

News and updates from Community Health Plan to network providers

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Cholesterol Screening Recommendations

High blood cholesterol is a major modifiable risk factor for heart disease. Even a 10 percent reduction in total blood cholesterol can reduce the incidence of heart disease by as much as 30 percent. Much of the total cholesterol in the plasma is transported by low-density lipoprotein (LDL-C) molecules. Elevated LDL-C levels leads to plaque formation/narrowing of coronary arteries. In contrast, HDL-C molecules are the smallest and most dense

lipoproteins in the plasma. High levels of HDL-C (above 60 mg/dl) appear to benefit the cardiac vasculature, as much as low LDL-C levels provide benefit. Referred to as the “good” cholesterol, HDL-C removes cholesterol from the walls of arteries and returns it to the liver, as well as having anti-oxidant properties. The table below lists the risk classifications for identifying elevated blood cholesterol:

LDL Cholesterol	
less than 100	Optimal (less than 70 optimal for high-risk patients)
100 – 129	Near optimal/above optimal
130 – 159	Borderline high
160 – 189	High
190 or more	Very high
Total Cholesterol	
less than 200	Desirable
200 – 239	Borderline high
240 or more	High
HDL Cholesterol	
less than 40	Low
60 or more	High

Guidelines for cholesterol management and screening include:

- Periodic cholesterol testing is recommended for men (age 35 to 65), and for women (age 45 to 65). A complete lipoprotein profile (total cholesterol, LDL-C, HDL-C and triglycerides) is the preferred initial screening test. An adult with normal cholesterol levels does not need to have the test repeated for five years unless lifestyle changes occur, including weight gain or changes in medication or diet. (There is some variation among expert groups on when initial screening should begin.)
- Patients already being treated for high cholesterol should have levels checked every two to six months. Plus, monitor for side effects and liver enzyme elevation if the patient is receiving medication therapy, such as statins or niacin.
- Selective screening of children, adolescents, and young adults who are at risk for high cholesterol and heart disease or familial hypercholesterolemia, which is genetically elevated cholesterol. (Risk factors include having parents with total cholesterol levels greater than 240, or having a parent or grandparent who had overt heart disease at age 55 or younger.)

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:

Client Services
Community Health Plan
137 N. Belt Hwy.
St. Joseph, MO 64506
(816) 271-1247 or (800) 990-9247



COMMUNITY
HEALTH PLAN
www.mychp.com

High Risk Case Management

The Community Health Access, Resource and Education (CARE) program consists of care management services for members who have a complicated diagnosis, need assistance in managing multiple medical conditions, or require complex or long-term health care. Our care managers are licensed registered nurses who are able to identify immediate and ongoing needs of the patient as well as monitor quality measures and processes to promote high quality, cost-effective outcomes.

Members who take part in the CARE Program will receive:

- Regular contact from a care manager
- Assistance locating health-care services
- Coordination between health-care

providers

- Education on the cause of their illness, symptoms and treatments

Our goal is to provide early intervention and assistance in accessing health-care services, coordinate care across the continuum and prevent unnecessary hospitalization. Your patients' participation is voluntary and provided at no cost.

If you would like more information about the CARE Program, please visit MyCHP.com and select CARE Program under the Health Improvement link. Or if you have a patient you would like to refer to the CARE program, please call 816-271-1247 or 1-800-990-9247.

Cholesterol Screening Recommendations

... continued from Cover

Assessment of a patient's lipid status should also include an assessment of the individual's secondary risk factors for coronary heart disease. Per the 2005 survey results from the National Center for Chronic Disease Prevention

and Health Promotion Behavioral Risk Factor Surveillance System (BRFSS), adults in Missouri and Kansas reported having the following risk factors for heart disease and stroke:

Risk factor:	Missouri	Kansas
High Blood Pressure	27.3%	24.2%
High Blood Cholesterol	38.7%	33.4%
Diabetes	7.7%	6.9%
Smokers	23.4%	17.8%
Overweight or obese Body mass index 25 or more	63.9%	60.8%
No exercise in the prior 30 days	25.4%	24.4%

Once an individual's risk factors have been identified, a collaborative approach is needed between the patients and their health-care provider to promote dietary changes, increased physical activity, and follow-up goals on cholesterol levels.

