



Health Plus news provider

Your community's guardian
angel since 1984

Health Plus wins award for asthma education programs

On June 17, Health Plus received the American Health Insurance Plan (AHIP) Foundation's 2004 Ellis J. Bonner Community Leadership Award for its Keeping Kids in School Asthma Education Program.

This prestigious award is named after a well-known health care executive who championed the cause of quality health care for underserved communities. The award recognizes both large and small health insurance plans that are successfully tackling community health problems by creating and maintaining unique public and private partnerships.

Program elements

Health Plus's Keeping Kids in School Asthma Education Program includes four basic components:



- Classroom-based, interactive education for public elementary school teachers and schoolchildren—kindergarten through grade 6.
- Asthma workshops for adults in schools and in community and faith-based organizations.
- An asthma play performed in schools and summer camps.
- A citywide, school-based poster contest co-sponsored by the New York City Department of Transportation.

By collaborating with the New York City Department of Education, Health Plus also created *Breathing Room in Our Schools*, a video hosted by Jackie Joyner-Kersey, an Olympic gold medalist with chronic asthma. The video is used to educate public elementary school staff throughout New York City.

Meeting a need

Receiving the Ellis J. Bonner Community Leadership Award reaffirms Health Plus's mission of commitment to quality health care and dedication to the health and well-being of the communities we serve.

We look forward to furthering our mission through ongoing partnerships with members, providers, and community-based organizations.

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or e-mail to:
providers@healthplus-ny.org

moving?

See next page for important immunization phone numbers.

What's new on immunization?

This spring, the Centers for Disease Control and Prevention (CDC) issued a mid-year update to the recommended vaccination schedule for young children.

The new schedule, effective from July through December 2004, recommends yearly vaccination against influenza for healthy children between 6 and 23 months old.

The updated schedule also recommends yearly influenza vaccination for people who are in close contact with healthy newborns and children up to 23 months old. Children 6 months and older who have certain risk factors, such as cardiac or sickle cell disease, asthma, HIV, or diabetes, should also be immunized annually against influenza.

The updated immunization schedule is available at:

www.cdc.gov/nip/recs/child-schedule-jul-dec-rev.pdf.

Follow-up to vaccine shortage

The CDC is now recommending the reinstatement of the third dose of pneumococcal conjugate vaccine (PCV7) for healthy children, as supply shortages reported earlier this year have been resolved.

All children should now be vaccinated at 2, 4, and 6 months old. And those younger than 2 years who were incompletely vaccinated because of the shortage should now be recalled to receive the third dose.

Children who are immunocompromised or have serious illnesses should continue to receive the full four-dose series.

Go to www.cdc.gov/nip/news

[/shortages/default.htm](#) for a PCV7 catchup schedule for incompletely immunized children and information on other vaccine delays and shortages.

Keeping records up-to-date

Lastly, all childhood immunizations must be reported to the New York City Department of Health and Mental Hygiene's Citywide Immunization Registry (CIR), which is now available online at www.nyc.gov/health/cir. This valuable resource will enable you to review your patients' immunization and lead test records, print reports for each child, review immunization due dates and lead testing recommendations for your patients, and much more.



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.

Welcome to the new INFO PLUS!

New and expanded web services

Are you or your staff spending a lot of time on the phone with Health Plus?

Now you can get real-time information at any time on the web. The new INFO PLUS web portal will enable you to obtain current, detailed member and claims information and submit authorization requests online.

When you log on to our

website, www.healthplus-ny.org, and click on the INFO PLUS link under the "Providers" section, you'll be able to:

- Obtain detailed member eligibility information (including PCP history).
- Review claims history and current status.
- Initiate an authorization request for inpatient care.
- Check the status of a previ-

ously submitted authorization request for inpatient care.

INFO PLUS Starter Kits are being mailed to all Health Plus participating providers. The kits include a Username and temporary password that you'll use to access the new system.

Once you log on to the system, you'll be able to create your own permanent, secure password.



If you haven't received your Starter Kit yet and want one right away, call your Provider Relations Associate or Provider Services at 1-800-450-8753.

Remind patients to get their children immunized.

