

connection

important information for fallon community health plan physicians and providers

march 2006



fchp grants support physician-directed programs

Programs aimed at preventing childhood obesity and at improving the treatment of depression in the primary care setting recently received Fallon Community Health Plan support with grants of \$5,000 each. These unique FCHP grants are aimed at supporting physician-directed programs that contribute to FCHP's mission of *making our communities healthy*.

FCHP is funding the startup of **Start Healthy, Stay Healthy**, a pilot program at UMass Memorial Health Care in Worcester. The program aims to change lifestyle patterns for children who are overweight or at risk for being overweight—who now total 32% of children ages 6 to 19. *Start Healthy, Stay Healthy* will conduct practical group sessions promoting healthy family lifestyles. Nutrition information, hands-on cooking demonstrations, active play, goal-setting and rewards are packaged for very young children. Activities will be reinforced with peer support and professional consultations.

FCHP awarded its second physician grant to Northeast PHO, which seeks to provide its primary care providers on the North Shore with **tool kits for treating depression**. Nearly 10% of the U.S. population suffers from a depressive disorder or depression every year. In most cases, primary care clinicians oversee the care of patients with depression.

The kits will include patient information sheets on depression and tips on taking antidepressant medication properly, appointment cards for the three required follow-up visits, behavioral health referral forms and a patient chart checklist. The goal is to promote more understanding and collaboration with providers and patients in the successful treatment of depression.

"As a leader in health care," says Eric H. Schultz, President and CEO, "Fallon Community Health Plan is proud to be working alongside innovative providers who share our commitment to improving the lives of those we serve. I am very enthusiastic about the positive impact these programs may have in their communities."

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satisfaction survey results favorable

Thank you to all of you who participated in our annual Provider Satisfaction Survey last fall. We are very pleased that 90% of you who responded indicated that your overall satisfaction with FCHP is excellent, very good or good.

And now we're pleased to congratulate our raffle winners: **Lisette Santana**, from Drs. Farricy and Kraft, LLP, an OB/GYN office in Worcester, and **Dr. Dean Morrel**, a primary care physician from Family Practice Associates in Leominster.

We picked our winners randomly from a group of providers who responded to our survey by the November 22 deadline. We presented each winner with a \$250 gift certificate to giftcertificates.com. Thank you to all who responded!



Start Healthy, Stay Healthy—UMass Memorial Medical Center



At the grant presentation were (left to right): Jennifer Teed, R.D., UMMMC Nutritionist; Suzanne McLaughlin, M.D., Assistant Professor of Pediatrics; Dan Concaugh, Esq., FCHP Vice President, Network Development and Management; Caryn Sweeney, FCHP Provider Relations Representative; Kathy Bien, FCHP Contracts Manager

Tool Kit for Management of Depression in Primary Care Practice—Northeast PHO



Present at the grant award were (left to right): Sue Wilder, FCHP Provider Relations Representative; Mark Libon, Ph.D., Vice President Outpatient Mental Health and Substance Abuse Services, Health and Education Services; Caryl Beison, Director of Operations, NEPHO; Carol Freedman, R.Ph., MAS, Pharmacist, NEPHO; Joel Shelkrot, M.D., Medical Director, NEPHO; and Dan Concaugh, Esq., FCHP Vice President, Network Development and Management ●

fchp introduces 24/7 health line

A baby has a high fever and it's the middle of the night. A patient wants to learn more about a recent diagnosis. Medical questions can arise at any time, day or night.

That's why Fallon Community Health Plan recently introduced **Nurse Connect**. We've joined with Health Dialog to give your FCHP patients access to registered nurses and other health care professionals who serve as health coaches 24 hours a day, seven days a week, 365 days a year.

**The Nurse Connect number is
800-609-6175 (TDD/TTY: 800-848-0160).**

When your FCHP patients have a health question, they're able to immediately call a health coach who can provide:

- Personalized education and support
- Information to help your patients make healthy decisions
- Educational materials relevant to a diagnosis or condition (mailed right to their home)
- Assistance with finding additional health information online

And there's more. FCHP members can log in to **Nurse Connect's online message center** through our Web site, where they'll be able to send a secure message to a health coach and get a reply within 24 hours. They'll also find extensive health resources to help them become more informed about their care. Member health information will be kept private and secure under applicable state and federal laws.

