



From the Senior Medical Director

The winter season is upon us! Of course, Virginia Premier Health Plan, Inc. takes this opportunity to add thanks and greetings to all of our providers. Once again you have put Virginia Premier on the map as one of the best Managed Care Organizations in the State and the Nation. Thanks for providing the excellent quality healthcare to our membership.

Pharmacy and Therapeutics

Providers continue to adjust to our new Pharmacy Benefits Manager (PBM). The Preferred Drug List is on the website at www.vapremier.com. It will be updated in early 2014. Envision Rx is our PBM, and they currently update our PDL (formulary) each month. Please visit the website and if you have questions please call us at 804-819-5151. Good news for Providers!! We continue to use Epocrates which allows providers to assess our PDL (formulary) very easily on their mobile phones, etc. Epocrates also refreshes our formulary on a monthly basis with all of the recent changes. Several updates have occurred since the last published newsletter. Please check the website.

Influenza Prevention

Virginia Premier launched an effort to prevent our members from suffering from the Flu this year. Please continue providing the vaccination to our members and give us a call if there are any issues with providing this service. With your help we can hopefully avoid a bad Flu Season in the later winter months.

Clinical Practice Guidelines

Just a reminder, Virginia Premier has listed all of the Clinical Practice Guidelines on the website at www.vapremier.com. Virginia Premier hopes each provider will review these and use them in daily practice. They have been reviewed and updated by each of your peers on our committees. Feel free to download copies from the website or call us at 804-819-5151 to request a hard copy of these documents. We especially ask that you review the Asthma and COPD Guidelines, to help members avoid complications from these as problems during the winter season.

Quality Programs

The P4P program (pay for performance) continues to spark an extreme amount of interest. If you have questions about this program, please contact our Network Development Department or your Provider Services Representative at 804 819-5151.

I hope that you have had an opportunity to meet our new Chief Medical Officer, Dr. Renee Miskimmin, who is in her second year. She has been extremely busy promoting high quality and excellence for Virginia Premier.

With best wishes for a warm winter,

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

Senior Medical Director

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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 2013 is more than \$600. You should have received a 1099 by January 31, 2014. If you have not received your 1099 by 2/14/2014 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, thus no delay in payment receipt for postal deliveries. If you would like to be set up for EFT payments, please go to the Virginia Premier website and download the EFT Set up form and the instructions will be on that form.

Compliance Corner

The Anti-Kickback Statue is a criminal statute which prohibits the giving, accepting, soliciting (i.e. asking for) or arranging items of value in any form (gifts, certain discounts, cross-referrals between parties), either directly or indirectly for the purpose of inducing or rewarding another party for referrals of services paid for by a federal government health care program, including Medicare and Medicaid.

Because the statue is criminal in nature, violations of it can result in imprisonment, criminal money penalties and exclusion from Medicare and Medicaid. These penalties can apply to anyone involved in a prohibited transaction, including the giver or receiver of prohibited benefits for referrals.

2013 Practitioner Golden Globe Award

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

Dr. George C. Coleman has been 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 Center in 1981, and he completed his 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.



George C. Coleman, MD

Dr. Coleman returned to VCU 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 he has served as Medical Director since 2008.

He and his wife, Sandy, live in Waverly, Virginia. They have 2 children. Their son, Cam, is a first-year student at the University Of Virginia School Of Medicine, and their 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 VPHP 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!

EPOCRATES

EPOCRATES is a free mobile app that allows you to quickly access drug and formulary information at your fingertips. [Click here](#) to learn how to download the free Epocrates app.

Customize your Epocrates by adding the Virginia Premier Health Plan formulary:

1. Go to www.epocrates.com
2. Click on "My Account" in the top right. Sign in with your Epocrates username and password, if needed.
3. Click on "Edit Formularies."
4. Select **Virginia** as your state and **Health Plan** as your category. Locate the **Virginia Premier Health Plan** formulary.
5. Click the "Done" button when you've finished.
6. [Update the clinical content on your device](#), and the formularies on your mobile device will be changed accordingly.

Medical Management

Our 2013-2014 Flu Campaign at Virginia Premier has begun. We have taken steps to help safeguard our members against serious flu complications by encouraging at risk members to receive the flu vaccine. While everyone should get a flu vaccine each flu season, it is especially important for certain groups such as:

- Pregnant women
- Children younger than 5, but especially children younger than 2 years old
- People 50 years of age and older
- People of any age with chronic medical conditions such as COPD, Asthma, Diabetes
- People who live in nursing home and other long-term care facilities

Also included in our campaign are telephonic messages, postcards, flyers, and outreach visits. Please assist us by reminding our members that they can also receive their flu shots at participating pharmacies at no cost to them.

Training for Medicare-Medicaid Plan Providers

If you are a provider who is working with CompleteCare (Medicare-Medicaid Plan), a Commonwealth Coordinated Care Plan offered by Virginia Premier, please remember that all training is due by March 12. In order to facilitate training, we have put together 4 modules, as required by CMS and DMAS.

1. Disability Literacy: Access Accommodations & the ADA
2. Disability Literacy: Mental Health Awareness
3. Health Literacy: Caring for Members & Patients
4. Model of Care, Cultural Sensitivity, Fraud Waste & Abuse

If you have completed training from Humana or Anthem within the past year, you have the option to complete an attestation statement (except for the Model of Care Training, as it is specific to Virginia Premier).

You can access the training by going to our website: www.vapremier.com/providers/provider-resources/

Mandatory Changes to 1500 Claim Forms

Effective **April 1, 2014**, providers submitting paper claims to Virginia Premier Health Plan will be required to utilize the new revised 1500 Claim Form version 02/12. Virginia Premier will not process paper claims on the older 1500 Claim Form version 08/05 that are received after April 1, 2014, and those claims will be returned to the provider unprocessed. Providers are asked to continue to submit version 08/05 of the 1500 up until March 31, 2014, as we will not be able to process claims on version 02/12 until April 1st.

If you need additional information on these changes, providers are strongly encouraged to visit the NUCC website: www.nucc.org. Please refer to the tab "1500 Claim Form" for information and FAQ's.

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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