



**Texas Children's
Health Plan**

The best decision a family can make.

Provider NEWS



April 2010

Texas Children's Health Plan has an exciting new year planned for 2010!

Texas Children's Health Plan had a great 2009 and we expect 2010 will be even better for our members. Throughout the year, TCHP will offer several fun and healthy activities for our members.

Keep Fit Program

We are excited to offer our Keep Fit Program to our members. The Keep Fit Program is a FREE weight management program for members who need help losing weight and their parents. And for members between 10 and 18 years old, we have the Keep Fit Club. Members will receive information on how to make exercise fun and how to make good food choices. Members can join the Keep Fit Program by calling 832-828-1430.

Encourage parents to get their child's Texas Health Steps checkup on time!

This year, as always, we want our members to be healthy. One way to do that is to encourage parents to get their child's Texas Health Steps checkup on time. We mail our members a birthday card or new member welcome card to remind them when it is time for their child's Texas Health Steps checkup. Once they return the birthday or new member cards signed by their doctor, we will enter the child in a drawing for an Apple iPod Nano, a Nike gift card, a Sears' portrait session or an Old Navy gift card. And new in 2010, when a child gets his or her Texas Health Steps checkup on time, in addition to a drawing for a

See "2010" on page 2

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Texas Children's Health Plan, Inc.
P.O. Box 301011, NB 8301
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2010 (continued)

prize mentioned above, the child can also be entered into a drawing for two VIP tickets to a Houston Dynamo home game, parking included. Be sure to encourage your patients to get these important checkups done.

STAR Babies

For our pregnant members, we have a pregnancy program called STAR Babies. Our STAR Babies members get a newsletter, information on pregnancy and an invitation to a yearly baby shower. To enroll in STAR Babies, members can call 1-866-959-2555.

What's playing at the movie theater?

Last year we invited members to see movies like *Hotel for Dogs*, *Harry Potter and the Half-Blood Prince* and *Where the Wild Things Are*. We are doing the same thing this year! These free events change locations every month.

Come play soccer with us!

Last year we held ten soccer clinics with the Houston Dynamo. Members, age 8 through 15 years old, were able to learn how to play soccer from Houston Dynamo coaches and trainers. After the clinic they were able to attend a home game, all for free. This year we are having the same clinics! These are based on a first come, first served basis.

Access to hospitals and clinics close to home

Instead of waiting in long lines at an emergency room far away from a member's house, we are going to be sending members information on what is close to their homes. We will have important information about after hours clinics and hospitals members can go to that are near them. If they don't know what to do, they can always call Texas Children's Health Plan Nurse Help Line at 1-800-686-3831, 24 hours a day, 7 days a week.

As you can see, Texas Children's Health Plan provides our members with lots of fun and healthy activities.

TCHP introduces new dance program for female members

Texas Children's Health Plan is starting a new, free dance program for female members between 6 to 16 years old. The new program, Totally Fit, will focus on helping members build their self-esteem through dance. Participants will learn how basic dance moves can help them lose weight. The program will also teach members how to make healthy food choices every day. For more information about the Totally Fit Program, call 832-828-1430.



Tips for filing timely claims and appeals

When filing a new claim you have 95 days from the date of services rendered. All claims should be printed dark enough to read when photocopied. All hand-written claims should be legible.

An appeal of a denied claim or request for an adjustment on paid claims must be received in writing by TCHP within 120 days from the date of disposition. You may not file an appeal over the phone. All appeals must be submitted using a Claims Appeal Form. This form is downloadable on the *Provider* section of the TCHP website.

Acceptable proof of timely filing may be in the form of:

- A system-generated EOB
 - Clearinghouse rejection report
 - Health plan documentation
 - The health plan's rejection letter
- Documentation must encompass the company's header, date and detailed claim information to include the member's name, date of service, procedure code(s), provider information and charge(s).

The following are some helpful hints for submitting claims:

- Claims should be printed dark enough to read when photocopied.
- Handwritten claims should be printed legibly.
- Make sure to include the member name, member number, date of birth, date of services, diagnosis codes, federal tax identification number, NPI, CPT, HCPCS, and charges. If any of these fields are omitted, the claim will be rejected.

Education helps physician keep patients out of the emergency center

Dr. Teodoro Sanchez-Burgos spends most of his day caring for pediatric patients. A significant part of his day also involves educating patients about the appropriate use of the emergency center. Every quarter, Texas Children's Health Plan (TCHP) pays a bonus to physicians like Dr. Sanchez-Burgos who increase their after hour services, reduce the number of TCHP members who go to the emergency center for unnecessary visits, and reduce their ER utilization scores by at least 5 percent through the Provider Incentive Program (PIP).