This also is a way for our members to be more educated and engaged in their health care and better communicate with their doctor. We have been getting the word out to our members. Please do not hesitate to give them the Nurse Connect number. ●

it fits! even better

Fallon Community Health Plan has **significantly enhanced our popular *It Fits!* feature** for all ages by adding an expanded variety of activities *including school and town athletic programs* that include an aerobic and instructional component. One of our goals, given alarming statistics about the escalation of childhood obesity, is to cover activities often pursued by children.

Details are available in *Connection* online and on our Web site, www.fchp.org. Please help us spread the word! ⓘ

missed it? download our provider seminar presentation

Fallon Community Health Plan was pleased to offer last November a provider seminar titled *Consumer-Directed Health Care: The New Frontier*. More than 75 providers attended the seminar at the Westborough Wyndham. We're sorry if you missed it. But now you can download and read a copy of that day's PowerPoint® presentation in PDF format. Simply go to this address on our Web site—and enjoy: www.fchp.org/providers/resources/ed.aspx#newFrontier. ●

new name and site for popular elder program



Elder Service Plan has a new name: Summit ElderCaresm. It also has added a new site in Charlton. This Fallon Community

Health Plan-sponsored program combines medical, social and insurance services, as well as caregiver support, to help the elderly remain in a home environment. Because of this central coordination of care, including adult day health care services, the program has been the salvation of many working caregivers in our communities.

Based at East Mountain Street in Worcester, Summit ElderCare recently expanded with the addition of a new site at 88 Masonic Road in Charlton, Mass.

To learn more about Summit ElderCare, or to refer your patients, call 800-698-7566 (TDD/TTY: 800-439-2370) or visit www.summitelder.org. ●

fchp offered to providers

As a contracted provider with Fallon Community Health Plan, you are eligible to enroll in our health plan and offer group coverage to your staff. Our health plan options are identical to the programs offered to small employer groups, but you are not required to join an association or pay an annual membership fee.

FCHP is proud to make this offer to our valued providers. Please contact the FCHP Small Group Business Line at 800-333-2535, ext. 79097, to receive a rate quote. ●

benefit updates

- **Aquatic therapy** (CPT code 97113) is now covered for Fallon Community Health Plan members. Visits for this modality will be deducted from the member's therapy benefit. ●

change to pt and ot process

Effective immediately, covered **physical therapy and occupational therapy** will **no longer require a treatment plan** to obtain plan preauthorization after the sixth visit. A physician prescription will still be required, and therapists must be contracted by FCHP. Members will be covered up to their benefit maximum. The speech therapy process will remain unchanged. ●

change to podiatry referral process

Effective immediately, covered podiatry services will only require a PCP referral. PCPs may request up to a maximum of 12 visits per year based on their own discretion.

Plan preauthorization is no longer required for most services; however, some procedures may still require it. For a list of procedures requiring preauthorization, please refer to the FCHP *Provider Manual* at: www.fchp.org/providers/manual/pdfs/D_PatientCare.pdf

Referrals for podiatry services can be done by completing the PCP Referral section of the Request for Services form, or by completing a request via our Online Referral Tool. ●

let's connect!

a personal connection

Fallon Community Health Plan is committed to giving you excellent customer service throughout 2006.

As always, if you are interested in meeting with your assigned Provider Relations representative, just call us at 866-ASK-FCHP and press 4. ●

coming soon: new radiology consultation line

Good news! In early 2006, FCHP plans to partner with a vendor to introduce a physician consultation phone line staffed by board certified radiologists. The radiologists will be available to assist providers who want to minimize radiological exposure for their patients while, at the same time, ordering appropriate procedures for the best possible diagnosis. **Participation will be strictly voluntary.** To learn more, please see *Connection* online. ⓘ

coding corner

zero pay fee schedules updated

Effective January 1, 2006, FCHP has updated all codes with a zero (\$0) allowable on the Medicare fee schedules to the current default rate in your contract. This applies to covered codes only. If you have any questions, please call Provider Relations at 866-ASK-FCHP, press 4. ●

billing for deluxe and standard frames

Here's a coding tip for you. Billing FCHP for eyeglass frames (V2020 and V2025)? Please bill the code for the frame dispensed, with the full amount on one claim line, and indicate one unit for each pair of frames dispensed. While Medicare allows providers to bill with both codes on two claim lines, FCHP billing and payment guidelines require one claim line to ensure that the member's eyeglass benefit is properly administered. ●

updates to same-day surgery and outpatient fee schedules

Fallon Community Health Plan has updated its same-day surgery and outpatient fee schedules, effective May 1, 2006. Detailed information regarding procedure codes, descriptions and group levels can be found in *Connection* online. ⓘ

new cpt/hcpcs codes for 2006

As mentioned in the January issue of *Connection*, all new 2006 codes require prior authorization until a formal review is performed by Fallon Community Health Plan. We have reviewed the 2006 CPT/HCPCS codes and have added some new codes to the list of procedures that require prior authorization, effective May 1, 2006. For a specific list of codes, please refer to *Connection* online. ⓘ

billing bytes

claimcheck® software upgrade

In order for Fallon Community Health Plan to be up to date with new technology, we continually evaluate our software and make modifications to accommodate our payment methodology.

