

Connection



Important information for Fallon Community Health Plan physicians and providers

■ Every day affairs

Hughes named President and CEO of FCHP

Fallon Community Health Plan's Board of Directors has named W. Patrick ("Pat") Hughes as President and CEO of the health plan. Hughes had served as acting President and CEO following the resignation of Eric H. Schultz on February 11.

"Today's health care marketplace is about challenges and opportunities. Seizing the opportunities and overcoming the challenges are exactly where Pat's strengths lie," said Board Chairman David W. Hillis. "Throughout his career in health care, Pat's leadership has produced results."

Pat Hughes noted, "Fallon Community Health Plan is like no other health plan I know, especially when it comes to value, quality and service. Helping guide this outstanding organization at such a dynamic time in the health insurance industry is a responsibility that I am honored to have. We have a very bright future, and I look forward to continuing to work with our leadership team on achieving our business goals for 2010 and beyond."

Hughes joined FCHP in 2007 as Senior Vice President/Chief Marketing and Sales Officer. That same year, he was named President of FCHP's Health Plan Operations Division, which encompasses several areas including Customer Service, Sales, Marketing, Product Development, Care and Utilization Management and Information Technology.

Before joining FCHP, Hughes served as President and CEO of W. P. Hughes and Company, a successful consulting and brokerage firm he founded in New Hampshire. Previously, Hughes was Senior Vice President of Sales, Marketing and Product Development for Blue Cross Blue Shield of Massachusetts and also served as the President of Employee Benefit Plan Administration, the largest third-party administrator in New England. ■

Senior coordinated care programs from FCHP

Our community's senior population is growing fast, along with the demand for high-quality health care options. Seniors and their caregivers need programs that provide coordinated care, respite care, adult day services and caregiver support groups. Now, Fallon Community Health Plan offers two special programs to meet these needs.

If you'd like additional details about either of the programs below, please contact our Provider Relations Department at 1-866-ASK-FCHP (1-866-275-3247), prompt 4, or refer to the specific Web sites and phone numbers below.

NaviCareSM HMO

This year, we've introduced NaviCareSM HMO, a new Medicare Advantage Plan and Senior Care Options Program that combines MassHealth Standard, Medicare and drug benefits into one plan at no cost to the member.

NaviCare members have their own Navigator, a personal guide who serves as a single point of contact with members and their caregivers. All health care is coordinated by a primary care team, which is led by the primary care physician and includes physicians, specialists, nurses and social workers who develop a plan of care specific to each member. By offering NaviCare HMO, FCHP is able to broaden the accessibility of coordinated care for the most vulnerable population and provide peace of mind for their caregivers.

To be eligible for enrollment, individuals must be age 65 and older, live in Worcester County and be enrolled in MassHealth Standard or MassHealth Standard and Medicare. NaviCare enrollees have no monthly out-of-pocket expenses for premiums as the monthly premium cost is covered by MassHealth. For more information or to make a referral, visit navicare.org or call 1-877-255-7108 (TDD/TTY: 1-877-795-6526).



Summit ElderCare®

FCHP also sponsors Summit ElderCare®, which is a complete medical, insurance and social support program in one package for adults 55 and older who qualify for nursing home care. This Program of All-Inclusive Care for the Elderly (PACE) provides an alternative to nursing home placement by supporting independent living.

The PACE Adult Day Center is staffed by professionals with expertise in geriatric care. The program includes adult day care, home care, medical transportation, medical care and prescription drugs for its participants, as well as geriatric case management and support for their caregivers. Summit ElderCare has four PACE Center locations—two in Worcester as well as sites in Charlton and Leominster.

To be eligible for enrollment in Summit ElderCare, individuals must be:

- Residents of Worcester County, the city of Marlborough or the town of Hudson.
- Age 55 or older.
- Certified by a MassHealth screening agent as meeting the Medicaid nursing facility clinical eligibility criteria—that is, needs enough assistance to require a nursing-home level of care. An annual recertification of this eligibility applies for some participants.
- Capable of living safely in the community, as determined by the Summit ElderCare interdisciplinary team.

