

connection

important information for fallon community health plan physicians and providers

may 2006

● every day affairs

fchp introduces radiology answerline

On March 1, 2006, Fallon Community Health Plan introduced a new value-added, voluntary-use program for physicians, called Radiology AnswerLine, that's designed to enhance—not hinder—the patient care experience. FCHP, in partnership with MedSolutions, offers this physician-to-physician radiology consultation program for non-emergency, outpatient care.

To get the most appropriate imaging test for your patients, Radiology AnswerLine connects you to a high level of radiological expertise for the quickest diagnosis.

"Our program helps you to help yourself," says Daniel Concaugh, Vice President of Network Development and Management at FCHP. "We recognize the technological advances in radiology. FCHP wants you to be able to get guidance or clarification on issues concerning advanced imaging studies so that your patients will get accurate and quick diagnosis."

Radiology AnswerLine consults will enhance patient care, reduce costs through appropriate patient testing, obtain relevant diagnostic information and minimize radiological exposure.

"FCHP continues to introduce provider-friendly tools to help support and enhance the patient care experience," explains FCHP Chief Medical Officer Dennis A. Batey, M.D. "Physicians will be able to utilize this consultative service or access MedSolutions' clinical guidelines when they have questions regarding appropriate use of imaging services."

FCHP-contracted physicians will have immediate access to MedSolutions' board-certified radiologists and specialists, who can answer their questions about appropriate use of technology and applications for MRI, CT, PET and nuclear cardiac imaging studies. The unique program will positively impact the quality of health care delivery.

Please note that FCHP's process for preauthorization has not changed. Preauthorization requests for PET scans should be sent to FCHP. MRIs and CT scans do not currently require a preauthorization.

hassle-free!

MedSolutions' board-certified physicians are available to FCHP network physicians to answer any questions regarding the appropriate use of technology and applications for MRI, CT, PET and nuclear cardiac imaging studies for FCHP members.

- Bypass lengthy intake and screenings to get physician-to-physician contact fast.
- Radiology AnswerLine has no paperwork, no prior notification and no denials.
- No lengthy phone calls to mandatory call centers are needed when you know which tests are appropriate.
- Spend more time with your patients.
- No member-identifiable information is required!

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get a consult

- Call 888-693-3211, then select option 3, then 4 for direct access.
- Identify yourself as a FCHP provider.
- Answer a few brief questions (name, office address and TIN).
- Speak with a board-certified radiologist or physician specialist.

clinical guidelines

- Go to www.medsolutions.com.
- There is unlimited access for physicians and office staff to MedSolutions' evidence-based clinical guidelines.
- First-time users: Click on "Online Services Login" to get to the login page. Then select the "First Time User help?" link for access details.

If you have any questions, please contact Provider Relations at 866-ASK-FCHP, press 4. ●

credentialing alert

The implementation date for the credentialing/recredentialing initiative with HealthCare Administrative Solutions, Inc., has been delayed until autumn 2006. Please visit www.hcasma.org for further details about the initiative. ●

fchp support for high-risk pregnancies

Fallon Community Health Plan's new obstetrical program, *Special Deliveries*, offers support to pregnant women at risk for complications—including, but not limited to, premature delivery. The practical and emotional costs of premature delivery are immense. Our goal is to help these mothers and their babies have the healthiest pregnancy possible and to help mothers deliver closer to full term.

To learn more about the program and how to refer your patients, please see *Connection* online. ⓘ

fchp product updates: april 1, 2006

Fallon Community Health Plan is continually looking at ways to improve our products and plan design options. After a complete review of our standard plan designs, FCHP has implemented a few changes upon enrollment anniversary dates effective April 1. These changes include:

- The removal of the Rx deductible for the **Premium Saver Value** plans.
- An increase in the ER copayment from \$75 to \$100 for **Premium Saver 500** and **Premium Saver 1000** plans, as well as for **Preferred Care 500** and **Preferred Care 1000**.
- The addition of a \$125 same-day surgery copayment for **Fallon Preferred Care**.
- The addition of in-network coinsurance for all services subject to the deductible for **Preferred Care 500** and **Preferred Care 1000** plans.

FCHP also has introduced a new plan design called **Premium Saver Basic**. Some highlights of this plan option include a \$1,000 inpatient copayment, \$500 same-day surgery copayment, a \$100 imaging copayment, \$25 PCP visits and \$40 specialist visits.

To learn more about each of these plan options, you can view our *Summary of Benefits* online in the *Provider Manual* at www.fchp.org or call FCHP's Provider Service Line at 800-ASK-FCHP, press 4. ●

more for our members at www.fchp.org

Fallon Community Health Plan recently made several additions to our Web site (www.fchp.org) that will allow members to interact with us more easily and access important health information.

