



From the Senior Medical Director:

The winter season is upon us with cold weather and snow on everyone's mind. At this time of year Virginia Premier always likes to take the opportunity to thank our providers. Once again you put Virginia Premier on the map as one of the best Managed Care Organizations in both the state and the nation. Thanks for providing excellent quality health care to our membership.

HEDIS (Healthcare Effectiveness Data and Information Set)

Virginia Premier, based on its 2014 HEDIS performance, remained ranked among the top Medicaid Health Plans in the nation. Thus, Virginia Premier continues its Commendable Rating by the National Committee for Quality Assurance (NCQA) as it prepares for another audit and HEDIS season. Virginia Premier would like to thank you once again for all of your outstanding contributions to these excellent results.

Pharmacy and Therapeutics

Providers continue to appreciate our new Pharmacy Benefits Managers (PBM). The Preferred Drug List (PDL) was updated in early January 2015 and can be found on our website at www.vapremier.com. EnvsionsRx, our PBM updates our PDL (formulary) each month. Please visit our website and if you have questions please call us at 804-819-5151.

Continuing the good news for providers; Virginia Premier restarted its Pharmacy and Therapeutics Committee (P&T). Physicians, pharmacist and other representatives from our network across the state of Virginia are making decisions for our pharmacy needs. Thanks to Javier Menendez, AVP of Pharmacy for his hard work. This effort has been met with excitement and enthusiasm. Please check our website for any updates.

Influenza Prevention

Virginia Premier launched an all-out effort to prevent our members from suffering from influenza this year. As you know by now, the influenza epidemic is in full force. Despite many programs and outreach to our providers to provide the seasonal flu vaccines, Virginia Premier experienced a tremendous spike in these and other respiratory disorders in the last few months.

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Please provide the vaccinations to our members and give us a call if there are any issues with providing this service. With your help we can hopefully avoid another spike in the late winter months.

Clinical Practice Guidelines

Virginia Premier listed all of the Clinical Practice Guidelines on our website. You can follow [this link](#) to view the guidelines. We hope that each provider will review these and use them in their daily practice. They were reviewed and updated by each of your peers on our committees. Feel free to download copies from the website. You can also request a hard copy by calling Virginia Premier at 1-800-727-7536.

We especially ask that you review the asthma and chronic obstructive pulmonary disease (COPD) guidelines, since we are presently experiencing very high incidents and prevalence of these diseases.

Quality Programs

The Pay for Performance program (P4P) continues to expand and is now well accepted by our network providers. If you have questions about this program please contact our Network Development department or your Provider Services Representative at 1-800-727-7536.

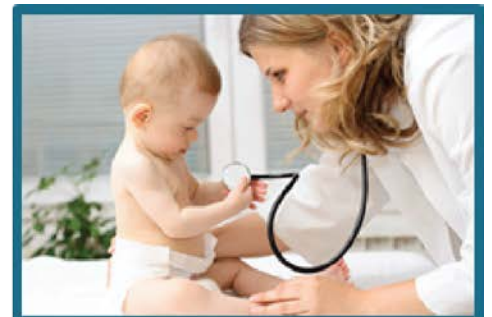
Our Chief Medical Officer, Renee Miskimmin has done a marvelous job in her role here at Virginia Premier. She has been extremely busy since her arrival in 2012 attempting to keep Virginia Premier visible in the state of Virginia and vigilant in improving our member's health care.

With best wishes for a healthy winter season,

Melvin T. Pinn Jr., M.D., M.P.H., FAFAP



Senior Medical Director



Compliance Corner

False Claims Act

The False Claims Act (31 U.S.C. § 3729) is a federal law that makes it a crime for any person or organization to knowingly make a false record or file a false claim to any federal health care program, which includes any plan or program that provides health benefits funded by the US government or state health care program. The following are some examples of potential false claims:

- knowingly billing for services that were not provided; knowingly is also defined as “should have known”
- submitting inaccurate or misleading claims for actual services provided
- billing for services not medically necessary
- participating in a kickback scheme
- making false statements to obtain payment for services

There are significant penalties for violating the federal False Claims Act. Financial penalties can total as much as three times the amount of the claim plus fines of \$5,000 - \$11,000. In addition to fines and penalties, the courts can impose criminal penalties against individuals and organizations for willful violations of the False Claims Act.

Report any suspected violations of the False Claims Act to your Compliance Officer or submit a report online by following [this link](#). You may also contact Virginia Premier by phone at:

Program Integrity Officer: 804-819-5173
Compliance Helpline: 1-800-620-1438

Reports to Virginia Premier will remain confidential and can be anonymous.

2014 Practitioner Golden Globe Award

In 2014 Virginia Premier presented two Practitioners Golden Globe Awards to recognize excellence in the care of our members.

Dr. Carolyn Boone

Richmond, VA

Dr. Carolyn Boone is a graduate of Virginia State University and the Medical College of Virginia. She has served with Public Health Services of Chesterfield, Richmond Health Department and as Chairman of Pediatrics at Richmond Memorial Hospital.

For over 30 years Dr. Boone has practiced pediatrics in the Richmond area. She is a mentor, a teacher and a part of the families of the patients she serves. As part of her involvement in the Reach Out and Read program, she starts each appointment with a book, understanding the vital importance of reading. Dr. Boone has touched countless lives with her holistic approach of patient care.

Dr. Boone was recently featured on the Today Show. You can follow [this link](#) to see her feature and learn more about her participation in the Reach Out and Read program.

Virginia Premier is pleased to thank Dr. Boone for her outstanding commitment and dedication to our members.



Dr. June Tunstall

Surry & Hopewell, VA

Dr. June Tunstall is a graduate of Bennett College in Greensboro, N.C. as well as Meharry Medical School in Nashville, Tenn. She completed her training at the University of Massachusetts Medical School in Worcester, Mass.

Dr. Tunstall is a member of the Board of Directors of HCA John Randolph Medical Center as well as an Associate Professor at VCU Medical School of Medicine, a Medical Director for Waverly Health and Rehabilitation Center and a founding physician of Surry Area Free Clinic.

Dr. Tunstall fulfilled her childhood dream of becoming a country doctor and continues to practice as a solo rural physician. She has practiced medicine in Virginia for over 30 years. Dr. Tunstall was instrumental in establishing Rural Health Clinics in underserved area and feels that meeting quality measures is essential for every practitioner.

Virginia Premier is pleased to thank Dr. Tunstall for her outstanding commitment and dedication to our members.



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 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 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 2014 is more than \$600, you should receive a 1099 by January 31, 2015. If you have not received your 1099 by February 14, 2015 please contact the Claims Payment Technician in the Finance department.

EFT Payments

We encourage payees to elect to have Electronic Funds Transfer payment method. That will ensure that you will always get paid directly into your bank account on the actual payment date of Friday, as to avoid a delay in payment receipt for postal deliveries. If you would like to be set up for EFT payments, please follow [this link](#) to download the EFT Authorization form and the EFT Set Up form. The instructions will be on the forms.

For our Virginia Premier CompleteCare line of business you must register with our payment processing partner, PaySpan to receive payments and remittances electronically. To register, please visit www.payspanhealth.com. You will need a registration code, PIN, and your bank routing and account numbers. If you do not know your registration code or PIN, please contact PaySpan Provider Services 8 am – 8 pm ET, at 877-331-7154, Option 1 or send an email to providersupport@payspanhealth.com.

Contact Us

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

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Roanoke Office 4910 Valley View Blvd, NW, Suite 202 | Roanoke, VA 24008
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