There are no financial eligibility requirements to enroll. Individuals can enroll on a private-pay basis, or eligible individuals can apply for MassHealth assistance toward the monthly premium. For more information or to make a referral, please call us at 1-800-698-7566 (TDD/TTY: 1-800-889-4106). You also may visit our Web site at summiteldercare.org. ■
H2219 SE 2010 12 (April 1, 2010)

Now available: 2010 childhood and adolescent immunization schedules

The 2010 Recommended Childhood and Adolescent Immunization Schedules have been approved by the American Academy of Pediatrics, the Advisory Committee on Immunizations Practices of the Centers for Disease Control and Prevention and the American Academy of Family Physicians and are now available on our Web site. Please look for these updates under “Preventive Health Care Guidelines” at fchp.org/Providers/healthcare_guidelines.htm. ■

FCHP plan design changes as of April 1

There were substantial changes made to the FCHP product portfolio, affecting our FCHP Direct Care, FCHP Select Care and Fallon Preferred Care products. For details, please see our article in *Connection* online. ■ **i**

Let's connect

Changes to provider appeals notification process

Based on research and input from our provider network, FCHP has made some improvements to the provider appeals notification process. If, after review of the appeal, the initial determination is upheld, you'll continue to receive a letter explaining the appeal determination rationale. If the initial determination is overturned, you will no longer receive a letter. You'll be notified of the adjusted claim on your remittance advice summary. The claim will be reprocessed with a remark indicating “Adjusted—Provider Appeals.” ■

Claims adjustment notice

As you are aware, on March 1, 2010, FCHP completed its core business system conversion. As with any conversion, we'll be required to adjust claims that were originally processed in our former business system. When we complete this type of adjustment, you'll receive two pieces of documentation: 1) a Credit Applied Reconciliation Report which indicates the retraction of the previous claim and 2) a Remittance Advice Summary that includes the revised claim status. We'll be processing these claim adjustments with a careful and deliberate approach, and we appreciate your patience as we work through the inventory. ■

DPH urges ongoing flu vaccination

The Massachusetts Department of Public Health recently urged providers to continue to vaccinate patients against the H1N1 and seasonal viruses as transmission of these viruses is expected to continue for several months. For more details and links as to where to obtain the vaccines, please see *Connection* online. ■ **i**

New provider training resources for eligibility verification

Health Care Administrative Solutions (HCAS) has launched an Eligibility Provider Training Web site as part of its project to streamline eligibility verification processes. For details about this tool and a link to the Web site, see *Connection* online. ■ **i**

When to contact UltraBenefits, Inc., FCHP's third-party administrator

UltraBenefits, Inc., a wholly owned subsidiary of Fallon Community Health Plan since 2006, is a third-party administrator that provides services to employers who have self-funded medical plans.


UltraBenefits accesses the FCHP provider network for these self-funded employer groups. The members' ID cards for these groups include the "Fallon Health & Life Assurance Company, Inc." logo, found on the front of the card.

When a member from an UltraBenefits employer group shows their ID card, please direct all eligibility inquiries and benefit questions directly to UltraBenefits by calling the toll-free customer service line: 1-866-858-7223. Contacting FCHP customer service or using the FCHP Web site eligibility search will not provide you with the necessary patient information. Again, please contact UltraBenefits for all benefit and eligibility questions.

To find out more about UltraBenefits, please visit the company's Web site at: ultrabenefits.com. ■

What's new in the world of tobacco?

With FDA oversight of the tobacco industry, new regulations may be pending. At the same time, critics are outraged that R. J. Reynolds Tobacco Company is now marketing and selling "dissolvable" tobacco in colorful plastic dispensers that look like candy containers.

The fight to be tobacco-free continues. FCHP has launched its highly successful Quit to Win program at two new locations—in Gardner and Clinton—and continues its programs in Auburn, Leominster and Worcester. For details, please see our complete article in *Connection* online. 


FCHP embarks on Radiation Safety Program

Fallon Community Health Plan is developing a new Radiation Safety Program to support the benefits of medical imaging exams while minimizing the risks. As one component of the program, FCHP will monitor the amount of radiation its members receive from helical computerized axial tomography, or CT scans.

Our Radiation Safety Program will identify members (through claims data) under the age of 50 who do not appear to have a cancer diagnosis and who have received five or more CT scans of the head, neck, chest, abdomen or pelvis. FCHP will notify you when your patients reach this threshold of radiation exposure. You can add this document to the patient's medical record, where you can reference it when making decisions about ordering imaging exams.

