

Connection



Important information for Fallon Community Health Plan physicians and providers

■ Every day affairs

Satisfaction survey results

Thank you to all who participated in our annual Provider Satisfaction Survey from November 1, 2009, to December 11, 2009. We are very pleased to announce that 87.7% of those providers who responded indicated that their overall satisfaction with Fallon Community Health Plan is excellent, very good or good.

Congratulations to our raffle winners:

- Katie Kozikowski, Western Mass. Podiatry Associates
- Sandra Swanson, South Shore Urology, Inc.

The winners were randomly picked from the group of providers who responded by the December 11 deadline. Each winner was presented a \$250 American Express Gift Cheque. Thank you, again, to all who responded! ■

FCHP's new core business system goes live!

Beginning this month, Fallon Community Health Plan will be processing claims on its new core system, which is called "QNXT." This new system will allow us to be more efficient and flexible in providing services to you and your patients who are FCHP members.

QNXT also has provided opportunities for improvements to some of our online tools. Most of the changes are "behind the scenes," so the tools won't look noticeably different, but the collection and processing of data will be more efficient. Something we hope you'll see as a big plus is the switch from weekly to daily updates for the claims metric reports.

For the last few weeks, we've been converting data from our previous system into QNXT, and also testing to ensure the accuracy of the data. We've also been working through the current claims

inventory and, as a result, you may have experienced higher than average check totals. In order to complete this process and ensure that the new system has all of the information it needs, we suspended claims processing between February 21 and March 1. Once we resume claims processing, we will work as quickly as possible to manage the claims inventory. We understand that, for many of you, this means a delay in receiving your reimbursements for submitted claims, or reimbursements with amounts that are lower than what you normally receive. We apologize for any inconvenience this may cause and would not have made this decision had it not been such a critical step in our system implementation.

The conversion from our previous core system to QNXT has been a significant undertaking—and one we've approached carefully to ensure a seamless transition for all our customers. Of course, with any major undertaking of this kind, there may be snags that arise despite the best of planning. In the event that we experience any unexpected delays in service or claims payments/adjustments, our Provider Relations team is prepared to work through those issues on your behalf and to make certain you continue to receive the quality service you're accustomed to.

We thank you for your continued support and partnership and encourage you to contact us should you have any questions or concerns. Please call our Provider Relations Department at 1-866-ASK-FCHP (1-866-275-3247), and select prompt 4, or e-mail askfchp@fchp.org. ■

PPI benefit change for FCHP MassHealth members

Fallon Community Health Plan has made a benefit change that may affect your FCHP MassHealth member patients. Effective March 1, 2010, FCHP is removing some proton pump inhibitors from the FCHP formulary and adding others. FCHP has notified affected members of this change.



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PPI medications now available to FCHP MassHealth members are:

- **Prilosec® OTC** (available in the same 20 mg dose as the prescription version), **Prevacid® 24HR** (available in 15 mg dose) and over-the-counter generic omeprazole. *Your patient will need a prescription for the OTC medication to be covered.*
- **Kapidex™**: Kapidex has been added to the FCHP formulary as a brand medication.
- **Aciphex®** and **Nexium®** will remain on the FCHP formulary; however, these medications will still require a prior authorization from FCHP. Patients must have tried and failed on all FCHP alternative medications prior to getting one of these products.

If you feel that one of these OTC choices is not appropriate for your patient(s), you may request an exception. If the request for an exception is denied, you or your patient may appeal the decision.

If you have any questions about these changes in our formulary, please call 1-866-ASK-FCHP (1-866-275-3247), and select prompt 5 for Pharmacy Services. ■

New discount for FCHP members

Fallon Community Health Plan is now offering the **CVS Caremark ExtraCare® Health Card** to its members* as another value-added way to stay healthy.

FCHP members may use this card at any CVS/pharmacy® store or online at cvs.com to receive a 20% discount on more than 1,500 CVS/pharmacy-brand health-related products in addition to benefits they already get with the ExtraCare Card. The list of covered items includes the same FSA/HSA items as determined by the federal government. Examples of products eligible for the discount include most CVS pain relief, allergy relief, cough and cold remedies and first-aid supplies. ■

* The CVS Caremark ExtraCare® Health Card is not available to our MassHealth and NaviCareSM HMO members or Summit ElderCare® participants at this time.

