



From the Senior Medical Director

Once again, as the beautiful Fall season changes commence, Virginia Premier Health Plan has the opportunity to thank our provider network for the outstanding services, and quality of healthcare given to our 172,000 members. Thank you! Because of you, Virginia Premier Health Plan achieved a Commendable Rating by NCQA (National Committee for Quality Assurance). Furthermore, Virginia Premier Health Plan is the #1 **Medicaid Plan** for **six consecutive years**, from 2008 – 2014*, and we are ranked #38 in the US for 2013-2014.

*NCQA's Medicaid Health Insurance Plan Rankings, 2008-2014

Below are some additional updates and reminders:

- Three years ago, in this publication, Virginia Premier announced the Lock-In Program to monitor medications with the potential for abuse. Since that time, the program has been well received and continues to enroll members. If you have any questions, please call 804-819-5151 and ask for the Pharmacy department.
- Virginia Premier covers all necessary flu vaccinations for its members. The websites, www.flu.gov and www.cdc.gov/flu also contain the latest information on influenza for the region and nation.
- Our 2013 Practitioner Golden Globe Award winner is featured in this newsletter. Turn to page 3 to learn why he was selected!
- Updated Clinical Practice Guidelines are located on our website. Call our Quality department at 804-819-5151 to request copies, if needed. The updated Preferred Drug Listing (PDL) can also be found on the website (www.vapremier.com).

This newsletter contains many items of interest to you and affords opportunities for you to learn about our initiatives and contact the various departments at Virginia Premier.

I encourage you to take advantage of the beautiful Fall season and call us with any questions after reading this provider newsletter.

Warm regards,

Melvin T. Pinn, Jr, MD, MPH, FAAFP
Senior Medical Director

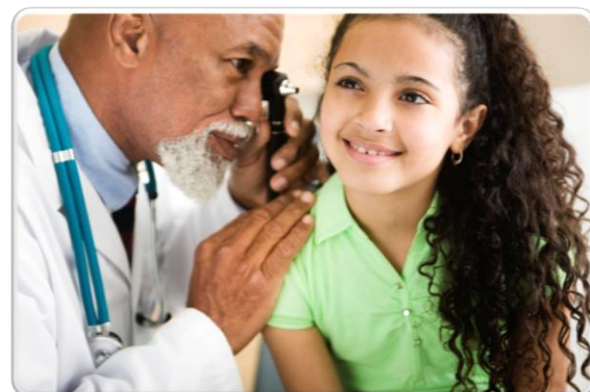


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Upcoming Holiday Schedule

Thanksgiving: November 27-29

Virginia Premier's administrative
offices will reopen at 8 am on
Monday, December 2.

Finance Corner



HOLIDAY SEASON FEE FOR SERVICE CHECK SCHEDULE:

The fee for service check schedule will not alter from its normal Friday pay date. But mail through the United States Postal Service may be slower during the holiday season. Therefore, you may have a delay in receiving your check.

We encourage Payees to elect to have Electronic Funds Transfer payment method. This option will ensure that payments will be made directly into your bank account on the actual payment date of Friday, thus no delay in payment receipt for postal deliveries. If you would like to be set up for EFT payments, please go to www.vapremier.com and download the EFT Set up form. Instructions are on the form.

If you have changed your tax identification number, address, Medicaid provider number, legal business name, or if you have any other contractual changes please forward a W-9, along with your changes to the Contracting department. Doing this can avoid possible IRS regulated fines and/or withholdings from your claim, capitation and/or management fee payments. In addition, any changes made without a W-9 attached will delay your payments.

Also, if you notice that the name on your check is not the name that matches the tax id name submitted to the IRS, please contact the Contracting department promptly with the correct information.

Compliance Corner

Definition of a Breach under the HIPAA/HITECH Final Rule (Effective 9/23/2013)

The Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security Final Rule replaces the breach notification rule's "harm" threshold with a more objective standard. Under the Final Rule impermissible use or disclosure of PHI is **presumed** to be a breach, unless it can be demonstrated that there is a **low probability** that PHI has been compromised based upon a four-part risk assessment. The covered entity must maintain documentation to support the risk assessment.

