

News and updates from Community Health Plan to network providers

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## Routine assessments for those with diabetes

More than 14 million Americans have physician-diagnosed diabetes, and another 6.2 million Americans suffer from undiagnosed diabetes. Much of the burden of illness and cost of diabetes treatment is attributed to potentially preventable long-term complications such as heart disease, blindness, kidney disease and stroke.

- Diabetes is the leading cause of end stage renal disease (ESRD) in the U.S.
- Diabetic retinopathy causes 12,000 to 24,000 new cases of blindness annually
- For every 1 percent reduction in blood glucose levels, the risk of developing eye, kidney/ESRD and lower-extremity amputation is reduced by 40 percent
- Every 10 millimeters of mercury reduction in systolic blood pressure, results in a 12 percent reduction in complications from hypertension related to diabetes
- 65% of Americans living with diabetes will die from a heart attack or stroke

- examination ensuring no loss of feeling
- An annual dilated retinal eye exam performed by an ophthalmologist or optometrist
- An annual fasting lipid profile, with a recommended goal for total cholesterol of less than 200mg/dl; LDL less than 100 mg/dl; HDL higher than 40 mg/dl for men and 50 mg/dl for women; triglyceride less than 150mg/dl
- Blood pressure checks each visit, with a recommended goal of less than 130/80 mmHg
- An annual kidney function test via a urine microalbumin to ensure no protein in urine
- An annual flu vaccine
- Pneumonia vaccination administered once before the age of 65
- Aspirin therapy is recommended for individuals age 40 and older with one or more cardiovascular risk factors

The American Diabetes Association (ADA) recommends the following standards of care:

- HbA1c testing 2 - 4 times per year, depending on blood glucose control (the ADA recommends a level of less than 7%)
- Foot inspections each visit, with an annual comprehensive foot

By following the above standards of care, we can ensure those with diabetes are receiving the highest quality health care available, potentially avoiding such conditions as blindness, ESRD, heart disease and even death.

Network News is published by Community Health Plan to provide network health care providers with current information regarding administrative changes, program updates and other health plan news.

To change your address or suggest an article for future Network News editions, please contact:

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## MyCHP Service

Using MyCHP Service at [www.mychp.com](http://www.mychp.com) is quick and easy. Simply log in to MyCHP Service and research a variety of information from claims and enrollment status to prior authorizations and appeals.

# 2<sup>nd</sup> Quarter Formulary changes, effective April 1

Please refer to the table below (New Non-Formulary Agents) for a listing of medications that will change from formulary to non-formulary status on the Caremark Value Plus formulary. These medications will be subject to the highest co-pay, the exact co-pay dollar amount is dependent on the member's benefits. All affected plan participants currently using these drugs have received a notification of this change and

have been encouraged to discuss formulary options with their physician. An exception to this is patients(s) currently on Cozaar, Diovan, Diovan HCT, Hyzaar will continue at their current copayment until October, 1, 2008. Please be advised that new patients starting on Cozaar, Diovan, Diovan HCT, Hyzaar will be required to pay the higher, non-formulary copayment for the Non-Formulary Drug.

## New Non-Formulary Agents Effective April 1, 2008

**Note: All drugs in Italics represent a generic drug**

NON-FORMULARY DRUG	FORMULARY ALTERNATIVE(S)
Cenestin	<i>estradiol, estropipate</i> , ENJUVIA, PREMARIN
Crestor	<i>simvastatin</i> , LIPITOR, VYTORIN
Chantix	No preferred formulary alternative
Cloderm Cream	<i>desonide, hydrocortisone</i>
Cozaar	ATACAND, AVAPRO, BENICAR, MICARDIS
Cytomel	No preferred formulary alternative
Denavir	No preferred formulary alternative
Diovan	ATACAND, AVAPRO, BENICAR, MICARDIS
Diovan HCT	ATACAND HCT, AVALIDE, BENICAR HCT, MICARDIS HCT
Ertaczo	<i>cyclopirox, ketoconazole topical, nystatin</i>
Estratest, Estratest HS	No preferred formulary alternative
Hyzaar	ATACAND HCT, AVALIDE, BENICAR HCT, MICARDIS HCT
Naftin Gel	<i>cyclopirox, ketoconazole topical, nystatin</i>
Tussionex	<i>dextromethorphan-promethazine</i>
Vanoxide HC Lotion	<i>benzoyl peroxide</i>

## CLAIMS CORNER

Community Health Plan is proud to report the following claims statistics for the month of January 2008:

**Average turn around time (clean claims paid from received date)**

7.02 calendar days

**Auto adjudication**

75.52 percent

**Electronic claim submission**

74.18 percent

**Claims finalized in 30 days**

98.26 percent

## Top ten provider-related claim adjustments

Here are the top ten claim adjustments from the last quarter of 2007. These adjustments represent a significant amount of rework not only for our staff but for yours as well. Please note that most of these adjustments could have been avoided. Help us to streamline these processes and save on staff time.

