



Health Plus news provider

Your community's guardian
angel since 1984

Strategies for managing asthma and diabetes

Our Quality Improvement team is currently implementing strategies to enhance the care our members receive in a variety of areas, including asthma and diabetes.

Our most recent QARR (Quality Assurance Reporting Requirements) data, compiled by the New York State Department of Health, indicate that more of our adult asthmatic members should be on control medications and more of our diabetic members should be receiving standard elements of care, such as monitoring of their HbA1c levels.

Help patients take control

Health Plus understands that managing patients with poorly controlled asthma or

diabetes can be challenging in a busy practice. Our Disease Management Programs for asthma and diabetes were created to complement your ongoing medical care with individually tailored educational interventions to help Health Plus members play a more active role in managing their conditions.

Members who participate in the Health Plus Life Is Sweet Diabetes Disease Management Program or the Breathe Easier Asthma Disease Management Program are eligible for a variety of plan-sponsored interventions, which may include home assessments, educational visits by registered nurses, written educational materials, and referrals to weight



management and smoking cessation programs.



Asthma program. An important goal of Breathe Easier is to get more adult asthmatic members evaluated for appropriate control medications such as inhaled corticosteroids.

Health Plus uses claims and

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Health Plus

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moving?

Improving chlamydia screening rates in younger members

The Centers for Disease Control and Prevention (CDC) estimates that 3 million cases of chlamydia occur each year in young people between the ages of 15 and 24. Among those infected, up to three-quarters of the women and half of the men are asymptomatic, which is why chlamydia is known as a “silent” disease.

Moreover, the immature cervix of a young woman in her teens or early 20s makes her particularly vulnerable to chlamydial infections. Untreated chlamydia causes a three- to fivefold increase in the risk of HIV infection and can lead to pelvic inflammatory disease, infertility, and ectopic pregnancy.

Let's change the stats

The winter 2003 edition of *Health Plus News Provider* included an article on how to perform

a sexual health interview with female patients ages 16 to 25 to identify those at risk for chlamydia and other sexually transmitted infections.

The CDC and the U.S. Preventive Services Task Force recommend annual chlamydia screenings for all sexually active women ages 25 and younger.

Unfortunately, chlamydia screening rates have declined among young female Health Plus members, particularly those between ages 16 and 20.

Testing made easy

Nucleic acid amplification technology tests (NAATs) are ideal for younger patients (both male and female) because they make it possible to test urine samples for chlamydia, thus offering an alternative to invasive pelvic exams

or urethral swabs.

These tests are highly sensitive (80 to 90%), specific (>98%), and can be performed during any standard preventive health office visit. No refrigeration is required during transport, and some tests are FDA-approved for both chlamydia and gonorrhea testing on male and female urine.

Their accuracy and ease of administration make NAATs a particularly useful public health tool for widespread detection and eventual treatment of chlamydia.

Their higher cost in comparison to other test methods is more than offset by their potential to significantly reduce the rates of pelvic inflammatory disease and other costly sequelae.



Further information on NAATs can be obtained from the CDC at www.cdc.gov/mmwr/preview/mmwrhtml/rr5115a1.htm or by contacting one of our participating laboratory providers.

Teen Health Beat is here!



attractive, new, information-packed newsletter is being sent to our teen members to keep them

This fall, Health Plus launched its brand-new publication for teens—*Teen Health Beat*. This attrac-

up-to-date on the important health issues that affect them.

The fall 2004 edition of *Teen Health Beat* includes articles on diet and exercise, the importance of regular checkups, acne treatment, and how to confront peer pressure.

We've also solicited articles from the teens themselves for future issues of the newsletter and asked for their participation in a new Teen Advisory Board that

the plan is sponsoring.

Encourage your teen Health Plus patients and their friends to read the newsletter and to contribute articles on matters of interest to them.



For more about *Teen Health Beat*, call Wendy Dominguez, Editor, at 1-718-840-4449. Find the fall 2004 edition at www.healthplus-ny.org under “Members.”

Remind patients to get screened for STDs.

Take Care New York

Encourage cancer checks

As part of its new 10-point health promotion campaign—Take Care New York—the New York City Department of Health and Mental Hygiene (NYCDOHMH) is encouraging New Yorkers to be evaluated for three forms of cancer: colon, cervical, and breast.

Providers are encouraged to:

- Ensure that all patients 50 and older, and others at high risk, get a colonoscopy every 10 years.
- Ensure that all women 18 to

64, and others at high risk, get Pap smears according to the recommended schedule.

- Ensure that all women 40 and older, and others at high risk, get an annual screening mammogram.

