

Connection

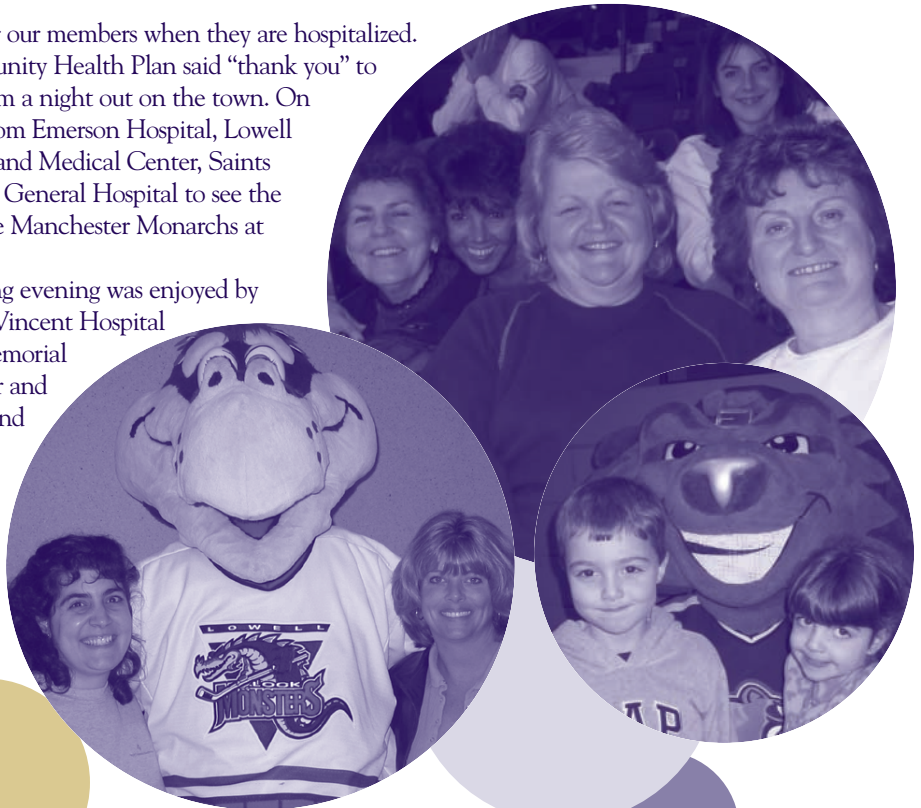
Important information for Fallon Community Health Plan physicians and providers
May 2004

● Everyday Affairs

Tokens of our appreciation


Nurses have a pivotal role in caring for our members when they are hospitalized. To show our appreciation, Fallon Community Health Plan said “thank you” to Lowell-area hospital nurses by giving them a night out on the town. On March 5, 2004, FCHP sent 400 nurses from Emerson Hospital, Lowell General Hospital, Holy Family Hospital and Medical Center, Saints Memorial Medical Center and Lawrence General Hospital to see the Lowell Lock Monsters face off against the Manchester Monarchs at Tsongas Arena.

On March 21, 2004, a similarly exciting evening was enjoyed by Worcester-area nurses affiliated with St. Vincent Hospital at Worcester Medical Center; UMass Memorial Health Care; HealthAlliance-Leominster and Burbank; Heywood, Clinton, Marlboro and Hubbard Regional Hospitals; Milford-Whitinsville Regional Hospital; and Fallon Clinic. Approximately 400 nurses cheered on the Worcester IceCats as they took the ice against the Lowell Lock Monsters. ●




Keep us on track!

In an ongoing effort to improve provider service, Fallon Community Health Plan (FCHP) is asking for your input in our **annual provider satisfaction survey**. Please take a moment to complete the online survey at www.fchp.org/providers/survey.aspx. You'll get to rate us on our referral, preauthorization, case management and claims processes, as well as our provider relations services and Web site. Your feedback is very important to us—and will make a difference!

If you respond to the survey by July 16, 2004, you will be entered into a drawing for one of two \$250 gift certificates to www.giftcertificates.com. 

Behavioral health services update

Beacon Health Strategies would like to update you on its Pregnancy Enhanced Case Management Program, which targets substance-abusing women. Also, learn more from Beacon about interventions they implemented in 2003 to improve patient compliance with treatment recommendations after psychiatric hospitalization. It's all on *Connection* online. 

Let's Connect!

FCHP names members of new physician committee

Fallon Community Health Plan (FCHP) has named six physicians to its newly created Physician Advisory Committee. The committee, which will be chaired by Chief Medical Officer Dennis A. Batey, M.D., will focus on issues most important to physicians and make recommendations as appropriate with regard to the health plan's business practices.

"Cooperative relationships between health plans and physicians are critical for improving patient care in today's complex health care delivery system," said Dr. Batey. "The goal of this committee is to involve physicians who care for and interact daily with our members in decision-making that will ultimately help shape health plan policies and lead to improved patient care."

Members of the committee include:

- **Robert A. Klugman, M.D.**, a practicing primary care internist and Vice Chair of Clinical Affairs for the Department of Medicine at UMass Memorial Medical Center and UMass Medical School. Dr. Klugman also served as Chief of UMass Memorial's Division of Community Internal Medicine.
- **Peter C. Lindblad, M.D.**, a practicing primary care internist, Medical Director of Saint Vincent IPA and President of Primary Physician Partners. Dr. Lindblad also served as Medical Director of Ambulatory Services for Cambridge Health Alliance.

Help us tell a story

We hope you've read and enjoyed *Healthy Communities*, our quarterly health guide to members. In every issue, we seek out the expertise of providers in our network and look for member stories to tell. This combination makes our publication more accurate and interesting. Can you help us keep it that way?