Heart disease is the leading cause of death for Kansas and Missouri. It ranks higher than all forms of cancer

combined. In 2001 Heart Disease accounted for 295.1 deaths per 100,000 in Missouri and 248.5 in Kansas, while all cancers were 219.3 and 201.6 respectively.

Sources: Third report of the National Cholesterol Education Program (NCEP) Expert Panel on Detection and Treatment of High Blood Cholesterol in Adults (Adult Treatment Panel III), www.cdc.gov/cvh/state_program

CLAIMS CORNER

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

Average turn around time (clean claims paid from received date)
7.01 calendar days

Auto adjudication
79.08 percent

Electronic claim submission
75.98 percent

Claims finalized in 30 days
98.82 percent

Quality Improvement Program

Community Health Plan is committed to providing the highest quality services to our members and providers. Community Health Plan ensures this commitment is met by developing and implementing our Quality Improvement Program. Leadership and all Community Health Plan staff support the program, with the largest focus being customer service and member satisfaction.

If you would like more information regarding Community Health Plan's Quality Improvement Program, or have any suggestions on what we can improve upon, you may contact Quality Improvement Team Leader Stacey Counts at (816) 271-1028.



CUSTOMER SERVICE

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

Abandonment rate (percentage of lost calls)

3.5 percent

Average speed of answer

26 seconds

Category II Codes

Category II codes are supplemental tracking codes found in the Current Procedural Terminology (CPT) manual. These codes can be used to facilitate data collection about the quality of care regarding certain services and test results supported by evidence-based and nationally established performance measures. Their use may decrease the need for chart reviews and reduce the administrative work load on providers and entities seeking to measure the quality of patient care.

Category II codes are optional and are not required for correct coding nor are they a substitute for Category I codes. Category II codes do not have a relative value associated with them and are not reimbursable.

Category II codes are arranged according to the following categories:

Composite Measures	0001F
Patient Management.....	0500F
Patient History	1000F
Physical Examination	2000F
Diagnostic / Screening Processes or Results	3006F
Therapeutic, Preventative or Other Interventions	4000F
Follow-up or Other Outcomes.....	5005F
Patient Safety.....	6005F
Structural Measures	7010F

For guidelines or updates, you can consult the latest CPT manual or access the website at: www.ama-assn.org/go/cpt.

Anxiety Disorders

According to the National Institute of Mental Health, anxiety disorders affect nearly 40 million American adults. Anxiety disorders last at least 6 months and can get worse if they are not treated. Many times anxiety disorders occur with other mental or physical illnesses.

The five major types of anxiety disorders are:

Generalized Anxiety Disorder (GAD)

Generalized anxiety disorder is diagnosed when excessive worrying about a variety of different concerns is present. Patients with GAD may also have difficulty relaxing, concentrating, falling asleep or staying asleep.

Obsessive-Compulsive Disorder (OCD)

Obsessive-Compulsive Disorder causes persistent unwanted thoughts and/or repetitive behaviors such as hand-washing, checking, counting, hoarding, thoughts of violence, or preoccupation with order and symmetry.

Panic Disorder

Panic disorder is characterized by sudden episodes of intense fear accompanied by physical symptoms that may include chest pain, heart palpitations, shortness of breath, dizziness or nausea.

Post-Traumatic Stress Disorder (PTSD)

PTSD develops after exposure to a terrifying event that involved physical harm or threatened physical harm.

Events that may trigger PTSD include violent assaults, natural or human-caused disasters, accidents, or military combat.

Social Phobia

Social phobia is characterized by an intense chronic fear of being watched and judged by others, and of doing things that will cause embarrassment.