Teaming up for high-quality patient care

Every year, Health Plus and all other managed care plans in New York must submit performance data to the New York State Department of Health's (NYSDOH) Office of Managed Care.

These data are collectively known as the Quality Assurance Reporting Requirements (QARR)—a series of measures that evaluate health plan performance in a variety of areas, such as the effectiveness of care, access/availability of care, and satisfaction with the experience of care.

Improving patient care

Standardized performance measures with clear specifications for data collection allow for appropriate comparisons of one health plan to another, which is useful to regulators, consumers, and the health plans themselves.

Every year, the NYSDOH produces *A Consumer's Guide to*

Medicaid Managed Care in New York City. The guide summarizes both QARR data collected by the plans and member satisfaction data collected from an NYSDOH survey. The three areas of measurement include:

- Quality of care provided by health plans to children.
- Quality of care provided by health plans to adults.
- Patient satisfaction with access and service.

The *Consumer's Guide* has listed Health Plus as having the highest overall plan rating for these measures over the past four years. Our latest (2003) QARR results indicate that we exceeded the NYS Medicaid averages for childhood immunization, lead testing, well-child visits in the first 15 months, eye exams for diabetes care, and childhood access to primary care.

Planning for the future

Health Plus's Quality Improvement team uses the QARR data to select the plan's performance improvement goals for the following year. For 2004, some of these goals include:

- 1. Increasing** the percentage of children completely immunized by age 2.
- 2. Decreasing** the percentage of members with diabetes who are poorly controlled, based on their HgbA1c levels.
- 3. Increasing** the percentage of members with diabetes who receive an annual eye exam, urine exam for microalbuminuria, and other elements of comprehensive diabetes care.
- 4. Increasing** the percentage of



adults with asthma who are on proper maintenance medications.

5. Increasing the percentage of members on antidepressant medication who continue their regimens for an appropriate period of time (as determined by national standards) and receive monthly physician follow-up evaluations.

6. Increasing the percentage of Health Plus members who receive an annual dental exam.

Be on the lookout

Health Plus will be sending individual letters to primary care physicians (PCPs) regarding members who may need to be seen in order to meet the above standards. In addition, we will be working with the PCPs of members in our four Disease Management Programs to achieve these quality goals.



To refer a member for our Asthma, Diabetes, or Coronary Artery Disease Management Services, please call 1-718-630-0123. For Depression Disease Management, please call 1-800-727-0910.

Important immunization phone numbers

- For professional or technical questions: Bureau of Immunization (NYC Health Department)—**1-212-676-2259**.
- Vaccine for children supply issues: Dr. Dileep Sarecha—**1-212-676-2265**.
- Private sector vaccine supply issues: Wyeth—**1-800-666-7248**.

Shorten your waiting time

Submit claims electronically

Health Plus has started accepting HIPAA compliant electronic provider (837p) and institutional (837i) claims. For our participating providers, this means:

- Claims processed and paid in half the time.

- Reduced administrative costs.
- Elimination of paperwork and lost claims.
- Streamlined business-to-business transactions.
- Security and confidentiality of data submitted.



Avoid UB-92 claim errors

All of your Health Plus patients are both *members* and *subscribers*. Often, facilities will submit electronic claims listing a mother as the subscriber and her newborn as the member.

By regulation, Health Plus must reject these claims. To avoid processing delays, always enter each individual Health Plus member as both the member and subscriber on your 837i claims.

Our Payer ID number is 11324, and we are using WebMD™ as our clearinghouse. The implementation guides can be found on our website at www.healthplus-ny.org under "Providers."



For more information on how to submit claims electronically, call the Health Plus EDI Administrator at 1-718-491-8355.

Visit our new, redesigned website at:

www.healthplus-ny.org

web

Are you using an electronic medical record?

Have you purchased a system you would recommend to other physicians? If so, please fax the details to our Provider Relations Department at **1-718-504-9676**.

Health Plus will compile the results and distribute them to your colleagues.

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

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

INFO PLUS Provider Interactive Voice Response Line (24-Hour Member Eligibility, Claims Status, Specialist Referrals) 1-800-639-6968

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.