follow guidelines for each type of call and must be able to respond to a wide variety of questions from Members and act as a member advocate. Each call is documented for required HHSC/Frew Reporting.

Thank you for your support of CCHP's efforts to assist our members in receiving timely Texas Health Steps appointments.

USE OF MODIFIERS

CCHP continues to see inappropriate modifiers billed by providers. Please remember: For State provider vaccines, Modifier "SL" is not a valid modifier for vaccines. Please make a note of the following administrative procedure codes effective 4/1/2011:

90471

90472

90173

90474

"Providers must submit claims for immunization administration procedure codes 90471, 90472, 90173 and 90474 without a modifier".

Cook Children's Health Plan will implement this guideline effective July 1, 2012.

GRACE PERIOD FOR NON-MCO PRESCRIPTIONS TO END MAY 31, 2012, FOR MANAGED CARE CLIENTS; PROVIDER ACTION REQUIRED TO AVOID INTERRUPTION OF CARE

Information posted May 25, 2012

On March 1, 2012, most Medicaid clients became members of Medicaid managed care organizations (MCOs). These Medicaid clients now receive their prescription drugs through MCOs.

To help ensure continuity of care, MCOs gave Medicaid clients who migrated to managed care on March 1, 2012, up to 90 days to continue medication therapy by allowing existing prior authorizations for medications to remain in effect. This grace period will end May 31, 2012.

To avoid an interruption of care starting June 1, 2012, providers with clients who are receiving Non-preferred drugs on the Texas Medicaid Preferred Drug list must call to the appropriate MCO Call center to request a new prior authorization. Providers should expect to make an above-average Number of prior authorization requests as the grace period ends.

A list of the MCOs and their respective pharmacy benefits managers is available at:

www.txvendordrug.com/downloads/assistancechart.pdf

REMINDER: AMBULATORY DENTAL SURGERY CHARGES

Ambulatory Dental Surgery requires the patient to have History/Physical performed by the patient's primary care physician prior to the day of surgery

NEW PROVIDERS:

CHIP and STAR:

PCPs: **Dallas:** Nina Shah, DO, Pediatrics; **Denton:** Patrick Felicitas, MD, Family Practice; **Fort Worth:** Catherine Colquitt, MD, Infectious Disease; **Granbury:** Monica Burks, NP, Internal Medicine; **Stephenville:** Nadine Rose, MS, Pediatrics; Joshua Carswell, PA, Family Practice; **OB-GYNS:** **Mineral Wells:** Glenna Davis, DO; **Specialists:** **Carrollton:** Pamela Ford, DC, Chiropractor; **Fort Worth:** Kathryn Lawrence, PNP, Palliative Care; Sridhar Allam, MD, Nephrology; Nino Boals, MD; Joseph Hagman, MD; Tuan Du, Sean Duesing, PT, Physical Therapist; James Kogan, MD; Shakeel Sharif, PA, Cardiology; **Granbury:** Canella Hammons, NP, Cardiology **Vision:** **Stephenville:** Kevin Kerr, MD, Ophthalmology; **Ancillaries:** **Dallas:** Cleartone, Audiology Services; **Lewisville:** LifeSteps Lewisville, Physical/Occupational/Speech Therapy; **Hurst:** Preferred Imaging of HEB, LP, Diagnostic Imaging; **Plano:** Shield Denver Health Care Center Inc. DME; **Richland Hills:** Action Therapy Services, Physical/Occupational/Speech Therapy

CHIP only:

PCPs: **Fort Worth:** Aasia Janjua, MD, Internal Medicine; Jeffrey Curtis, PA, Family Practice; **Specialists:** **Arlington:** Robert Clark, DO, Pain Management; **Dallas:** Kimberly Mezera, MS, Orthopedic Surgery; **Fort Worth:** Robert Stroud, DO, Urology; Anna Alonzo, ACPNP; Oluwayemisi Agboola, NP, Family Practice; Michael Calvin, PA, Pulmonary Medicine; Dominique Wilson, FNP, Surgery; Qian Oliver, MD

Note on STAR participation: *Providers are activated on STAR once they receive their Texas Provider Identification number (TPI #). Providers may already be active on CHIP when they receive their TPI # and are now being activated for STAR.*

STAR only:

PCP: **Arlington:** Henah Chaudhry, DO, Family Practice; Howard Lund, MD, Family Practice; Loren Lasater, MD, Family Practice; **Ob-Gyns:** **Fort Worth:** Deborah Lehmann, MD; **Irving:** Rachel Zimmer, MD, **Specialist:** **Fort Worth:** Todd Samuelson, MD, Otolaryngology; Lyndsie Wilson, PA, Gastroenterology; Maureen Edwards, PNP, Emergency Medicine; Marc Dean, MD, Otolaryngology; Joni Brown, PA, Oncology; Linda Margraf, MD, Pathology; Christina Chamberlain, MS Neonatology; Devona Martin, MD Pediatric In-House Program; David Ruiz-Bello, MD, Internal Medicine; Emily Kirby, MD, Plastic Surgery; Mateen Dawood, MD, Internal Medicine; **Granbury:** Beth Valashinas, DO, Rheumatology

IMPORTANT PHONE NUMBERS:

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| 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 |