The NYCDOHMH provides the following cancer prevention websites for further information:

- Colon cancer screening: www.nyc.gov/html/doh/html/cancer/cancercolon_actionkit.html
- Cervical cancer screening: www.ahcpr.gov/clinic/uspstf/uspstfcerv.htm



- Mammography: www.ahcpr.gov/clinic/uspstf/uspstfbrca.htm



More information on Take Care New York is available at www.nyc.gov/html/doh/pdf/chi/chi23-3.pdf.

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pharmacy data to identify possible asthmatic members, and sends them letters encouraging them to visit their primary care physicians (PCPs) for evaluation. We also send letters to PCPs, alerting them to the members on their panel who may need to be evaluated for asthma.



Diabetes program. For Life Is Sweet, Health Plus's main goal is to increase the number of diabetic members whose HbA1c levels are at or below 7% and who receive the following services:

- Annual eye and foot exams.
- Screening for microalbuminuria.
- Screening for LDL-C levels.

Both the microalbuminuria and LDL-C screenings can be billed fee-for-service if performed during an office visit.

When a member is enrolled in either program, Health Plus registered nurses will complete an initial risk screening and periodic risk assessments based on the member's acuity level.

Follow-up contact

The Disease Management nurse will send letters periodically to update you on the member's status, level of compliance, and current health education needs. The letters will make recommendations for follow-up intervention, including laboratory tests the member may need.

Letters are also sent to members to encourage them to get the necessary tests and to visit you for care as needed.

Poorly controlled patients (for example, diabetics with an HbA1c level of ≥ 9 , or asthmatics with high admissions) who require more frequent follow-up and a variety of support services can be referred to Health Plus's Asthma and Diabetes Case Management Programs.

In Case Management, a designated Health Plus registered nurse or certified social worker will work closely with you and the member to coordinate all care and services.

You can help patients benefit from these important services by calling 1-718-840-4825 or filling out a Disease/Case Management Referral Form. The form is available on our website at www.healthplus-ny.org under "Providers." Once completed, the form should be faxed to 1-718-360-1314.

Encourage patients to get screened for cancer.

When submitting claims

Two things to remember

1. When completing your Health Plus claims, please use your 12-digit provider ID number, which appears above your name in the Health Plus Provider Directory. This number should be entered in the space that reads "PIN Number" in box 33 of the HCFA-1500, or in boxes 82, 83, or 84 of the UB-92.

For electronic claims, please enter this information in the

area that requests a provider ID or PIN number.

If you do not have a provider directory and wish to check your provider ID number, go to www.healthplus-ny.org and click on "Provider Search" under "Providers."

2. If you're submitting a HCFA-1500 claim form, please indicate the two-digit HIPAA-compliant place of service code in field 24b.

Send in your records!

Remember to submit your lead screening and immunization records to the Citywide Immunization Registry (CIR).

To set up your access to the online registry and arrange for free on-site training for your office staff, call CIR at **1-212-676-2323** or visit its website at www.nyc.gov/health/cir.

How to appeal a claim

If you feel that a claim was not settled properly, please send a letter indicating what determination you are appealing with a copy of the Remittance Advice and any supporting data to the address below. **Simply resending the claim will result in a denial because it will be processed as a duplicate.**

Health Plus Claims Appeals
Bay Ridge Station
P.O. Box 200-284
Brooklyn, NY 11220



Health Plus providers using the PC-ACE PRO32 Claims Processing System can now submit claims electronically to Health Plus!

Health Plus news provider

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HEALTH PLUS NEWS PROVIDER is published as a community service to members of the HEALTH PLUS provider network. HEALTH PLUS Executive Offices are located at 205 Montague St., Third Floor, Brooklyn, NY 11201. Our phone number is 1-800-450-8753.

HEALTH PLUS is a not-for-profit health care plan committed to quality health care and dedicated to the health and well-being of our culturally diverse communities through partnerships with members, providers, and community-based organizations.

Information in HEALTH PLUS NEWS PROVIDER comes from a wide range of medical experts. If you have any concerns or questions about specific content in this newsletter, please contact HEALTH PLUS Provider Services at the number provided. Models may be used in photos and illustrations.

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Where to find information

INFO PLUS e-service (Member Eligibility, Claims, Authorizations)

... log on to www.healthplus-ny.org, click "Providers" then "INFO PLUS"

INFO PLUS Automated Phone Line (Member Eligibility,

Claims, Optometry Benefits) 1-800-639-6968

Provider Services) 1-800-450-8753/(Fax) 1-718-504-9602

Address Changes) (Fax) 1-718-504-9602

Disease or Case Management Referrals) (Fax) 1-718-360-1314

Domestic Violence Coordinator) 1-718-491-7531

Health Education and Outreach) 1-888-743-3508

Health Services) 1-718-630-0123

Quality Improvement) 1-718-491-7559

Website: www.healthplus-ny.org

For expert health information, Health Plus members may call

Tele-Nurse Plus 24 hours a day, seven days a week: 1-800-437-7587.