Treatment for anxiety disorders includes referral to a mental health professional trained in cognitive behavioral therapy or behavioral therapy, and may also include pharmacotherapy with one or more of the following:

- Selective Serotonin Reuptake Inhibitor (SSRI)
- Serotonin-Norepinephrine Reuptake Inhibitor (SNRI)
- Benzodiazepine
- Anxiolytic
- Tricyclic antidepressant
- Monamine Oxidase Inhibitors (MAOI)
- Beta-blocker

Patients may also benefit from self-help or support groups, stress management techniques or meditation.

For more information on anxiety disorders, or other mental health topics, please visit the National Institute of Mental Health website at: www.nimh.nih.gov. Clinical guidelines for the management of anxiety can be found at www.guideline.gov.

MyCHP Service

Using MyCHP Service at 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.

Benefit summaries

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

Renewed Groups	Product Type	Effective Date
Chillicothe Plumbing Supply	PPM2430	March 1, 2008
Chillicothe Truck Repair	PPM2970	March 1, 2008
Earley Tractor, Inc.	GPM1810, GPK1810	
	PPM1810	March 1, 2008
Eisenberg & Associates, Inc.	GPM0205, GPK0205	March 1, 2008
Emergency Communications Board of Daviess County	GPM0700, GPK0700	March 1, 2008
Enterprise Manufacturing	GPM2440, GPK2440	
	PPM2440, PPM2440B	March 1, 2008
Community of Faith aka First Assembly of God	PPM4000	March 1, 2008
Hersheve & Company, P.C.	GPM3540, GPK3540	
	PPM3540	March 1, 2008
Hometown Technology Group LLC d/b/a J-Soft International	GPM1830, GPK1830	March 1, 2008
Koehler Home Sales	GPM3030, GPK3030	March 1, 2008
Lee Machine Shop	PPM2380	March 1, 2008
Livingston Heating & Cooling & Home Repair	PK3020PB	March 1, 2008
Max Pro Consultants, Inc.	GPM2410, GPK2410	March 1, 2008
Midland Empire Resources for Independent Living	GPM0410, GPK0410	March 1, 2008
Montee Law Firm, PC	GPM1320, GPK1320	March 1, 2008
Murphy Watson Burr Eye Center, Inc.	GPM0565, GPK0565	
	PPM0565	March 1, 2008
River Bluff Architects, Inc.	PPM1840	March 1, 2008
Samaritan Counseling Center	GPM0190, GPK0190	March 1, 2008
Scott Gann Construction Co., Inc.	GPM2400, GPK2400	March 1, 2008
Trager Limestone	GPM2450, GPK2450	March 1, 2008
Tri Rivers Logging	GPM2420, GPK2420	March 1, 2008
United Cooperatives, Inc.	PPM1315	March 1, 2008
Word of Life, Inc.	GPM0185, GPK0185	March 1, 2008

New Groups	Product Type	Effective Date
Anthony J. Frizzo, DMD	GPM4020, GPK4020	March 1, 2008
Bethany Printing Company	PPM4030	March 1, 2008
Cameron Ambulance District	GPM4070, GPK4070	
	PPM4070	March 1, 2008
Livingston Community Development Corp. d/b/a Main Street Chillicothe	PPM4060	March 1, 2008
Poland Thompson Funeral Home	PPM3990	March 1, 2008
R & L Industries, Inc.	PPM4050	March 1, 2008
Snip N Trim, Inc.	GPM4040, GPK4040	March 1, 2008
Tilton, Thomas and Morgan, Inc.	GPM4010, GPK4010	March 1, 2008

Termed Groups	Product Type	Effective Date
City of Highland	GPK1575	January 31, 2008
Joel P. Karasek MD PC	GPM3040, GPK3040	February 29, 2008
Williamsburg Square Property Management, Inc.	GPM2390, GPK2390	
	PPM2390	February 29, 2008

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