

VIRGINIA PREMIER HEALTH PLAN, INC.

PROVIDER NEWSLETTER

From the Senior Medical Director

Winter is a great time to reflect (since I first wrote this part of the Provider Newsletter 10 years ago), and congratulate the provider network on the excellent job it has done to keep Virginia Premier Health Plan, Inc. (VPHP) at the top. VPHP once again has been listed in the top 30 Medicaid Health Plans in America and ranks at top in the State of Virginia. So, for the ten years of contributions from our provider network since my arrival, I would like to personally thank you on behalf of VPHP and all of its employees!

Pharmacy Update

The website has been updated monthly with all of the changes since the last newsletter. VPHP has been very pleased with our new PBM (pharmacy benefits manager) Envision Rx. The customer service has been especially outstanding. Please look at our PDL (preferred drug list) on the website at www.vapremier.com. For questions call our Pharmacy Director, Javier Menendez at 804 819-5151.

Of note, our influenza prevention efforts are evident by the increases in influenza vaccinations and the use of Tamiflu. Keep vaccinating the members and perhaps Virginia can be the first State to achieve the Healthy People 2020 vaccination targets.

FAR SOUTHWEST

Since VPHP expanded into the Far Southwest on July 1, 2012, the total membership in the health plan has grown to over 172,000 members. The provider network has grown by more than 4,000. Based on the preliminary data and information, there have not been any major issues identified.

If you have any questions or other concerns for VPHP members in this area please contact VPHP at 804 819-5151.

HEDIS (Healthcare Effectiveness Data and Information Set)

HEDIS season, as you recall, is a year round challenge. Soon the

HEDIS nurses will be calling on our providers once again to complete medical record office reviews. This process is a

must for VPHP in order to score higher and maintain our status for NCQA (National Committee for Quality Assurance). Please continue to work closely with the nurses who will be visiting your offices. Thank you once again.

Health, Quality and Utilization Management (HQUM)

This committee, which is represented by Physicians from across the State met in October 2012. Some of the topics reviewed included: Medical Payment Policies, Pharmacy, Hospital Utilization, Medical Management and Quality. Please watch for changes in the Medical Payment Policy requirements coming soon. Timely notice will be given for any substantive policy change. Quality updates included VPHP's continued excellence in the provision of healthcare in the various quality areas. Notice of the high rankings in the Nation and the State were given with excitement. Clinical Guidelines have been posted to the website, www.vapremier.com. Please use these guidelines in your practice. If a hard copy is desired please call 804 819-5151 and ask for the quality department, and one will be mailed to you.

As we prepare for 2013, we ask that all providers continue to render excellent quality care and service to our 172,000 members. As the dynamic world of Healthcare, especially for our Medicaid population and underserved populations, continues to change, we ask for your patience as VPHP navigates its way through the complex milieu. We are available to assist you in any way that we can to make the provision of healthcare easier for our members and your patients.

Have a Happy Holiday Season, and until next year,

With warm regards,

Sincerely,



Melvin T. Pinn, Jr. M.D., M.P.H., FAAFP
Senior Medical Director

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HOLIDAY OBSERVANCES SCHEDULE 2013

January 21, 2013:	Dr. Martin Luther King, Jr., Day	November 28, 2013:	Thanksgiving Day
May 27, 2013:	Memorial Day	November 29, 2013:	Day After Thanksgiving
July 4, 2013:	Independence Day	December 24, 2013:	Christmas Eve
September 2, 2013:	Labor Day	December 25, 2013:	Christmas Day
November 27, 2013:	½ Day Thanksgiving Eve	December 31, 2013:	½ Day-New Year's Eve
		January 1, 2014:	New Year's Day

FINANCE CORNER

REMINDERS FOR YEAR END:

Changes to your tax identification number, address, Medicaid provider number, legal business name or any other contractual changes require that an updated W-9 be sent 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 requested 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 your tax id name submitted to the IRS, please contact the Contracting department promptly with the correct information.

1099's:

If your total dollar payment for Calendar Year 2012 is more than \$600, you should receive a 1099 by January 31, 2013. If you have not received your 1099 by February 8, 2013 please contact the Claims Payment Technician in the Finance Department.



COMPLIANCE CORNER

Billing Members

Providers are prohibited from billing members for any covered services even if payment is denied by Virginia Premier Health Plan (VPHP). Members also may not be balance billed as per the terms of your agreement and federal regulations once payment is received from VPHP it is considered payment in full. If you believe the payment was incorrect for the service provided you can request an adjustment through the reconsideration process.

Providers may bill VPHP members for non-covered services only when, *prior to rendering services*, the provider has the member sign a statement indicating: 1) the member has been informed that VPHP will not pay for the service; 2) the provider is accepting the member as a private pay patient, not as a Medicaid patient; and 3) the services being provided are the responsibility of the patient.

PROVIDER SERVICES CORNER

Virginia Premier offers you electronic transactions through NaviNet

You can now electronically transact with Virginia Premier through NaviNet, giving your office secure access to a variety of online features that can simplify your workday by reducing paperwork and time-consuming phone calls.

NaviNet is designed to support your office's clinical, financial and administrative needs. Register for Virginia Premier through NaviNet today for access to real-time patient information at no cost — enhancing the way that your medical practice does its most important work.

WHAT CAN YOU ACCESS WITH VIRGINIA PREMIER VIA NAVINET?