The risk assessment must consider the following:

1. Nature and extent of the PHI involved in the breach – how could the information be used to adversely affect the member.
2. The unauthorized person who used the PHI or to whom the disclosure was made – was the person or entity subject to the HIPAA privacy and security rules (i.e. covered entity), and is there the ability to re-identify the information.
3. Whether the PHI was actually acquired or viewed.
4. The extent to which the risk to PHI has been mitigated – assurances from the recipient that information returned or destroyed.

Unless there is a low probability that any PHI has been compromised based on the risk assessment, breach notification is required.

2013 Practitioner Golden Globe Award

It is with great pleasure that the Virginia Premier Health Plan has selected George C. Coleman, MD as the recipient of the 2013 Practitioner Golden-Globe Award!

Dr. George C. Coleman is an outstanding participating practitioner with Virginia Premier for over 12 years. After growing up in Lynchburg Virginia, Dr. Coleman received his undergraduate degree in Biology from the College of William and Mary.



He received his M.D. degree from Virginia Commonwealth University - Medical College of Virginia in 1981, and completed residency training in family medicine at VCU - Riverside family medicine residency. He then entered private practice in Hampton, Virginia before returning to Riverside to join the residency program faculty.

Dr. Coleman returned to Virginia Commonwealth University where he served as Associate Professor and Medical Director of MCV Family Physicians at Nelson Clinic from 1993-2004. He joined Horizon Health Services in 2004, and has served as Medical Director since 2008.

He and his wife, Sandy, live in Waverly, Virginia. They have 2 children; son Cam is a first year student at the University Of Virginia School Of Medicine, and daughter Carey is a third year fine arts major at the University of Virginia.

Dr. Melvin Pinn, Medical Director at Virginia Premier, says "Dr. Coleman has been a very outstanding member of the Virginia Premier Medical Committee over the years and his contributions have been extremely valuable."

Virginia Premier values these elements of quality and safety first, which are hallmarks of this award.

Dr. Coleman, Virginia Premier salutes You!

Redesigning Virginia Premier's Website

We Have a New Look! This fall, Virginia Premier rolled out a completely redesigned website. Here's what you can expect to see on the new site:

- A layout that is more intuitive and user-friendly for our members and providers
- Pages that are accessible for people with disabilities (ADA Compliant)
- Content that can be easily translated into Spanish
- Responsive design for mobile devices
- An updated provider directory search function

We hope you will like the fresh look, and enjoy the easier navigation. But we are still seeking feedback from providers! If you have any comments or concerns, please send them to our Communications Manager, Becca Jones, at rjones@vampremier.com.

Disease Management News:

The Virginia Premier Disease Management Team kicked off the 2013 Fall Asthma Initiative. This year's theme is "Closing the **CASE** on Asthma Symptoms". We are encouraging our members to:

C- Control. Take their controller medication/inhaler if their doctor has prescribed this medication

A- Action Plan. Make sure they have an up to date action plan and post it on their fridge

S- Symptoms. Monitor their symptoms daily and discuss with their doctor

E- Education. Learn more about asthma control by enrolling in the free Virginia Premier Asthma Program

Members who have been identified for this initiative are those who:

- Have had two or more short acting medications with no controller medication within 30 days;
- Have had 2 or more asthma related ER/Urgent Care visits or one or more asthma related hospitalization in the last 6 months.

These members will receive a telephone call and an incentive letter. If the member enrolls in the Virginia Premier Asthma program, have had 2 asthma visits during the year, and a flu shot for 2013, they may be eligible to receive a special incentive. The providers of these members will also be notified with a letter and are encouraged to talk with their patients about better asthma control.

If you have any Virginia Premier members who could benefit from additional support and education about their asthma, please contact the Disease Management nurses at 1-866-243-0937.



Control
Action plan
Symptoms
Education



Reminder: Order Synagis in time for RSV season

As a reminder, clinicians should order their supply of Synagis (palivizumab) for the upcoming respiratory syncytial virus (RSV) season: November–March.