With this in mind, FCHP is upgrading ClaimCheck to version 37. This software is an automated method that helps us in the proper processing of claims and ensures consistent application of FCHP payment policies across all claims. Due to the upgrade, you may see changes in reimbursement. If you have any questions, please contact Provider Relations at 866-ASK-FCHP, press 4. ●

enhancements to the claims appeals and adjustment process

As another customer service step, FCHP will be implementing a few enhancements to the claims appeals and adjustment process, beginning in early March.

The key changes are:

- Introduction of a new and improved Appeal Request Form that is in a user-friendly format
- Introduction of a new and improved Adjustment Request Form that is in a user-friendly format
- Implementation of the *no change adjustment*. This new type of adjustment will be done when FCHP receives a request that cannot be processed either due to missing information, no correction being noted or the initial payment being correct. This new adjustment will appear on your RAS along with a brief explanation of why the request could not be processed.

Look for more detailed information about these changes in the May issue of *Connection*! ●

ras enhancement update

As mentioned in the November 2005 issue of *Connection*, Fallon Community Health Plan is in the process of enhancing our Remittance Advice Summary. We are still working on these enhancements and anticipate that our new RAS will be ready for release in the near future. ●

formulary updates

Fallon Community Health Plan has made several changes to its formulary, including changing prior authorization requirements and adding new medications. Please see the changes below.

additions

Clobex® Spray (clobetasol)	Tier 3 PA required (new dosage form)
Emtriva® Oral Solution (emtricitabine)	Tier 3 (new dosage form)
Exjade® (deferasirox)	Tier 3
FemHRT® Low Dose (norethindrone/ethinyl estradiol)	Tier 3
Fosrenol® 750 mg & 1000 mg (lanthanum)	Tier 3 PA required (new strengths)
Hyzaar® 100-12.5 (losartan/HCTZ)	Tier 3 QLL of 30 per 30 days (new strength)
Kaletra® 200-50 (lopinavir/ritonavir)	Tier 2
Ketek® 300 mg (telithromycin)	Tier 3 (new strength)
Menopur® (menotropins)	Tier 3 PA required, QLL of 20 per 30 days
Mobic® Suspension (meloxicam)	Tier 3 PA required (product extension)
Proquin XR® (ciprofloxacin)	Tier 3 QLL of 3 tabs per Rx
Ribasphere® (ribavirin)	Tier 3 PA required
Ribatab® (ribavirin)	Tier 3 PA required
Xopenex HFA™ Inhaler (levalbuterol tartrate)	Tier 3 PA required (new dosage form)

changes

Follistim-AQ® (follitropin-β)	PA requirement added
Repronex® (menotropins)	PA requirement added

moratorium*

Increlex® (mecasermin)

* FCHP's Moratorium Policy was enacted to ensure patient safety and to allow for adequate time for the development, review and approval of clinical criteria. When a new medication first becomes available, it will fall under this policy and be excluded from coverage. A process is in place that allows for the quick review of provider requests for noncovered pharmaceuticals.

have you seen your
connection?

Please pass this along to
the next person on the list.

Date received _____

Please route to:

- Office manager
- Physician
- Billing department
- Receptionist
- Referral site
- Other

get connected...

connection online • march 2006

Your online supplement to *Connection* at

www.fchp.org/providers/resources/connection.aspx contains:

- *it fits!* even better
- coming soon: new radiology consultation line
- updates to same-day surgery and outpatient fee schedules
- new cpt/hcpcs codes for 2006

payment policies:

- *Coding analysis policy*
- *Emergency department payment policy*
- *Eye examinations and refraction payment policy*
- *Physical therapy assistant (PTA) payment policy*
- *Special services, procedures and reports payment policy*

Connection is a bimonthly publication for all FCHP ancillary and affiliated providers. The next copy deadline is March 10, 2006. Send information to Lisa Mancini Peare, Fallon Community Health Plan, 10 Chestnut St., Worcester, MA 01608.

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www.fchp.org

questions?

866-ASK-FCHP
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