Coverage extended for mini clinic alternatives

Fallon Community Health Plan's commercial plan members have been covered for treatment received at the CVS Caremark MinuteClinic®

locations in the state. Now we have extended this coverage to all our Fallon Senior Plan™ and MassHealth members, too.

MinuteClinic's medical staff is trained to diagnose, treat and write prescriptions for common ailments like strep throat, minor burns or rashes, or routine ear, eye and sinus infections. The clinics are open seven days a week and don't require an appointment. ■

Let's connect

MHQP issues public report on quality of care

In February, Massachusetts Health Quality Partners (MHQP) released the organization's sixth annual *Quality Insights: Clinical Quality in Primary Care* report, comparing the performance of over 150 medical groups across the state. The results are available at mhqp.org. Providers and consumers can compare medical groups' performance in providing high-quality primary care, including how well they help their patients manage chronic illness or avoid the overuse of certain medications and tests.

MHQP is an independent, not-for-profit organization whose membership reflects a broad-based coalition of physicians, hospitals, health plans, purchasers, consumers, government agencies and academics working together to promote improvement in the quality of health care services in Massachusetts.

According to the newest report, Massachusetts providers overall continue to give excellent adult and pediatric care, although half of the measures of clinical process reported by MHQP showed variations of 40 percentage points or higher across the state's medical groups.

The MHQP *Quality Insights* report is based on the widely accepted HEDIS® standards developed by the National Committee for Quality Assurance to assess the quality of care delivered to members of health insurance plans nationally. Performance data based on commercially insured managed care members is provided to MHQP by Blue Cross Blue Shield of Massachusetts, Fallon Community Health Plan, Harvard Pilgrim Health Care, Health New England and Tufts Health Plan.

MHQP has been sharing information on clinical quality with providers and health plans since 2003. Physicians are closely involved in the process of developing these reports to help support the relevancy and actionability of the data.

| Codes | Number | Description |
|-------|--------|---|
| CPT | 96365 | Intravenous infusion, for therapy, prophylaxis or diagnosis (specify substance or drug); initial, up to 1 hour |
| CPT | 96366 | Intravenous infusion, for therapy, prophylaxis or diagnosis (specify substance or drug); each additional hour |
| | 96367 | Intravenous infusion, for therapy, prophylaxis or diagnosis (specify substance or drug); additional sequential infusion, up to 1 hour |
| | 96368 | Intravenous infusion, for therapy, prophylaxis or diagnosis (specify substance or drug); concurrent fusion |
| HCPCS | J0696 | Injection, ceftriaxone, per 250 mg |
| | J0698 | Cefotaxime sodium, per g |
| | J2510 | Injection, penicillin G procaine, aqueous, up to 600,000 units |
| | S9494 | Home infusion therapy, antibiotic, antiviral, or antifungal therapy; administrative services, professional pharmacy services, care coordination, and all necessary supplies and equipment, per diem |

| Codes | Number | Description |
|-------|--------|--|
| HCPCS | S9497 | Home infusion therapy, antibiotic, antiviral or antifungal therapy; once every 3 hours |
| | S9500 | Home infusion therapy, antibiotic, antiviral or antifungal therapy; once every 24 hours |
| | S9501 | Home infusion therapy, antibiotic, antiviral or antifungal therapy; once every 12 hours |
| | S9502 | Home infusion therapy, antibiotic, antiviral or antifungal therapy; once every 8 hours |
| | S9503 | Home infusion therapy, antibiotic, antiviral or antifungal therapy; once every 6 hours |
| | S9504 | Home infusion therapy, antibiotic, antiviral or antifungal therapy; once every 4 hours ■ |

Code updates

Effective May 1, 2010, the following code *is no longer covered* for all plan types and will be denied – vendor liable.

| | |
|-------|-----------------------------------|
| 41530 | Submucosal ablation of the tongue |
|-------|-----------------------------------|

Effective May 1, 2010, the following codes *no longer require plan prior authorization*. Additionally, these codes *are not covered when performed as part of a routine prenatal screening* (diagnosis code V22.X) and will be denied – vendor liable.

| | |
|-------|--|
| 76820 | Doppler velocimetry, fetal; umbilical artery |
| 76821 | Doppler velocimetry, fetal; middle cerebral artery |

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 2010

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

- Some 2010 CPT/HCPCS codes require preauthorization
- Formulary updates

Connection is a bimonthly publication for all FCHP ancillary and affiliated providers. The next copy deadline is **March 5, 2010**.

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Questions?
Call 1-866-ASK-FCHP