First, our members can now log in to **My FCHP**, the new member section on our site, for secure customer interaction. They easily can access information about their FCHP benefits, choose a physician, find out more about our wellness programs, obtain the resources to make the best health care decisions, and more—all in a secure environment.

A new addition to our member site is the **Personal Wellness Profile™** tool. Members complete a health and lifestyle questionnaire to get a profile of their health status. With this information, they know where to focus their attention for better health. They then can develop an action plan with a personal wellness worksheet and consult the Online Wellness Library for articles with practical suggestions.

Through My FCHP, our members also may log in to **Nurse Connect's Dialog Center**, a complement to our Nurse Connect 24/7 health line (800-609-6175).

We've also added a **new drug database feature** to the Healthwise® Knowledgebase link on our home page. This is a great tool for our members to get an instant profile of any prescribed medication. ●

masshealth restores dental coverage

Effective January 15, 2006, for members who are either pregnant or a mother with a child under the age of three years, MassHealth will cover certain dental services. For a list of services, please see *Connection* online. ⓘ

new hedis® measures introduced

We want to make you aware of six new measures for HEDIS® in 2006. HEDIS is a set of standardized measures that allows comparisons between health plans on quality, access, patient satisfaction, membership, utilization and more. HEDIS was developed by employers, HMOs and the National Committee for Quality Assurance.

For a detailed summary of the following measures, please see *Connection* online.

1. Inappropriate antibiotic treatment for adults with acute bronchitis
2. Use of spirometry testing in the assessment and diagnosis of COPD
3. Follow-up care for children prescribed ADHD medication
4. Disease-modifying anti-rheumatic drug therapy in rheumatoid arthritis
5. Annual monitoring for patients on persistent medications
6. Drugs to be avoided in the elderly

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA). NCQA is an independent, not-for-profit organization dedicated to measuring the quality of America's health care. ⓘ

supporting parents with our oh baby! program

Preparing for a newborn can be an exciting and busy time in any new parents' life. Fallon Community Health Plan's *Oh Baby!* program has been helping these members get off on the right foot with their new arrivals since 2004. We hope you'll encourage your patients who are FCHP members to check out this program.

Participants in our *Oh Baby!* program receive:

- Prenatal vitamins and information about prenatal care
- A GRACO®/Century® Comfort Sport convertible car seat
- The American Academy of Pediatrics' book, *Caring For Your Baby and Young Child: Birth to Age 5*
- Reimbursement towards the cost of childbirth classes
- An *Oh Baby!* oversized pullover bib
- Exclusive discounts on baby announcements through e-Invite.com
- Information about the importance of postpartum care and immunizations
- Drawings for \$500 U.S. savings bonds and \$100 American Express® Gift Cheques

To enroll in our *Oh Baby!* program,* FCHP members should contact Customer Service at 800-868-5200 (TDD/TTY: 877-608-7677). ●

* Benefits may vary by employer group.

professional support for practice managers

Practice managers need professional education and support in handling the constant changes and challenges in health care today. The Massachusetts/Rhode Island Medical Group Management Association, a professional organization for medical practice managers, is here to help. The state organization is an affiliate of the national MGMA, which was founded in 1926. The MA/RI MGMA's purpose is to:

- Provide continuing education for its membership
- Assure representation of membership concerns regarding legislation at state and national levels
- Maintain lines of communication with health service third-party payers and health care professionals
- Provide opportunities for members to discuss areas of mutual interest

Membership in the MA/RI MGMA provides a wealth of information for improvement of all aspects of medical practice management through periodic state meetings, e-mails, legislative updates, survey statistics and networking. Members also may take advantage of education and certification programs leading to improved management expertise and career advancement.

The benefits of membership can be of great value to individuals and medical practices of all sizes. The annual membership fee is \$110 and may be paid by the individual manager or by the employer for the manager. This fee includes the cost of attendance at four state meetings (held at the Wyndham Hotel in Westborough, Mass.) in September, November, January and March. The Rhode Island Assembly meets in October, December, February, April and June at the RI Medical Society in Providence, RI.

Interested individuals may apply for membership and receive additional information by visiting their Web site, www.mmgma.com, or by contacting Nancy Enos at 401-553-0305. The organization would be very pleased to have your group practice represented in their membership. ●

let's connect!

links to information about care

We hope you'll take the time to visit our Web site or request this information that reviews how we work with you and our members to ensure the quality and safety of clinical care. If you would like us to send you a copy of this information, please call our Provider Relations Department at 866-ASK-FCHP (866-275-3247), press 4.

