

# provider report



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## Countdown to ICD-10

On Oct. 1, 2014, all health plans, health data clearinghouses and health care providers that transmit health information electronically were to be required to use a new coding system, ICD-10, for diagnoses and inpatient procedures.

On March 31, 2014, Congress passed legislation prohibiting implementation of the requirement for at least one more year—not before October 2015.

Please visit our website at [www.NHHealthyFamilies.com](http://www.NHHealthyFamilies.com) for the latest on ICD-10.

## Could Case Management Benefit Your Patients?

**Medical case management** is a collaborative process that assesses, plans, implements, coordinates, and evaluates options and services to meet an individual's health needs. It relies on communication and resources to promote quality and cost-effective outcomes.

New Hampshire Healthy Families Case Management is intended for high-risk, complex or catastrophic conditions—including transplant candidates and members with special healthcare needs and chronic conditions such as asthma, diabetes, HIV/AIDS, and congestive heart failure.

Case managers do not offer hands-on medical care or treatment. They do not diagnose conditions or prescribe medication. A case manager can help a patient understand the

benefits of following a treatment plan and the consequences of not following the plan outlined by the physician. In this way, they become a resource for the healthcare team and the member, as well as the member's family.

Our case management team is here to support your team for such events as non-adherence, new diagnosis and complex multiple comorbidities.

Providers can directly refer members to our case management program at any time. Call **1-866-769-3085** for additional information about the case management services offered or to initiate a referral. Learn more about our case management services at [www.NHHealthyFamilies.com](http://www.NHHealthyFamilies.com).



# Follow the Script: Updates to Our Pharmacy Coverage



## Member Rights and Responsibilities: A Shared Agreement

New Hampshire Healthy Families' member rights and responsibilities address members' treatment, privacy and access to information. We have highlighted a few below. There are many more and we encourage you to consult your provider manual to review them. You can find the complete provider manual online at [www.NHHealthyFamilies.com](http://www.NHHealthyFamilies.com) or get a printed copy by calling **1-866-769-3085**.

Member rights include, but are not limited to:

- ▶ Receiving all services that New Hampshire Healthy Families must provide.
- ▶ Assurance that member medical record information will be kept private.
- ▶ Being able to ask for, and get, a copy of medical records, and being able to ask that the records be changed/corrected if needed.
- ▶ Periodic screens and treatment, including immunizations, for members age 21 years and under.

Member responsibilities include:

- ▶ Asking questions if they don't understand their rights.
- ▶ Keeping scheduled appointments.
- ▶ Having an ID card with them.
- ▶ Always contacting their primary care physician (PCP) first for nonemergency medical needs.
- ▶ Notifying their PCP of emergency room treatment.
- ▶ Keeping their child up-to-date with regular check-ups and immunizations.

**New Hampshire Healthy Families is committed** to providing high-quality, appropriate and cost-effective drug therapy to its members.

While our pharmacy program does not cover all medications, we work with providers like you, as well as pharmacists, to ensure that drugs used to treat a variety of conditions and diseases are covered. Some medications require prior authorization or have limitations on age, dosage and maximum quantities.

### WHAT'S COVERED?

New Hampshire Health Families follows the NH Department of Health and Human Services Preferred Drug List (PDL). The PDL is the list of covered drugs, also known as the formulary. The PDL applies to drugs members can get at retail pharmacies.

The PDL is evaluated regularly by our Pharmacy and Therapeutics (P&T) Committee to encourage the appropriate and cost-effective use of medications. The P&T Committee is made up of the New Hampshire Healthy Families medical director, New Hampshire Healthy Families pharmacy director, and several physicians, pharmacists, and healthcare professionals.

For questions about coverage for prescription drugs not identified on the PDL, please call

U.S. Script at **1-800-460-8988**. If you disagree with a decision regarding coverage of a medication, you may inquire about the appeal process by calling **1-866-769-3085**. Please be sure to include all relevant clinical information with the prior authorization request so as to not delay processing.

### THE LATEST PDL

Locate the most up-to-date formulary—including information about prior authorization, step therapy, quantity limits, and exclusions—online at [www.NHHealthyFamilies.com](http://www.NHHealthyFamilies.com).

You may also call **1-866-769-3085** for a printed copy of the latest formulary.

## Tobacco Cessation Medications:

New Hampshire Healthy Families covers certain nicotine replacement products to help members stop smoking. A physician's prescription is required for these medications. We encourage you to discuss with your patients options that may help them quit for good.

## THE GOALS OF DISEASE MANAGEMENT

As part of our medical management and quality improvement efforts, we offer members disease management programs.

The goals of disease management programs include:

- ▶ Promote coordination among the medical, social and educational communities.
- ▶ Ensure that referrals are made to the proper providers.
- ▶ Encourage family participation.
- ▶ Provide education regarding a member's condition to encourage adherence and understanding.
- ▶ Support the member's and caregiver's ability to self-manage chronic conditions.
- ▶ Identify modes of delivering coordinated care services, including home visits.

These programs are intended for patients with conditions such as asthma, diabetes, and high-risk pregnancies.

Learn more about our disease management services at [www.NHHealthyFamilies.com](http://www.NHHealthyFamilies.com) or by calling **1-866-769-3085**.

## Behavioral Health Follow Up

New Hampshire Healthy Families can help your patients schedule appropriate after-care to improve the follow-up rates for members who have been hospitalized for a behavioral health condition.

Outpatient follow-up within seven days of discharge is vital to members' recovery. It is an opportunity to support their transition back into the community and to ensure they are taking prescribed medications correctly.

Please contact New Hampshire Healthy Families if you have a patient who has been recently hospitalized for a behavioral health condition and who is having difficulty arranging a post-discharge appointment. We will work with your staff to make these arrangements.