Please let us know if you'd be willing to be a resource for us on medical topics you encounter everyday. And we'd love you to tell us about any of your patients who might have interesting case histories to tell. We will work with you closely to ensure confidentiality and make your consultation with us easy.

Interested? Please e-mail Provider Relations at askfchp@fchp.org or call 1-866-ASK, FCHP, press 4. ●



- **Gregory McNamara, D.P.M.**, a practicing podiatrist with Lowell General Physician Hospital Organization and a practicing attorney with the law firm DeBruyckere, Patrillo, Fulton and McNamara. Dr. McNamara also served as Chief of Service at Saints Memorial Medical Center in Lowell.
- **Richard C. Mindess, M.D.**, a practicing orthopedic surgeon with Seacoast Orthopedic Associates and Anna Jaques Hospital in Newburyport. Dr. Mindess also is President of the Whittier IPA and Lower Merrimack Valley Physician Hospital Organization.
- **Madeline Morris, M.D.**, a practicing pediatrician with Child Health Associates in Auburn and Instructor of Pediatrics at the University of Massachusetts Medical School. Dr. Morris was previously Director of Pediatric Ambulatory Care for The Medical Center of Central Massachusetts.
- **Suzanne M. Weiss, M.D.**, Clinical Director for Worcester Pediatrics Associates and Assistant Professor of the Department of Pediatrics at UMass Medical School. Dr. Weiss completed a fellowship in ambulatory pediatrics and adolescent medicine at Children's Hospital in Boston.

Look for information on our newly formed **Administrative Advisory Committee** in the July 2004 *Connection*. ●

Reminders

- Have you had any changes to your practice information? If so, please contact Provider Relations at 1-866-ASK-FCHP, press 4.
- If you receive a check that is incorrectly made payable to you, please return it to Fallon Community Health Plan. The payment will be reflected on your 1099 unless it is returned to the health plan. ●

Connection Codes

Billing reminder— observation room charges

Observation room charges (Revenue Code 0762) should be billed on one claim line, indicating the total number of hours in the service units field. ●

Changes in preauthorization requirements

FCHP's Technology Assessment Committee recently made new determinations for two codes.

- CPT code 59070 no longer requires a preauthorization.
- HCPCS code V2790 will require a preauthorization effective July 1, 2004. ●

Pain Clinic—preauthorization dropped

Effective July 1, 2004, FCHP Direct Care and Fallon Senior Plan™ members will no longer require plan preauthorization for Pain Clinic services. These services will require only a PCP referral for members of all products. ●

ClaimCheck® upgraded

Fallon Community Health Plan has upgraded to the ClaimCheck® version 33. Providers may see changes in reimbursement. This software allows for an automated method to aid in the proper processing of claims and ensures consistent application of FCHP payment policies across all claims. We continually evaluate the software and modify it to accommodate our payment methodology. ●

Get free training CD on risk adjustment

The Centers for Medicare & Medicaid Services (CMS) recently released a physician training CD that addresses several aspects of CMS's risk adjustment methodology. The interactive CD, which takes about two and a half hours to review, is comprised of seven modules that focus on the physician's role in the risk adjustment process. Topics addressed include: an overview of the risk adjustment process; accurate ICD-9-CM diagnostic coding; accurate medical record documentation; and CMS data validation activities. If you are interested in a free copy of the CD, please contact Provider Relations at askfchp@fchp.org or 1-866-ASK-FCHP, press 4. ●

Changes coming for self-funded claims

Fallon Health and Life Assurance Company (FHLAC), a subsidiary of Fallon Community Health Plan, is currently transitioning in house all claims payment services related to its Administrative Services Only (ASO) accounts for self-funded customers. Previously, FHLAC worked with a third party administrator for reporting, banking and claims payment functions for these customers.

With this change, our new self-funded specialist will work closely with our customers to ensure timely funding and timely claims payment to providers.

Self-funded claims will be paid on FHLAC checks and issued with a remittance advice summary (RAS). You will receive one check that may include multiple self-funded clients. This transition is scheduled to be completed by July 1, 2004.

If you have any questions, please contact Provider Relations at 1-866-ASK-FCHP, press 4. ●

Script Alert

Formulary updates

Several changes have been made to the Fallon Community Health Plan formulary. Updates include changes to Prilosec®, Theraflur®, Eligard®, Fosamax® Solution and Lotronex®. Please see the list of changes below.

Prilosec®	10 mg	PA removed, quantity limit of 30, available as generic (omeprazole)
	20 mg	No longer a covered benefit, available as OTC product
	40 mg	PA added, quantity limit of 30, not available as generic
Theraflur®		Not a covered benefit
Eligard®		Not a pharmacy benefit. Covered under medical benefit.
Fosamax® Solution		New product. Tier 3/PA required. (Fosamax® tablets remain as Tier 2, no PA required.)
Lotronex®		Added as Tier 3/PA required. Quantity limit of 60

**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 2004**

Your online supplement to *Connection* at www.fchp.org/providers/resources contains:

- News from Beacon Health Strategies
- 38 new medical policies and three medical payment policies

**FCHP is working to
improve provider
satisfaction—and we'd
love to hear how you think
we're doing. Send us an
e-mail at
askfchp@fchp.org with
your comments.**

Connection is a bimonthly publication for all FCHP ancillary and affiliated providers. The next copy deadline is May 7, 2004. Send information to Lisa Mancini Peare, Fallon Community Health Plan, 10 Chestnut St., Worcester, MA 01608.

Eric H. Schultz, *President and CEO*

Dennis A. Batey, M.D., *Chief Medical Officer*

Dan Concaugh, *Assistant Vice President, Network Development and Management*

Lisa Mancini Peare, *Director, Provider Relations*

www.fchp.org

Questions?

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