

# provider report



FALL 2014 | WWW.NHHEALTHYFAMILIES.COM



## Are You In Our Provider Directory?

New Hampshire Healthy Families' website is a resource for members who wish to locate primary care providers, specialists, hospitals, community health centers, pharmacies and other medical facilities. They can visit [www.NHHealthyFamilies.com](http://www.NHHealthyFamilies.com) and select "Find a Provider" in the member section.

Members may also call our Member Services at **1-866-769-3085** for help finding a provider.

If any of your contact information has changed or is not listed accurately in our Provider Directory, call **1-866-769-3085**, Monday through Friday, 8 a.m. to 5 p.m.

## Appointment Availability

**New Hampshire Healthy Families** works with contracted providers like you to establish clear standards for availability and wait times.

When scheduling services, members should be able to make appointments as follows:

- ▶ **Routine care**—within 10 calendar days.
- ▶ **Urgent care**—within 48 hours of referral.
- ▶ **Preventive Care**—within 30 calendar days.
- ▶ **Emergency care**—should be performed immediately upon arrival.

For office wait times, these standards should be followed:

- ▶ **Walk-in patients** with non-urgent needs should be seen if possible or scheduled for an appointment.
- ▶ **Emergency patients** should be seen immediately.

**After business hours**, providers are required to offer arrangements for access to a covering physician, or have an answering service, triage service or voice message that directs members how to access urgent and emergency care.



## How We Strive For Quality

New Hampshire Healthy Families primary quality improvement goal is to advance members' health through a variety of meaningful initiatives across all care settings.

We rely on our Quality Improvement (QI) Program to support this goal. The scope of our Quality Improvement (QI) Program is comprehensive, addressing both the quality of clinical care and the quality of non-clinical aspects of service. The program monitors a variety of factors, including:

- ▶ Potential quality of care and quality of service complaints.
- ▶ Key performance measures such as access and availability.
- ▶ Ensuring members with chronic conditions are getting recommended tests and appropriate medications for their condition.
- ▶ Conducting member satisfaction surveys.
- ▶ Provider feedback via surveys, committee participation, and direct feedback.
- ▶ Monitoring utilization management effectiveness.
- ▶ HEDIS® data reporting.

Learn more about the QI program online at [www.NHHealthyFamilies.com](http://www.NHHealthyFamilies.com) or call us at 1-866-769-3085.



## Let Our Guidelines Be Your Guide

**Our preventive care** and clinical practice guidelines are based on the health needs of our members and opportunities for improvement identified as part of our Quality Improvement (QI) program.

When possible, we adopt preventive and clinical practice guidelines that are published by nationally recognized organizations, government institutions, and statewide initiatives. These guidelines have been reviewed and adopted by our QI Committee.

We encourage providers to use these guidelines as a basis for developing personalized treatment plans for our members and to aid members in making decisions about their healthcare. They should be applied for both preventive services as well as for management of chronic diseases.

Preventive and chronic disease guidelines cover the following:

- ▶ ADHD
- ▶ Preventive services
- ▶ Asthma
- ▶ Breast cancer
- ▶ Depression
- ▶ Diabetes
- ▶ Immunizations, including influenza and pneumococcal

We measure compliance with these guidelines by monitoring related HEDIS measures and through random audits of ambulatory medical records. Our preventive care and clinical practice guidelines are intended to augment—not replace—sound clinical judgment. Guidelines are reviewed and updated annually, or upon significant change.



For the most up-to-date version of preventive and clinical practice guidelines, go to [www.NHHealthyFamilies.com](http://www.NHHealthyFamilies.com). A copy may be mailed to your office as part of disease management or other QI initiatives. Members also have access to these guidelines.

## OFFICE UPKEEP

Consistent and complete documentation in medical records is an essential component of providing quality patient care.

Participating practitioners are required to maintain uniform, organized medical records that contain patient demographics and medical information regarding services rendered to members.

### COMPLETE AND SYSTEMATIC

Medical records must be maintained in an organized system that's in compliance with the New Hampshire Healthy Families' medical documentation and record-keeping practice standards. These standards are intended to assist providers in keeping

complete files about all our members, and are consistent with state contract requirements and industry standards.

### CONFIDENTIAL

Medical records and information must also be protected from public access. Any information released must comply with Health Insurance Portability and Accountability Act (HIPAA) guidelines.

### ONGOING MAINTENANCE

Records must be maintained for at least seven years from the date of service—unless federal or state law or medical practice standards require a longer retention period.

### AUDITING

Upon request, all participating practitioners' medical records must be available for Utilization Management and Quality Improvement initiatives, as well as regulatory agencies' requests and member inquiries, as stated in the practitioner agreement. Periodically, New Hampshire Healthy Families will conduct an onsite medical record audit of a random sampling of our members and provider offices to evaluate compliance to these standards.

You may view a complete list of record documentation standards in our Provider Manual, which is available online at [www.NHHealthyFamilies.com](http://www.NHHealthyFamilies.com).



## Let's Work Together Toward Quality Improvement

Contracts with practitioners specifically require that practitioners cooperate with QI activities including, but not limited to, disease management programs, adopted clinical practice guidelines, medical record audits, focus studies, provider profiling, and performance monitoring.

New Hampshire Healthy Families requires providers and practitioners to cooperate with all QI activities, as well as allow the plan to use provider and/or practitioner performance data, to ensure the success of the QI Program.

## You Can Impact Our HEDIS Scores

HEDIS—the Healthcare Effectiveness Data and Information Set—is a set of standardized performance measures, updated and published annually by the National Committee for Quality Assurance (NCQA).