- **Clinical criteria for utilization care services:** Fallon Community Health Plan uses national, evidence-based criteria that are reviewed annually by a committee of health plan and community-based physicians to determine the medical appropriateness of selected services requested by physicians. These criteria are approved as being consistent with generally accepted standards of medical practice, including prudent layperson standards for emergency room care. Criteria are available on the FCHP Web site at www.fchp.org/providers/resources/medpolicies.aspx or in paper copies upon request.
- **Learn more about our quality programs:** Fallon Community Health Plan is proud of its long history of quality accomplishments, including our "Excellent" accreditation from the National Committee for Quality Assurance. A detailed description of our quality program, goals and outcomes is available to all physicians on our Web site at www.fchp.org/about/quality.aspx. We also welcome suggestions from our physicians about specific goals or projects that may further improve the quality of care and service available through our health plan projects.
- **Know our members' rights:** FCHP members have the right to receive information about an illness, the course of treatment and prospects for recovery in terms that they can understand. They have the right to actively participate in decisions regarding their own health and treatment options, including the right to refuse treatment. For a complete list of FCHP members' rights and responsibilities, visit our Web site at www.fchp.org/members/resources/rights.aspx. ●

coding corner

are you getting reimbursed correctly?

Fallon Community Health Plan appreciates your cooperation in helping our members receive the recommended screenings, and we want to ensure that you are reimbursed appropriately. The guide below will help you bill correctly for diabetes screening tests.

Test	CPT code
HbA1c	83036
Lipids	80061, 83721
Microalbumin*	82042, 82043, 82044, 83518, 84156
Macroalbumin	81000, 81001, 81002, 81003, 81005

* If a member is a known diabetic and is spilling protein in the urine or is taking an ACE inhibitor, the American Diabetes Association recommends continued microalbumin tests for surveillance, both to assess response to therapy and to monitor the progression of the disease. ●

updates to fee schedules

Effective **July 1, 2006**, the following code will be added to the FCHP **auxiliary fee** schedule and the FCHP **supplemental fee** schedule:

99051: Service(s) provided in the office during regularly scheduled evening, weekend or holiday office hours, in addition to basic service.

Only providers who are currently being reimbursed according to the FCHP auxiliary fee schedule and the FCHP supplemental fee schedule will be affected by this update. Please contact your contract manager at 866-ASK-FCHP if you have any questions regarding rate information. ●

massage therapy covered

Effective July 1, 2006, massage therapy (CPT code 97124) will be covered for FCHP commercial plan members when performed by a physical therapist. Visits for this modality will be deducted from the member's therapy benefit. This code is also covered for Fallon Senior Plan™ members. ●

updates to coverage and preauthorization

The following are effective **July 1, 2006**:

- Codes 22523, 22524 and 22525 will be covered for Fallon Senior Plan™ members only. These codes require preauthorization.
- Code E0762 will be "Not Covered" for all members.
- Codes 64573, 95974, 95975, 95978 and 95979 will require preauthorization. ●

script alert

formularies updated online

Fallon Community Health Plan has made several changes to its formularies, including changing prior authorization requirements and adding new medications. Please see *Connection* online for a complete list of these changes in our commercial plan formulary and our Medicare Part D formulary. ⓘ

keeping an eye on specialty pharmaceuticals

Specialty pharmaceuticals are relatively new in the market and still target a smaller population—but are quickly growing and consuming a disproportionate percentage of health care funds. These biotech drugs, primarily injectables, are most often used to treat complex clinical conditions. They can average \$12,000 to \$15,000 annually per person.

In recent months, most health plans have come to the realization that they need to take definitive action to manage their specialty pharmacy costs. FCHP has recently begun an initiative to ensure that we are approaching this high-cost trend in the most cost-effective manner for our members and providers. We will continue to provide you with updates throughout 2006.

"The explosive growth of specialty pharmaceuticals is projected to exceed \$60 billion annually by the end of this decade," according to a recent *Managed Healthcare Executive* article.* "The pipeline reveals more than 100 biopharmaceuticals from more than 70 manufacturers in phase II or higher development, representing more than 40 disease categories and 165 indications."

Increasingly, these medications are being self-injected by the patient or given by a home infusion agency. More than ever, monitoring and managing specialty pharmaceuticals requires an integrated approach that addresses safety concerns, short shelf life, special handling and careful compliance, as well as cost.

* *Managed Healthcare Executive*, "Specialty pharmaceuticals require payers' attention," by Joel V. Brill, M.D. and Dennis Robbins, Ph.D., M.P.H., March 1, 2006. ●

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 2006

Your online supplement to *Connection* at

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

- fchp support for high-risk pregnancies
- masshealth restores dental coverage
- new hedis® measures introduced
- formularies updated online

medical payment policies:

- Ambulance service
- Anesthesia
- Clinical trials
- Counseling and/or risk factor reduction intervention services
- Eye examinations and refraction
- Home-grown codes
- Neonatal and pediatric critical care services
- Team conferences and telephone consults service
- Transplant

Connection is a bimonthly publication for all FCHP ancillary and affiliated providers. The next copy deadline is May 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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