10. Provider Billed Service in Error	30	6. Other Party / Insurance Liable	46
9. Provider Billed Under Two I.D. Numbers	35	5. Member Not Eligible	64
8. Primary Insurance Termed	37	4. Member Has Other Primary Insurance	87
7. Claim Overturned by Clinical Review	43	3. Provider Sent Replacement Claim	97
		2. Provider Billed Wrong Code	247
		1. Provider sent corrections / additional info	331
		<b>Total:</b>	<b>1,017</b>

## Benefit summaries

Please note the following list of renewed groups with Community Health Plan:

Renewed Groups	Product Type	Effective Date
American Family Insurance	HMM0075, HMK0075 HMMR075, HMKR075	1/1/2008
Anderson Ford	GPM2910, GPK2910 PPM2910 GPM2911, GPK2911 PPM2911	1/1/2008
Andrew County Soil & Water Conservation District	GPM2230, GPK2230	1/1/2008
Atchison County	GPM1280, GPK1280 PPM1280	1/1/2008
Buchanan County	GPM3370, GPK3370 GPM3371, GPK3371	1/1/2008
Buchanan County Tourism Board	GPM2940, GPK2940 PPM2940	1/1/2008
Chillicothe Diesel	PPM2980	1/1/2008
Chillicothe Municipal Utilities	GPM3420, GPK3420 PPM3420	1/1/2008
Chillicothe Truck Repair & Towing	GPM2970, GPK2970	1/1/2008
City of Chillicothe	GPM3410, GPK3410 PPM3410	1/1/2008
Collision Repair Specialists	PPM2315	1/1/2008
Community Action Partnership	GPM3360, GPK3360 PPM3360	1/1/2008
Computers. Networks. Solutions...Inc.	GPM2320, GPK2320	1/1/2008
Conversion Group	HMM0000, HMK0000	1/1/2008
Cornett Automotive, Inc.	GPM0145, GPK0145	1/1/2008
Davis Collision Ent.	GPM2990, GPK2990	1/1/2008
Deluxe Corporation	HMM0590, HMK0590	1/1/2008
Dickerson Tool & Engineering LLC	GPM2960, GPK2960 PPM2960	1/1/2008
The Dillon Company	GPM0610, GPK0610 PPM0610	1/1/2008
Economy Express Trucking, Inc.	GPM0965, GPK0965	1/1/2008
Family Guidance	PPM01115	1/1/2008
Green Hills Community Action Agency	GPM2930, GPK2930 PPM2930, PPM2930B	1/1/2008
Heartland Health	HMM0012, HMK0012 HMM0010, HMK0010 PPM010PA	1/1/2008
Interfaith Community Services, Inc.	GPM0635, GPK0635	1/1/2008
J & L Drywall	GPM2920, GPK2920 PPM2920	1/1/2008
Jack Horner's Machinery & Contractor's Supplier, Inc.	GPM0785, GPK0785	1/1/2008
KLC Enterprises, Inc.	PM3000	1/1/2008
Laukemper Motors	PPM2210, PPM2210B	1/1/2008
MB & Associates LLC	PPM2300	1/1/2008
Northwest Missouri United Labor Community Services Agency, Inc. d/b/a AFL-CIO	GPM0655, GPK0655	1/1/2008
Pettijohn Auto Center	GPM3470, GPK3470 PPM3470b	1/1/2008
Progressive Community Services	GPM2870, GPK2870 PPM2870	1/1/2008
Red X Motors	PPM3460	1/1/2008
SFA Company	GPM3390, GPK3390 PPM3390, PPM3391	1/1/2008

## CUSTOMER SERVICE

Community Health Plan is proud to report the following customer service statistics for the month of January 2008:

**Abandonment rate (percentage of lost calls)**

3.8 percent

**Average speed of answer**

32 seconds

## Statins and beta-blockers

Statins and beta-blockers are the only classes of medications, of all the medications used to prevent heart disease, that lower the risk of heart attack according to Alan Go, MD of Kaiser Permanente of Northern California division of research. Go was the lead author of a study assessing the effectiveness of preventative treatments for heart disease. The study demonstrated that even when preventative drugs are not successful in entirely preventing heart disease, beta-blockers and statins could make less serious side effects such as angina manifest themselves as first symptoms instead of a heart attack being the first symptom. This allows patients the opportunity to get treatment before the heart is damaged.

Patients taking statins and beta-blockers and undergoing noncardiac surgery should continue taking these medications according to ACC/AHA guidelines updated in October 2007. Data from published trials shows that people who stop statin therapy for four days have a much higher event rate than those who continue to take them. P.J. Devereaux, M.D., principal investigator of the trial and assistant professor in the department of clinical epidemiology and biostatistics at McMaster University in Hamilton, Ontario, Canada stated, "Our study found strong evidence that perioperative CR metoprolol prevents heart attacks." Statins and beta-blockers are valuable treatments for risk factors of heart disease and should be continued in the perioperative period.