With NaviNet, you can access secure, up-to-date patient information which saves your office time, money and resources. Through NaviNet, Virginia Premier offers the following transactions for providers:

- Eligibility and Benefits Inquiry
- Claim Status Inquiry
- Inpatient Authorization Submission
- Outpatient Authorization Submission
- Authorization Inquiry

New to NaviNet?

- Go to www.NaviNet.net
- Select *Sign up* from the top right

If you have already registered for NaviNet and would like to add Virginia Premier, sign in to NaviNet and click My Account and then the Health Plans tab to view health plan access. To add a tax ID for your office, click the My Office tab.

Electronic panel reports are now available to PCPs on the Virginia Premier website!

Virginia Premier's E-Panel is a web-based portal which allows PCPs to view assigned members to PCPs within each office. The application is updated weekly and allows providers and their staff the ability to print on demand panel reports as needed.

In order to utilize the portal each office will need to submit one super user enrollment form in order for VPHP to setup an initial account. The office super user is then responsible for adding additional users as needed. The enrollment form for E-Panel can be found on the VPHP website at www.vapremier.com on the main page.

VPHP wants to remind providers that panel reports are just one way that VPHP providers can check member eligibility. Providers are also encouraged to verify eligibility through NaviNet at www.navinet.net available 24/7 or by calling VPHP's Member Services at (800) 727-7536 M-F 8am to 5pm.



MEDICAL MANAGEMENT CORNER

FLU PREVENTION!

Virginia Premier Health Plan, Inc. 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. <http://www.cdc.gov/flu/2012-2013.htm#vaccines> (8/22/12)

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.

SMILES FOR CHILDREN: ORAL HEALTH TOPICAL FLUORIDE VARNISH 101

Tooth decay is one of the most common preventable diseases seen in children. Children as young as 12-18 months can get cavities, causing pain and may prevent them from eating, speaking, sleeping and learning properly.

What can I do to help?

In the Commonwealth of Virginia, pediatricians and nurse practitioners are allowed to apply topical fluoride and receive reimbursement from the Medicaid and FAMIS programs. This article provides a high level overview of fluoride varnish. If you would like to learn more about how to apply fluoride varnish, contact your local health department for more information.

What is fluoride varnish?

Fluoride varnish is a protective coating that is applied on a child's teeth to help prevent new cavities from developing and help stop cavities that have already started to form.

It's a safe way to help prevent cavities. It can be applied upon

the eruption of a baby's first teeth. Although rare, children with allergies to colophony (colophonium) and pine nuts could have allergic reactions to fluoride varnish. Fluoride varnish is approved by the FDA and endorsed by the American Dental Association.

Regular dental care

It's important to stress to your patients that fluoride varnish does not replace the need for regular dental check-ups. Children ages one and up should visit their dentist every six months for a routine exam and cleaning, or in a period determined by their dentist.

If your patient needs help finding a dentist, advise them to call DentaQuest at 1-886-912-3456 or visit www.DentaQuest.com. For more information on the *Smiles for Children* program or information about referring children to the dentist, please contact Jacqueline Wake, Outreach Coordinator, at 866-853-0657.

MEDICAL MANAGEMENT CORNER

2013 HEDIS® MEDICAL RECORD REVIEW ANNOUNCEMENT

HEDIS NEWS

What is HEDIS?

Health Effectiveness Data and Information Set (HEDIS®) is a set of standardized performance measures. HEDIS® measures are derived from a number of health issues including cancer, heart disease, smoking, diabetes, and asthma. Some other measures are related to prenatal care, well child visits, and immunizations.

What is it used for?

Virginia Premier Health Plan, Inc. (VPHP) uses the data to determine how well the health plan is serving its members, as well as, supporting and measuring the effectiveness of preventive health programs. Data collection and reporting is required as part of accreditation by the National Committee for Quality Assurance (NCQA), and regulations by the Department of Medical Assistance Services (DMAS).

2012 HEDIS Outcomes

VPHP's HEDIS Outcomes were very good in 2012 because your patients received many of the health care services they needed. Thanks to you for keeping your patients/our members healthy! As a result, VPHP is still the ***Top Ranked Medicaid Plan in VA – 5 Years in a Row***. To sustain and improve the health of your patients and our members, please make sure that they receive the following needed services, if applicable, in 2013:

- Childhood Immunizations
- Lead Screenings
- Breast, Cervical, and Chlamydia Screenings
- Nutrition & Weight Counseling
- Correct Asthma Medications
- Diabetic Care
- Behavioral Health Care , if needed

What can I (the Provider) do?

The 2013 Health Plan Employer Data Information Set (HEDIS®) medical record data abstraction process will start February 2013. VPHP would like to request your assistance this year in completing this process in the most efficient manner. If records are required from your office, you will be contacted.

Your cooperation is very much appreciated. If you have questions or concerns about any portion of this process, please contact Vickie Popek, HEDIS/Appeals Manager, at vpopek@vapremier.com, or call (800) 727-7536 ext. 55266.

**NCQA's Medicaid Health Insurance Plan Rankings, 2012-2013*





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How to Contact Us - Important Phone Numbers

VPHP Member Services	(800) 727-7536, Press 1
VPHP 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 Help line	(800) 643-2273
FAMIS Central Processing Unit (CPU)	(866) 873-2647
Compliance Helpline	(800) 620-1438

Hours of Operations Monday – Friday, 8:00 a.m. - 5:00 p.m.

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