

Connection

Important information for Fallon Community Health Plan physicians and providers
May 2005

Let's Connect!

Coming soon: Our new Online Referrals tool!

In June 2005, Fallon Community Health Plan (FCHP) will launch two new online tools on www.fchp.org.

The first is our new Online Referrals tool. We are very excited about this new tool that will allow you to:

- View referrals for which you are the requesting or the servicing provider.
- Enter specialty referral requests and preauthorization requests for services using HIPAA X12 service-type codes.
- Receive an immediate status on specialty referral requests and all others within 48 hours of receipt of medical information.
- Review summary or detailed reports online or download to your computer.

For primary care physicians (PCPs), an additional tool, called PCP Panel Reports, also will be available. This tool will allow PCPs to run reports about their current panels as well as any changes to their panels. This tool will replace the hard-copy panel reports currently mailed by FCHP on a monthly basis.

Registration online required

As with our current online tools, including eligibility verification and claims metrics, you must register online in order to use both of these new tools. For more information, please contact our EDI coordinators at 1-866-ASK-FCHP, extension 69968, or via e-mail at edi.coordinator@fchp.org. We will be happy to assist you. To register, please visit www.fchp.org/providers/providerRegistration.aspx.

Online Referral training offered

In an effort to assist you with using the new Online Referrals tool, we will be conducting a series of training sessions throughout the Fallon Community Health Plan service area.

The schedule for the **Online Referrals trainings** are as follows:

June 1, 2005	Holiday Inn, Worcester
June 2, 2005	Sheraton Ferncroft, Danvers
June 8, 2005	Courtyard Marriott, Milford
June 9, 2005	Sheraton Tara, Framingham
June 15, 2005	Sheraton Four Points, Leominster
June 21, 2005	Holiday Inn, Worcester
June 22, 2005	Westford Regency, Westford
June 23, 2005	Sheraton Lexington, Lexington

All sessions will be held from 9 a.m. to 11 a.m. and will include a continental breakfast. If you are interested in attending one of these sessions, please RSVP to 1-508-368-9759 by May 15, 2005. Space is limited. ●

Everyday Affairs

FCHP now offers electronic prescribing

Fallon Community Health Plan (FCHP) is pleased to give its physicians access to electronic prescribing through DrFirst's Rcopia. FCHP has signed an agreement with DrFirst's award-winning Rcopia Electronic Prescription Management program, which is endorsed by the Massachusetts Medical Society.

DrFirst's Rcopia offers an end-to-end electronic prescribing system that integrates patient eligibility and formulary information with medication history at the point of care. The system allows the physician to transmit a prescription electronically to the pharmacy of the patient's choosing. This process works for renewals as well as new prescriptions.

DrFirst's Rcopia is designed to produce legible and error-free prescriptions, reducing the number of phone calls and faxes between your office and the pharmacy. The system also increases patient safety by incorporating automatic drug-to-drug and drug-to-allergy interaction checking at the time of prescribing.

Continued

Everyday Affairs *continued*

“Fallon Community Health Plan is working hard to promote and enable the use of technology among physicians across the Commonwealth. By partnering with DrFirst, we are expanding our long-term commitment to e-prescribing and broadening access to our formulary,” says Mark Fisher, Chief Operating Officer at Fallon Community Health Plan. “This is a great benefit to our members, our network physicians, the pharmacies, and, in fact, the entire health care system in Massachusetts. We are pleased to have the opportunity to engage DrFirst in this effort.”

Physicians can use DrFirst’s Rcopia via the Web on desktop, laptop and tablet PCs. Mobile implementation is powered by DrFirst’s Rcopia for Palm OS® and PocketPC,® which integrates seamlessly with the Web-based system to ensure full online and offline functionality.

