



Health Plus News

PROVIDER

YOUR COMMUNITY'S GUARDIAN ANGEL SINCE 1984

www.healthplus-ny.org Providers, call toll free 1-800-450-8753.

Providers satisfied with services

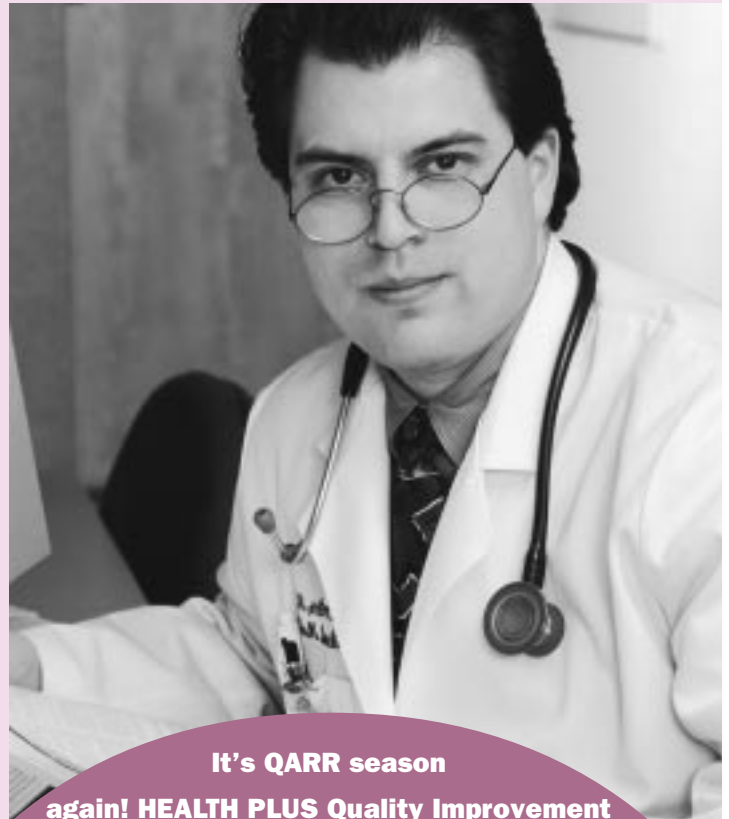
Once again, HEALTH PLUS providers have given us high marks on various measures of satisfaction with our services. More than 94 percent of respondents to our provider survey were satisfied with our case management services, our honesty with physicians, provider services, and HEALTH PLUS overall. In addition, 96 percent of respondents found our publications to be useful.

Claims and referrals

HEALTH PLUS also saw more providers satisfied with our overall claims processing (91 percent) and with the referral and prior authorization process (84 percent). To facilitate referrals and authorizations, we now make available blank Health Service Referral and Prior Authorization forms on our Web site for you to download at your convenience any time of the day. You may also use Info Plus to generate referrals by phone at 1-800-639-6968 or online at www.healthplus-ny.org.

Feedback welcome

While HEALTH PLUS is proud of its provider satisfaction results, we will continue to strive to ensure that even more providers are satisfied with the services we offer. We encourage you to communicate with us to give feedback on the quality of our services. You may call Provider Services at 1-800-450-8753 or e-mail us at providers@healthplus-ny.org.



It's QARR season again! HEALTH PLUS Quality Improvement representatives will be contacting providers to schedule medical record reviews. If you have any questions about this process, please contact Canji Macaluso at 1-718-491-7559.

PCPs—Remember to submit your encounter data.

HEALTH PLUS

205 Montague, Third Floor
Brooklyn, NY 11201

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Caring for children and teens

Things to remember

While the Child/Teen Health Program (C/THP) is under revision, the New York State Department of Health would like to emphasize some important points for medical providers to consider when caring for child and adolescent members.

■ Providers are advised to utilize the care standards and periodicity schedules provided by the New York State Department of Health and to follow the general recommendations by the Committee on Standards of Child Health from the American Academy of Pediatrics until the C/THP revised manual is complete.

■ Regarding administration of vaccines, physicians should follow the current immunization schedules provided by the New York State Department of Health. Medical providers who have additional questions regarding immunizations should contact the Immunization Program at 1-518-474-1944.



Providers must be enrolled in the Vaccines for Children program to obtain free vaccines for Medicaid-eligible children.

Other immunization information, such as *Immunization Update Newsletters* and the *New York State*

Immunization Requirements for School Entrance/Attendance, can also be obtained from the New York State Department of Health Web site at www.health.state.ny.us/nysdoh/immun/immunization.htm.

■ Requirements for lead screening have been changed since the last version of the C/THP manual. As of Oct. 26, 1998, all Medicaid-eligible children must be screened with a blood lead test at 12 months and 24 months of age.