## HEDIS record reviews

Community Health Plan (CHP) will be conducting Healthcare Effectiveness Data and Information Set (HEDIS) medical record reviews March-May 2008. HEDIS measures are the most widely used set of performance measures in the managed care industry. HEDIS is developed and maintained by the National Committee for Quality Assurance® (NCQA), a not-for-profit organization committed to assessing, reporting on and improving the quality of care provided by organized delivery systems.

Each HEDIS measure has a precise specification that must be followed for standardization of results. This standardization allows for meaningful comparison, development of regional and national benchmarks and results in collaborative improvement efforts. CHP will have already attempted to obtain the necessary information through our administrative data sources. If the required data cannot be identified administratively, then a review will be scheduled with your office to determine if the data can be found in the medical record.

The HEDIS measures the plan will perform medical record reviews on this year are: Childhood Immunization Status, Cervical Cancer Screening, Colorectal Cancer Screening, Cholesterol Management After Acute Cardiovascular Event, Comprehensive Diabetes Care, Prenatal and Postpartum Care, Well Child Visits in the First 15 months of Life, Well Child Visits in the Third, Fourth, Fifth and Sixth Years of Life and Adolescent Well Care Visits. CHP's review staff will contact you if it is necessary to conduct medical record reviews at your office.

The protocols listed below will be followed:

- The medical record reviewer will contact you by phone to schedule

a visit to best accommodate your office needs, and will send a letter in advance requesting records for review. A brief description of the HEDIS data elements needed for reviewing each chart will also be included with the notification letter.

- The reviewer will provide a ten-day advance notification of the review.
- The reviewer will provide a three-day advance notification for record copying required by HEDIS auditors. Offices are expected to provide rapid turnaround (3-days) on records that may be requested for audit samples.
- Upon arrival the reviewer will present a copy of the notification letter and photo identification to the appropriate physician office personnel.
- The charts to be reviewed will be organized in a list with the member names and birth dates, sorted in alphabetical order.
- Whenever appropriate, the office will be given the option to fax or mail in the needed documentation. However, Community Health Plan reserves the right to conduct an onsite medical record review if the yield of positive results is lower than expected.
- The reviewer will restrict chart copying to samples needed for inter-rater reliability on the first pass medical record review and will only copy those records meeting HEDIS data element requirements.

Your Cooperation and support in collecting this data is greatly appreciated. If you have any questions, please contact Sheila Ottinger, Quality Improvement Coordinator at (816) 271-7626.

**Benefit summaries**

Please note the following list of renewed, new and termed groups with Community Health Plan:

Renewed Groups ... continued from Page 3	Product Type	Effective Date
Shamrad Metal Fabricators, Inc.	GPM1285, GPK1285	1/1/2008
Smurfit-Stone Container, Corp.	HMM0130, HMK0130	1/1/2008
St. Francis Hospital	HMM0025, HMK0025	1/1/2008
St. Joseph Safety and Health Council, Inc.	GPM0660, GPK0660	1/1/2008
United Way of Greater St. Joseph, Inc.	GPM0620, GPK0620	1/1/2008
V & B, Inc. d/b/a Pop's Place	GPM3960, GPK3960	1/1/2008
Ventura Foods	HMM1290, HMK1290	1/1/2008
Wales Contracting, Inc.	PPM3480	1/1/2008
Walton Motors	GPM3440, GPK3440	1/1/2008
Watt-Mizer Distributing	GPM2280, GPK2280	1/1/2008
The YMCA of St. Joseph	GPM0790, GPK0790	1/1/2008

New Groups	Product Type	Effective Date
Holt County	GPM3920, GPK3920	1/1/2008
Livingston County Nursing Home District d/b/a Morningside Center	PPM3950	1/1/2008
Public Water Supply District of DeKalb County	PPM3930	1/1/2008
Roger McCoy Financial Services LLC	GPM3910, GPK3910	1/1/2008
St. Joe Harley Davidson	PPM3910	1/1/2008
The St. Joseph Regional Association of Realtors	GPM3890, GPK3890	1/1/2008
Vedco, Inc.	PPM3890	1/1/2008
	GPM3970, GPK3970	1/1/2008
	PPM3970	1/1/2008
	GPM3940, GPK3940	1/1/2008
	PPM3940, PPM3940B	1/1/2008

Termed Groups	Product Type	Effective Date
Aaron's Sales & Lease Ownership	GPM2290, GPK2290	12/31/2007
Car City	GPM3430, GPK3430	12/31/2007
Energizer	HMM0530, HMK0530	12/31/2007
	HMMR530, HMKR530	12/31/2007
Lawson Fire & Rescue Protection District	GPM1720, GPK1720	12/31/2007
Robbins Lightning	PPM3490	12/31/2007

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