Members of the Massachusetts Medical Society (MMS) receive a discounted price. As part of their commitment to identify products and services to help physicians meet day-to-day demands, the MMS has endorsed a series of vendors offering high-quality and innovative office-support systems. In fact, as one of these vendors, DrFirst will be presenting at the Society’s Annual Technology Exhibition on Wednesday, June 1, 2005, at 5:30 pm. The exhibition will be held at the MMS headquarters. If you are interested in registering for this event, please contact the MMS directly at 1-800-322-2303, extension 7311, or send an e-mail to info@massmed.org.

More information about DrFirst can be found at www.drfirst.com. ●

Reminder


Remember the number! Fallon Community Health Plan has a dedicated provider service line. Please call 1-866-ASK-FCHP (1-866-275-3247) for prompt, efficient service. ●

\$0 copayment for routine physical exams

Now at Fallon Community Health Plan (FCHP), routine physical exams for both children and adults are covered in full—no copayments and no deductibles. We’re proud to be the **only health plan in Massachusetts** to offer this benefit, making preventive care easier and more affordable.

Routine physical exams are given by a member’s primary care physician (PCP), defined as an internal medicine or family practice physician, a pediatrician, nurse practitioner or physician assistant associated with the member’s PCP, as well as a member’s OB/GYN. Routine physical exams are in accordance with Massachusetts Health Quality Partners (MHPQ) recommended guidelines for wellness visits.

This new benefit for FCHP Select Care and FCHP Direct Care members is available to new FCHP members immediately and to existing members on their enrollment anniversary date.

To see how this benefit will appear on the member ID card and get a list of CPT codes associated with this new benefit, please go to *Connection* online. 

FCHP Direct Care network expands

Since its introduction in 2002, FCHP Direct Care has been the health plan of choice for more than 1,900 employer groups in Massachusetts.

Due to its success of this tailored network, Fallon Community Health Plan (FCHP) is pleased to announce that **Acton Medical Associates, Charles River Medical Associates and Southboro Medical Group** have joined **Fallon Clinic** in the Direct Care network. The current PCP referral and preauthorization rules will remain in place.

FCHP Direct Care has a reputation for the high-quality, cost-effective health care that has been a hallmark of Fallon Community Health Plan. It also has the same rich core of comprehensive benefits and features as FCHP Select Care, including our new \$0 copayment for routine physical exams. ●

FCHP introduces online medical tool

As noted in the March 2005 *Connection*, Fallon Community Health Plan has introduced the Healthwise® Knowledgebase—one of the nation's leading online resources for helping people become informed about their health and health care in active partnership with their doctors.



The Healthwise® Knowledgebase is available **free** by logging on to our Web site, www.fchp.org. Simply click on the “get the answers” link in the copy next to the Healthwise® logo. Or you can access Healthwise® via a direct link on the *Resources* page in the *Providers* section.

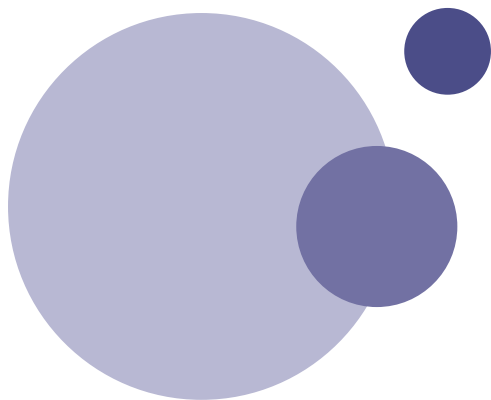
This powerful tool covers more than 3,400 topics, with hundreds of helpful illustrations and powerful search functions—all of which increase the usability and usefulness of the in-depth medical content. It's a very reputable source to which you can send your patients for more information about their health as discussed in your office. We hope you'll check it out and refer your patients to it often.

For more details about the site, see *Connection* online. 

ESP celebrates 10 years

Since March 1995, Elder Service Plan (ESP) has been offering seniors an alternative in health care. Today, there are more than 200 people enrolled in the program from throughout our service area. In total, more than 600 elders have benefited from our services. ESP thanks you for your support and hopes you will continue to share our mission during our 10th anniversary.