Children between the ages of 36 months and 72 months of age must be screened with a blood lead test if they have not been previously screened for lead poisoning.

A blood lead test must be used when screening Medicaid-eligible children. A blood lead test result

equal to or greater than 10 ug/dL obtained by fingerstick must be confirmed using a venous blood sample.

Medical providers who need information about lead screening and treatment should contact the NYS Lead Poisoning Prevention Hotline at 1-518-473-4602 or the NYC Hotline at 1-212-BAN-LEAD.

■ For the treatment of children and adolescents with HIV infection, please refer to the New York State Department of Health revised guidelines titled *Criteria for the Medical Care of Children and Adolescents With HIV Infection*.

To order this publication, please call 1-212-268-6144 or 1-518-474-9866 or send an e-mail to HIVpubs@health.state.ny.us. You may also access selected HIV/AIDS material for providers, available in downloadable format, online at www.hivguidelines.org or www.health.state.ny.us/nysdoh/aids/index.htm.

Please feel free to direct any questions regarding this article to Provider Services at 1-800-450-8753 or e-mail providers@healthplus-ny.org.

Upcoming health observances

April 14–20 is NATIONAL CHILDHOOD IMMUNIZATION WEEK. As always, all providers need to ensure that children are properly immunized. There is no better time to stock up on educational materials for your patients and for your practice.

To receive free and low-cost materials, contact the Immunization Action Coalition at www.immunize.org or the National Immunization Program of the CDC at www.cdc.gov/nip.

The CDC proclaims May 7 as WORLD ASTHMA DAY. On this day, the CDC honors “the efforts

of organizations in the United States and around the world that are striving to improve the recognition and treatment of asthma.” HEALTH PLUS joins the CDC in this endeavor and urges all providers to educate their patients on asthma prevention and treatment methods.

Refer smokers to our FREE & CLEAR Smoking Cessation Program at 1-800-300-8181.

Depression management program begins

Depression is among the most common mental health problems. Although there is substantial evidence that effective treatments exist for depressive illnesses (e.g., antidepressant medications, psychotherapy, and psychosocial interventions), it is estimated that depression may not be recognized in up to 50 percent of cases. For these reasons, HEALTH PLUS selected depression as its first behavioral health disease management program.

Program goals

The program focuses on identifying previously unrecognized cases of depression, referring members for appropriate treatment, and improving the management of depression when there is evidence that a member may not be optimally managed.

The program does not affect existing services. Members

can still be referred to behavioral health services in the usual ways.

Major sources of data to identify potential disease management candidates include, but are not limited to, health screening forms completed by new members, antidepressant medication pharmacy claims data, and service utilization patterns by members with common diagnoses suggestive of possible underlying depression.

Behavioral Health clinical staff, using a brief questionnaire designed to identify depressive symptoms and target possible interventions, screen potential candidates for the program who are not already receiving behavioral health treatment. A specific member education class on depression is offered free of charge by Health Education and Outreach staff.

Other major interventions are also included in the program (e.g.,



providing information on self-help organizations and community services, written communication to PCPs and behavioral health specialists about medication compliance issues).

As with all of our disease management initiatives, the success of this program will depend on effective collaboration between the plan and its providers. We welcome your input and suggestions.

For further information about the program, please feel free to contact Dr. Bill Fishbein, Director of Behavioral Health, at 1-718-491-7463 or Dr. Art Levin, HEALTH PLUS Medical Director, at 1-718-491-7485.

Dental care essential

The CDC states that “[the] nation’s oral health is the best it has ever been, yet oral diseases remain common in the United States” (from *Oral Health in America: A Report of the Surgeon General*, CDC, 2000).

Timely dental care visits are important for achieving optimal health. As part of routine care, physicians need to remind HEALTH PLUS members about scheduling dental visits. This is even more

important now that dental benefits are available to members of all HEALTH PLUS benefit programs. Members can obtain routine dental care using their dental benefit cards.

Members can receive more information on their dental benefits by calling Dental Member Services at 1-800-468-9868 or our general Member Services line at 1-800-300-8181.

Ensure children receive immunizations by age 2!

CLAIMS CORNER

If you have a question for Claims Corner, please submit it to Barbara Thompson, Director of Claims, HEALTH PLUS, 241 37th St., Suite 4, Brooklyn, NY 11232.

Dear Claims Corner:

I know I'm supposed to be submitting with my Provider ID/ Access number for all services. I have been informed that this number is listed in the provider directory above my name. Which of the two numbers listed should I be placing in the PIN field in box 33 of the HCFA 1500? I don't want to incur unnecessary delays by using the incorrect number. Please advise.