Another component of this program is to increase patient awareness. FCHP recognizes the importance of empowering patients with information and tools to help them and their physicians manage their exposure to radiation from medical imaging. FCHP is publishing an article on the topic this summer in our member magazine. We will recommend that members download a personal X-ray record card from fda.gov to help track their imaging history, which they can share with their physicians.


More details to come

Over the next few months, FCHP will provide you with more details about our Radiation Safety Program. Meanwhile, if you have any questions or concerns, please contact Patty O'Mara, R.N., at 1-508-368-9013, Monday through Friday, 7:30 a.m. to 4:00 p.m. For more information about this program, please see *Connection* online. 

Quality focus

Avoid missed opportunities to identify and treat chlamydia

Most women infected with *Chlamydia trachomatis*, the cause of chlamydia, have *no* symptoms of disease, which minimizes the chances they will seek care. Therefore, it's critical that clinicians seize opportunities to test women at risk for chlamydia whenever possible.

Any young woman under age 25 who is sexually active is at risk for chlamydial infection. The goal is to avoid missed opportunities to prevent the harmful consequences of untreated chlamydia and to increase compliance with the HEDIS® chlamydia testing measure. For more information about when and how to test for chlamydia, please see *Connection* online. 

Script alert

Popular new heartburn drug changes name

On March 4, 2010, the U.S. Food and Drug Administration (FDA) announced it had approved a name change for the heartburn drug Kapidex® (dexlansoprazole) to avoid confusion with two other medications, Casodex® and Kadian®. In late April 2010, Takeda Pharmaceuticals North America Inc. began marketing Kapidex under the new name Dexilant®.

Since Kapidex was approved in January 2009, there have been reports of dispensing errors because of confusion with the drugs Casodex (bicalutamide) and Kadian (morphine sulfate), which have very different uses from Kapidex and from each other.

These efforts are part of the agency's Safe Use Initiative, launched in November 2009, to reduce preventable medical errors through collaboration with public and private institutions.

There were no changes made to Kapidex other than its name. Health care providers and other individuals responsible for ordering, stocking and billing for the product should be aware that Dexilant will have a new National Drug Code (NDC) number associated with the product.

Individuals and health care providers who have questions about the name change should contact Takeda Pharmaceuticals at 1-877-TAKEDA-7 (1-877-825-3327). ■

FCHP changes prescriptions refill time frame

Fallon Community Health Plan members have been able to refill any prescriptions once they used two-thirds (66%) of the medication. As of July 1, 2010, we will require that members use three-fourths, or 75%, of the medication before they can fill the prescription. This is a minor change that reflects the common practice of other health plans.

For example, if the member had a 30-day supply of medication, they previously could get a refill after 20 days. Now, with a 30-supply, members must go 22 days before getting the prescription refilled. For a 90-day supply, the refill time frame increases from 60 days to 67 days.

If you have any questions or concerns about this change, please call our Provider Relations Department at 1-866-ASK-FCHP (1-866-275-3247), and select prompt 5 for Pharmacy Services. ■

Formulary updates

Fallon Community Health Plan often makes changes to its formularies, including changing prior authorization requirements and adding new medications. See the latest changes to our commercial plan formulary below. **For changes to the Medicare Part D formulary, please see [Connection online](#).** **i**

Commercial plan formulary

Additions

Soriatane (acitretin) 17.5 and 22.5 mg	Tier 2
Urocit-K 15 (potassium citrate)	Tier 2
Vagifem (estradiol) 10 mcg	Tier 3

Changes

Sumatriptan tablets	Changed to Tier 1
Kadian (morphine sulfate SR)	PA added

New to Market Policy**

Ampyra (dalfampiridine)
Cayston (aztreonam inh)
Mirapex ER (pramipexole SR)
Victoza (liraglutide)

** FCHP's New to Market 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 non-covered 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 2010

Your online supplement to *Connection* at
fchp.org/Providers/Connection.htm contains:

- April 1 plan design changes
- DPH urges ongoing flu vaccination
- HCAS New provider training resources for eligibility verification
- What's new in the world of tobacco?
- FCHP embarks on Radiation Safety Program
- Quality focus: Avoid missed opportunities to ID and treat chlamydia
- Formulary updates – Part D

Connection is a bimonthly publication for all FCHP ancillary and affiliated providers. The next copy deadline is **May 6, 2010**.

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