For more information about patient qualifications and referrals, please call ESP at 1-508-368-9690. ●



Medicare 2006: Prescription Drug Benefit

The Medicare Modernization Act of 2003 created the most significant changes in the history of Medicare. Some of the changes have already taken effect (such as the Medicare-approved drug discount cards), and others are on the way for 2006.

Beginning January 1, 2006, the new Medicare Prescription Drug Benefit takes effect. This new benefit is called Medicare Part D. It will be available to all people with Medicare and also through Fallon Senior Plan.™ Throughout 2005, Fallon Community Health Plan and the Centers for Medicare & Medicaid Services (CMS) will be providing you more information about 2006 Medicare prescription drug plans. In addition, CMS has established a special site for providers that you can access to obtain current information at: www.cms.hhs.gov/medicarereform/pdbma/provider.asp

Medicare also has a fact sheet, called *The Facts About Medicare Prescription Drug Plans* that may be helpful to answer patient's questions. You can go to: www.medicare.gov/Publications/Pubs/pdf/11065.pdf ●

FCHP plans for Medicare PPO option

Fallon Community Health Plan has filed an application with the Centers for Medicare & Medicaid Services to launch a new product with a preferred provider organization (PPO) network for Medicare beneficiaries for 2005.

If approved, the consumer-focused health plan, called **Fallon Senior Plan Preferred**, will provide Fallon Senior Plan™ members more choices than original Medicare, including free health club memberships at participating SilverSneakers® fitness facilities and a prescription drug benefit. The new plan also will give members more freedom to select any doctor, hospital or health care specialist, without a referral. Members who choose to access doctors and hospitals outside of the Fallon Senior Plan Preferred network will have to pay more for those services.


Fallon Senior Plan Preferred would be available to Medicare beneficiaries in Worcester County and portions of Franklin, Hampden, Hampshire, Middlesex and Norfolk counties. The health plan will continue to offer **Fallon Senior Plan Saver**, a “zero-dollar” monthly premium plan; **Fallon Senior Plan Standard**; and **Fallon Senior Plan Plus**, which includes a prescription drug benefit throughout 2005. ●

SilverSneakers® is a registered trademark of HealthCare Dimensions Incorporated.


Coding Corner

Travel vaccines covered

Fallon Community Health Plan covers immunizations that are medically necessary, including those for travel. However, some immunizations are not covered, based on a low risk of infection (e.g., cholera, plague) or the fact that the immunization is no longer produced or utilized.

For a list of codes and descriptions for immunizations that are not covered, please see *Connection* online. 

2005 HCPCS codes

As mentioned in the November 2004 *Connection*, all new 2005 procedure codes require a preauthorization until a formal review is conducted by Fallon Community Health Plan. In the March 2005 *Connection*, we shared the CPT codes that will continue to require preauthorization. Please see the *Connection* online for the 2005 HCPCS codes that will continue to require preauthorization. 

Billing Bytes

CMS guidelines followed for assistant surgeon fee

Effective May 1, 2005, Fallon Community Health Plan (FCHP) will follow the Centers for Medicare & Medicaid Services (CMS) guidelines for allowance of an assistant surgeon. The CMS designations can be found on the 2005 National Physician Fee Schedule Relative Value file at:

www.cms.hhs.gov/providers/pufdownload/rvudown.asp.

FCHP will not reimburse those procedures that CMS designates as not reimbursable for assistant surgeons. Medical notes will be required for review of assistant surgeon claims that are not generally reimbursed.

In addition to the assistant at surgery (modifiers -80, -81 or -82), **any procedures submitted with "AS"** are subject to the assistant surgeon's policy enunciated in the Medicare physician fee schedule database.

FCHP also will use CMS guidelines for co-surgeons (modifier -62) and team surgery (modifier -66). Medical notes may be requested. ●


Inpatient coverage eligibility

Effective July 1, 2005, should a member of FCHP Select Care or FCHP Direct Care be determined to be ineligible during an inpatient stay, Fallon Community Health Plan (FCHP) will be responsible only for those days covered during the member's eligibility. Eligibility for plan membership shall be determined by FCHP and all financial liability shall become the member's responsibility upon the effective date of termination from FCHP. ●

Understanding modifier -25 and modifier -57

Both modifiers -25 and -57 are used with evaluation and management (E/M) codes only, but each modifier may be used only under the specific circumstances detailed in its definition.