At New Hampshire Healthy Families, we review HEDIS rates on an ongoing basis, looking for ways to improve outcomes as part of our commitment to providing access to high-quality and appropriate care to our members.

Please take note of the HEDIS measures highlighted in this issue: women's health screenings and flu.

## How to Promote Women's Screenings

**Get to know** the four key HEDIS measures for women's preventive care.

### 1. BREAST CANCER SCREENING

Women ages 50 and older should have a mammogram every one to two years. (Women who've had bilateral mastectomies are exempt.)

Some medical practices take the fear out of mammography with fun, female-focused parties, where patients can network, get spa treatments and check the test off their lists in a relaxing environment.

### 2. CERVICAL CANCER SCREENING

It's natural for patients to put off those less-than-pleasant tests. Remind patients when they're due for a well-woman exam with emails or mailers. Consider suggesting getting the test on the same day every year. Some women choose their birthdays so they never forget.

HEDIS requests one of two tests: cervical cytology every three years for women ages 21 to 64, or cervical cytology and HPV co-testing every five years for women ages 30 to 64.

### 3. CHLAMYDIA SCREENING

If your patient is 16 to 24 and sexually active, suggest an annual chlamydia test. Pharmacy and claims data can help you identify which patients might be sexually active and therefore benefit from screening. A good time to bring it up? The annual physical exam.

### 4. PRENATAL AND POSTPARTUM

For pregnant women, the timing of doctor's visits is key. Your patients should see you within the first trimester and again between 21 and 56 days after delivery. Talk with patients about family planning goals and inform them of recommendations early on.

## Resources for Providing Culturally Competent Care

New Hampshire Healthy Families encourages and advocates for providers to offer culturally competent care for its members. Sensitivity to differing cultural influences, beliefs, and backgrounds can improve not only a provider's ability to treat and communicate with patients but also, in the long run, the health of the patients themselves.

Local, state, and national provider organizations to which you belong are likely to have information resources available. Providers may request this information by contacting their Provider Services Representative.

Providers are also encouraged to participate in training provided by other organizations. For information on these resources and trainings, refer to:

- ▶ "A Physician's Practical Guide to Culturally Competent Care," developed by the U.S. Department of Health and Human Services, Office of Minority Health, <https://ccm.thinkculturalhealth.hhs.gov>.
- ▶ The U.S. Department of Health and Human Services, Health Resources and Services Administration (HRSA) site. Providers can find free online courses on topics such as addressing health literacy, cultural competency, and limited English proficiency, [www.hrsa.gov/healthliteracy](http://www.hrsa.gov/healthliteracy).

## We Offer Literature Stands for Your Office

We provide helpful information about our health plan and services, returning regularly to your office to make sure literature stands are always stocked for your patients!

Call your provider relations representative to request a literature stand for your office.

# Addressing Patients' Concerns About the Flu Vaccine

**As you know**, the flu vaccine is one of the most important steps your patients can take to protect their health every year. HEDIS measures flu shots for people ages 50 to 65.

But myths abound, scaring some people away from this preventive measure. Lay their fears to rest with this helpful guide.

### **PATIENT CONCERN:**

**"I waited too long to get the vaccine."**

It's ideal to get vaccinated by October, when seasonal outbreaks begin. But you can get the shot in January or later and still benefit. Flu season typically hits its peak in February.

### **PATIENT CONCERN:**

**"The shot will give me the flu."**

The flu shot can't cause flu illness. The vaccine is made with either a flu virus that has been inactivated or with no flu virus at all. The most common side effects—soreness where the shot was administered, low-grade fever, body aches—disappear within two days.

### **PATIENT CONCERN:**

**"It's better to get the flu than the vaccine."**

The flu can be fatal. Older adults, young children and people with chronic illnesses including asthma, diabetes, and heart disease

risk complications. One little shot can protect you and loved ones from the flu, and make your illness milder if you do catch something.

### **PATIENT CONCERN:**

**"What if I'm allergic?"**

Allergic reactions are extremely rare and happen quickly (within minutes or hours). These are life threatening, but effective treatments exist.

Every flu season, 5 to 20 percent of Americans catch the flu, and 200,000 are hospitalized with complications, according to the Centers for Disease Control and Prevention—<http://www.cdc.gov/flu/about/qa/disease.htm>.

The CDC estimates that fewer than half of U.S. residents get the vaccine. Why? See what the *Washington Post* says at [www.washingtonpost.com/blogs/wonkblog/wp/2013/01/12/why-64-8-percent-of-americans-didnt-get-a-flu-shot/](http://www.washingtonpost.com/blogs/wonkblog/wp/2013/01/12/why-64-8-percent-of-americans-didnt-get-a-flu-shot/).

## START SMART FOR YOUR BABY WORKS WITH YOU

Start Smart for Your Baby® is New Hampshire Healthy Families' special program for women who are pregnant. We care about the health of mothers and their babies and want to make sure that both grow to be and stay healthy. This value added service helps patients take care of themselves and their child through the process, making for productive and efficient prenatal checkups and healthier patients.

Our Notification of Pregnancy Program enables New Hampshire Healthy Families to become aware of pregnant members and

provide the necessary information to patients that complement the care you're providing your patients. This program works alongside providers to support pregnant women by providing education on prenatal care and assisting members with receiving the prenatal care they need by booking appointments and arranging transportation for office visits.

Start Smart for Your Baby is a supplement to the great care you are already providing. To learn more about the program please call us at **1-866-769-3085** or reach out to your Provider Relations Specialist.



**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.**