New Hampshire Healthy Families will continue to work diligently with our facilities, outpatient providers and members to schedule these valuable appointments. Here are some ways we can help:

- ▶ Scheduling assistance to obtain follow-up appointments within the seven-day time frame.
- ▶ Appointment reminder calls to members.
- ▶ Member transportation assistance.

Learn more. Call **1-866-769-3085** or visit [www.NHHealthyFamilies.com](http://www.NHHealthyFamilies.com).

## Pregnant Patient? Let Us Know

**With your help**, New Hampshire Healthy Families can identify pregnant members early on, and direct them to the services they need to support a healthy pregnancy and infant. Notify us about a pregnant member through the Member or Provider Secure Portal.

We also offer members the Start Smart for Your Baby® program, which helps women who are pregnant or who have just had a baby. Your staff and patients can learn more at [startsmartforyourbaby.com](http://startsmartforyourbaby.com) or by calling New Hampshire Healthy Families at **1-866-769-3085**.



## ARE YOU AVAILABLE?

We define “availability” as the extent to which New Hampshire Healthy Families contracts with the appropriate type and number of PCPs necessary to meet the needs of its members within defined geographic areas. The availability of our network practitioners is essential to

member care and treatment outcomes.

New Hampshire Healthy Families evaluates its performance in meeting these standards and appreciates providers working with us. Summary information is reported to the Quality Improvement Committee for review and recommendation and is incorporated

into our annual assessment of quality improvement activities. The Quality Improvement Committee reviews the information for opportunities for improvement and provides recommendations.

Take note of our current accessibility standards:

TYPE OF APPOINTMENT	SCHEDULING TIME FRAME
Transitional care after inpatient stay (medical or behavioral)—PCP, specialist or CMHC	Within 7 calendar days of discharge
Transitional care after inpatient state (medical or behavioral)—home care	Within 2 calendar days of discharge—must be ordered by PCP, specialist care provider or as part of discharge plan
PCP—non-symptomatic office visit	Within 30 calendar days of request
PCP—non-urgent, symptomatic visits	Within 10 calendar days of request
PCP or other provider urgent, symptomatic office visits	Within 48 hours
Mental health providers	Care within 6 hours of non-life threatening emergency; care within 48 hours for urgent care; appointment within 10 business days for routine office visit
Post discharge from New Hampshire Hospital	Contact with community mental health center within 49 hours of psychiatric discharge from New Hampshire Hospital and follow up appointment to occur within 7 calendar days
Private hospital psychiatric discharge	Follow-up appointment within 7 calendar days
Emergency providers (medical and behavioral)	Immediately (24 hours a day, 7 days a week, and without prior authorization)



## A HEDIS Primer

**WHAT:** HEDIS is a set of standardized performance measures developed by the National Committee for Quality Assurance (NCQA), which allows comparison across health plans. Through HEDIS, NCQA holds New Hampshire Healthy Families accountable for the timeliness and quality of health care services (acute, preventive, mental health, etc.) delivered to its diverse membership.

**WHY:** As both state and federal governments move toward a healthcare industry driven by quality, HEDIS rates are becoming more and more important, not only to the health plan, but to the individual provider as well. State purchasers of healthcare use the aggregated HEDIS rates to evaluate the effectiveness of a health insurance company's ability to demonstrate an improvement in preventive health outreach to its members. Physician-specific scores are being used as evidence of preventive care from primary care office practices. These rates then serve as a basis for physician profiling and incentive programs.

**HOW:** HEDIS rates can be calculated in two ways: administrative data or hybrid data. Administrative data consists of claim

or encounter data submitted to the health plan. Measures typically calculated using administrative data include:

- ▶ annual mammogram
- ▶ annual chlamydia screening
- ▶ treatment of pharyngitis
- ▶ treatment of URI
- ▶ appropriate treatment of asthma
- ▶ antidepressant medication management
- ▶ access to PCP services
- ▶ utilization of acute and mental health services

Hybrid data consists of both administrative data and a sample of medical record data. Hybrid data requires review of a random sample of member medical records to abstract data for services rendered but that were not reported to the health plan through claims/encounter data. Accurate and timely claim/encounter data reduces the necessity of medical record review. Measures typically requiring medical record review include:

- ▶ comprehensive diabetes care
- ▶ control of high blood pressure
- ▶ immunizations
- ▶ prenatal care
- ▶ well-child care
- ▶ annual Pap test
- ▶ cholesterol management

## » QUICK TAKE:

### HEDIS Physician Measurement

Below is a summary of HEDIS measurements related to ADHD, asthma and mental health.

**ADHD:** Children ages 6 to 12 with newly prescribed ADHD medication should receive at least three follow-up visits within a 10-month period, the first of which should occur within 30 days of when the first ADHD medication was dispensed. During these follow-up visits, physicians will review that:

- ▶ the prescription is being taken appropriately
- ▶ the patient is not abusing the medication
- ▶ the patient is not combining medications dangerously
- ▶ side effects are not discouraging regular and proper use of the prescription

**ASTHMA:** Members ages 5 to 10 with persistent asthma are being prescribed medications that are acceptable as primary therapy for long-term asthma control.

Ask your patients to bring their medications to appointments, and confirm that they know when and how to use them properly.

**MENTAL ILLNESS:** Patients age 6 and older who have been discharged from an inpatient mental health admission should receive one follow-up visit with a mental health provider within seven days after discharge and one follow-up visit with a mental health provider within 30 days after discharge.



**PROVIDER SERVICES: 1-866-769-3085, Monday to Friday, 8 a.m. to 5 p.m. [www.NHHealthyFamilies.com](http://www.NHHealthyFamilies.com)**

**GET IT ON PAPER:** If you would like a paper copy of anything in this newsletter or our site, please call **1-866-769-3085**.

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