- 25 Significant, separately identifiable evaluation and management service by the same physician on the same day of the procedure or other service
- 57 Decision for surgery: An evaluation and management service that resulted in the initial decision to perform the surgery

For details on how and when to use modifiers -25 and -57, please see *Connection* online. 

More time to appeal or adjust claims!

Fallon Community Health Plan will be extending the provider appeals and claims adjustment timeframe **from 90 days** from the date of the Remittance Advice Summary (RAS) **to 120 days** from the date of the RAS. This is effective for appeals or adjustments received on or after May 1, 2005. If you have any questions, please contact Provider Relations at 1-866-ASK-FCHP, press 4. ●

NPI alert

Providers can now apply for National Provider Identifiers (NPIs). For more information, see *Connection* online. 

Script Alert

Pharmacy prior auth criteria online


You've asked for it, and now we're pleased to provide you with pharmacy prior authorization criteria in an easy-to-use online format.

As you know, certain medications on the Fallon Community Health Plan (FCHP) formulary must be reviewed by physicians and pharmacists at FCHP in order for the prescription to be covered for members. This is called prior authorization. There are certain criteria that must be met in order for the medication to be approved. Prescribing physicians should request authorization only when the criteria for that specific medication are met.

Now you can review these criteria quickly. You can go to our online drug formulary, click on "prior authorization requirement," and have the prior authorization criteria at your fingertips. The criteria sheet (in easy-to-use PDF format) for the medication you wish to prescribe also includes FDA-approved uses for the drug, its usual dose and in what circumstances it is not approved.

We hope you'll find this new option to be very convenient, and that you'll use it often. ●

Alert!

Law eliminates premarital medical certificate requirement for marriage in Massachusetts. See [Connection](#) online for details. 

Formulary update

Several changes have been made to the Fallon Community Health Plan formulary. Please see the list of changes below.

Additions

Abraxane® (paclitaxel, protein-bound)	PA required (Medical Benefit)
Antara® (fenofibrate)	Tier 3
Apokyn® (apomorphine)	Tier 3, PA required
Clindesse® (clindamycin, vaginal, one dose)	Tier 3
Clolar® (clofarabine)	PA required (Medical Benefit)
Cymbalta® (duloxetine)	Tier 3, PA required
Epzicom® (abacavir/lamivudine)	Tier 3
Kepivance® (palifermin)	PA required (Medical Benefit)
Macugen® (pegapanib)	PA required (Medical Benefit)
Prialt® (ziconotide)	PA required (Medical Benefit)
Sanctura® (trospium)	Tier 3
Z-Clinz® (clindamycin/BPO)	Tier 3
Zylet® (loteprednol/tobramycin)	Tier 3

Moratorium*

Tarceva® (erlotinib)	[incorrectly listed as Medical Benefit, 1/17/05]
Enablex® (darifenacin)	

* Fallon Community Health Plan'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 May 2005

Your online supplement to *Connection* at

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

- \$0 copayment for routine physical exams
- FCHP introduces online medical tool
- Premarital testing eliminated in Mass.
- Travel vaccines covered
- 2005 HCPCS codes
- Understanding modifier -25 and modifier -57
- Providers can now apply for NPIs under HIPAA
- Formulary update
- Medical policies: *Coding Analysis Policy; Medical Nutrition Therapy Payment Policy*

Connection is a bimonthly publication for all FCHP ancillary and affiliated providers. The next copy deadline is May 10, 2005. Send information to Lisa Mancini Peare, Fallon Community Health Plan, 10 Chestnut St., Worcester, MA 01608.

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www.fchp.org

Questions?
1-866-ASK-FCHP
(1-866-275-3247)