Virginia Premier covers Synagis for prophylaxis of lower respiratory tract infection caused by RSV in pediatric patients younger than 24 months of age. A maximum of five monthly doses will be covered during the RSV season. Administration of Synagis should be reserved for certain children with a history of pre-term birth, chronic lung disease or congenital heart disease. Typically, the first dose of Synagis should be administered at the beginning of November, and the last dose at the beginning of March in order to provide protection in April. Synagis is included in Virginia Premier's Specialty Pharmacy Program.

The Synagis order form and criteria can be found on the provider section of our website, under Pharmacy Forms. Or you may obtain the Synagis® order form from Amber Specialty Pharmacy (866-823-1739) or Orchard Specialty Pharmacy (877-437-9013). They will facilitate approval and delivery of the drug.

Orders will be shipped directly to clinicians' offices for administration, and the Specialty Pharmacy will bill us directly. For more information about Synagis, visit our www.vapremier.com.



Flu Prevention

Virginia Premier would like to help safeguard our members against serious flu complications by having at risk members receive the flu vaccine. Providers will be reimbursed for the administration of the flu vaccine for members covered under the Virginia Vaccines for Children's (VVFC) program. In addition, providers will receive reimbursement for the administration and the flu vaccine inclusive of Flu Mist for members not covered under VVFC. **Reminder:** Flu Mist is covered for healthy individuals 2-49 years of age. **Yearly flu vaccination should begin in September or as soon as the vaccine is available and continue throughout the influenza season.**

Virginia Premier is pleased to announce that the following groups of members can get the Flu Vaccine at their physicians office OR participating pharmacies at no cost to the member!

- All FAMIS members
- All Virginia Premier Medicaid members that are 19 and older

Medicaid members that are **under 19** can still obtain their vaccines from their physicians and health departments.

Who Should Get Vaccinated

Everyone 6 months and older should get a flu vaccine each year starting with the 2010-2011 influenza season. [CDC's Advisory Committee on Immunization Practices \(ACIP\)](#) voted for "universal" flu vaccination in the U.S. to expand protection against the flu to more people.

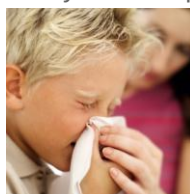
While everyone should get a flu vaccine each flu season, it's especially important that the following groups get vaccinated either because they are at high risk of having serious flu-related complications or because they live with or care for people at high risk for developing flu-related complications:

1. Pregnant women
2. Children younger than 5, but especially children younger than 2 years old
3. People 50 years of age and older
4. People of any age with certain chronic medical conditions (respiratory conditions, diabetes, etc.)
5. People who live in nursing homes and other long-term care facilities

People who live with or care for those at high risk for complications from flu, including:

1. Household contacts of persons at high risk for complications from the flu (see above)
2. Household contacts and out of home caregivers of children less than 6 months of age (these children are too young to be vaccinated)
3. Healthcare workers

Please assist Virginia Premier in helping to protect our high-risk members against the flu by immunizing members in your office. If you have any questions, please contact your local provider relations representative for assistance.



Contact Us

Member Services (800) 727-7536, Press 1 | **Transportation** (800) 727-7536, Press 2
EnvisionRxOptions (855) 872-0005 | **VSP** (800) 877-7195 / (800) 852-7600
Smiles for Children (888) 912-3456 | **AT&T Language Line** (800) 774-4344
TTY (Text Service) (800) 828-1120 | **TDD (Voice Service)** (800) 828-1140
McKesson Nurseline(800) 256-1982 | **Managed Care Helpline** (800) 643-2273
FAMIS Central Processing Unit (CPU) (866) 873-2647 | **Compliance Helpline** (800) 620-1438

Corporate Office 600 E. Broad Street, Suite 400 | Richmond, VA 23219
Abingdon Office 906 W. Main Street | Abingdon, VA 24210
Roanoke Office 4910 Valley View Blvd, NW, Suite 202 | Roanoke, VA 24008
Tidewater Office 3388 Princess Anne Road, Suite 2000 | Virginia Beach, VA 23456

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