Dear Doctor:

The all numeric number directly above your name is the proper one to use. The alpha numeric number above that should not be used in claims submission.

Dear Claims Corner:

What happens if a patient comes in with a HEALTH PLUS card and the patient is not on my roster? Can I charge him/her for my services?

Dear Doctor:

If your name is on the card, you should call 1-800-300-8181 to verify that you are the member's PCP. You will then receive a faxed

Reminder

New claims address:
HEALTH PLUS
P.O. Box 200-284
Bay Ridge Station
Brooklyn, NY 11220-0284

confirmation within the hour. If the member PCP area on the card states "unassigned," you can call us, with the member present, at the above number and have the member assigned to you, if he/she so chooses. You will be faxed a PCP confirmation within the hour. You should not request payment for services from our member in either case.

Child Health Plus updates

The New York State Department of Health recently modified the Child Health Plus B benefit package. As of Feb. 1, 2003, hospice services are covered by the Child Health Plus B (and Family HEALTH PLUS) programs. The State also mandated that, effective immediately, Child Health Plus B does not cover "the use of prescription drugs and biologicals and the administration of these drugs furnished for the purpose of causing, or assisting in causing, the death, suicide, euthanasia, or mercy killing of a person."

Questions may be directed to Provider Services at 1-800-450-8753.

Health Plus News PROVIDER

Tom Early
Executive Director

Clifford D. Marbut, M.D., M.P.H.
Chief Medical Officer

Cleo Dixon
Director of Network Development
and Provider Relations

José Nanín, Ed.D., CHES
Editor

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 1-718-630-0123.

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 partnership 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. Copyright © 2003 Coffey Communications, Inc. ABO141250

Where to find information

Provider Services	1-800-450-8753
Provider Interactive Voice Response Line (24-hour Member Eligibility, Claims Status, Specialist Referrals)	1-800-639-6968
Domestic Violence Coordinator	1-718-491-7545
Health Services	1-718-630-0123
Health Education	1-718-491-7584
Web site: 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.

What do you need from us?

We need your help making *Health Plus News* the best resource it can be. Please take a few minutes to let us know how you use the newsletter, how useful it is and how we could improve it. Tell us what you would like, and we'll do our best to deliver. When you're done, fax back to 1-718-852-5964.

ABOUT YOU

Your name: _____

Provider ID: _____

Where do you practice?

- Bronx Queens
 Brooklyn Staten Island
 Manhattan Other

What type of practice do you have?

- Primary care-Pediatrics Optometry
 Primary care-Internal medicine Ophthalmology
 Primary care-Family practice Dentistry
 Obstetrics/Gynecology Other specialty

ABOUT THIS NEWSLETTER

1. How much of each issue of *Health Plus News* do you read?

- All Less than half
 More than half None—discard without reading

2. Do you ever keep copies of *Health Plus News* for future reference?

- Yes No

3. How would you rate *Health Plus News* in terms of how interesting the information is?

- Excellent Fair
 Very Good Poor
 Good

4. How would you rate the attractiveness of *Health Plus News* (layout, design)?

- Excellent Fair
 Very good Poor
 Good

5. How would you rate the quality of information in *Health Plus News* articles?

- Excellent Fair
 Very good Poor
 Good

6. Taking all these factors into consideration, what overall rating would you give to *Health Plus News*?

- Excellent Fair
 Very good Poor
 Good

7. How useful do you find *Health Plus News*?

- Very useful Slightly useful
 Somewhat useful Not useful

8. Do you receive provider-oriented newsletters from other health plans?

- Yes No

9. If yes, how does *Health Plus News* compare?

- Better Worse

Same Please explain: _____

10. Please rate the following types of medical topics in terms of interest and usefulness, using this scale:

1 = Very useful/interesting

2 = Somewhat useful/interesting

3 = Slightly useful/interesting

4 = Not useful/interesting

___ Common health problems for HEALTH PLUS members (e.g., asthma, diabetes)

___ New clinical guidelines

___ New therapies (e.g., Botox for cerebral palsy)

___ Uncommon health problems (e.g., cerebral palsy, congenital heart disease)

11. Please rate the following types of health plan topics in terms of interest and usefulness, using this scale:

1 = Very useful/interesting

2 = Somewhat useful/interesting

3 = Slightly useful/interesting

4 = Not useful/interesting

___ Claims coding and processing

___ Covered and noncovered benefits

___ Referral and authorization process

12. Overall, which type of information would you find most useful in *Health Plus News*?

Information about medical developments and guidelines

Information about insurance plan policies and procedures

13. Would you like to continue receiving *Health Plus News*?

- Yes No

Any comments you have about *Health Plus News* would be greatly appreciated.

Fax to 1-718-852-5964
Attn: Dr. José Nanín