Dr. Teodoro Sanchez-Burgos

Practice:

8200 Wednesbury Lane, Ste. 485
Houston 77074

Years at current location: 10 months

Hours of operation: M-F 6-6; S 6-12

Staff: 12 full time

Dr. Sanchez-Burgos recently met two of the three goals for the PIP. We talked to Dr. Sanchez-Burgos to find out how he manages to keep his patients out of the emergency center.

Q. How many years have you been at this location?

A. I moved to this location 10 months ago. Before we moved, my office was located at the Memorial Hermann Southwest professional building for

about 27 years. This is a better location for my patients.

Q. Do your patients like this new location?

A. My patients love this location because they don't have to pay for parking and there's more space in the waiting room to accommodate them.

Q. How many full time employees work in your office?

A. We have 12 full time staff including four desk clerks, three nurses, one supervisor for the front desk and nursing staff, one referral coordinator, one security officer, one manager, one insurance administrator.

Q. Do you offer extended or after-hour services to your patients?

A. During the week, we are open Monday through Friday from 6 a.m. to 6 p.m. On Saturdays we are open from 6 a.m. to 12 p.m.

Q. Why did you start offering extended-hour services to your patients?

A. We started offering extended hours to help patients avoid visits to the emergency center.

Q. How many of your patients are walk in compared to appointment only?

A. We only take walk-in visits between 6 a.m. and 8:30 a.m. From 9 a.m. to 6 p.m. our patients must make an appointment.

Q. How do you educate your patients and families about the appropriate use of the emergency center?

A. We started this crusade many years ago. There was waiting in the emergency room eight to 12 hours. We convinced our patients that if they come here they will save time. We try to educate our patients about the

appropriate use of the emergency room. We also try to be available to them. If they call me after hours, then I make sure I come to the clinic the following morning.

Q. How do you keep your emergency center utilization rate low?

A. Trust is very important. I am available to my patients. I tell my patients that I will see them faster than the amount of time they spend waiting in the emergency room.

Q. How do you get parents to bring their child in for a well child or Texas Health Steps exam?

A. When the patient comes in our staff checks their age and immunization records. The record tells my staff if it is time for a checkup. We also try to give our patients these exams if they come in for a sick visit and they are well enough to receive the checkup.

Q. Where do you direct your patients for after hours, urgent care and emergency care services?

A. We send our patients to NightLight Pediatric Urgent Care during after hours or on Sundays. If it is a real emergency, we send them to Texas Children's Hospital.

Q. Do you have any success stories that you could discuss in regard to a behavior change in one of your patients or a particular group?

A. I had a patient who was in the emergency room every two weeks with asthma. I told the parents to call me before taking the child to the emergency room for wheezing. We scheduled the family to come in and we educated the mother and father about asthma and how to manage it. It has been 18 months since the child has been to the emergency room.

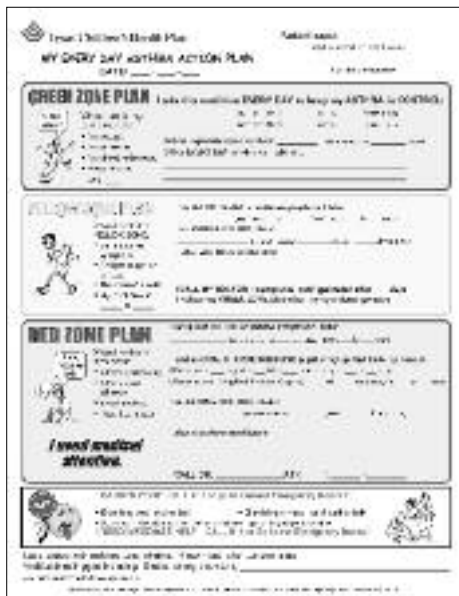
Texas Children's Health Plan wants to help you keep asthma patients out of the emergency center

By Harold J. Farber, MD, associate medical director of chronic conditions, Texas Children's Health Plan

Texas Children's Health Plan wants to help you keep your asthma patients out of the emergency center. How do you do this in a busy practice? Recommending regular use of inhaled corticosteroid medication and avoidance of smoke exposure can reduce emergency center visit rates among patients with persistent or high-risk asthma. Below are some examples of tools that you can use to help keep your patients out of the emergency center.

Written Asthma Action Plans

If it is not written down, it has not happened. Texas Children's Health Plan has developed simple, easy to use Asthma Action Plan forms in both English and Spanish.



You can use these forms to educate your patients on what to do to stay well and what the green, yellow and red zones mean. These forms allow you to highlight the difference between medications for quick relief of asthma symptoms and medications for everyday use to keep asthma in control. Medication misunderstanding is a common contributor to non-adherence, and these

forms help you to address that problem. You can request copies of the Asthma Action Plans from your Provider Relations Manager or you can download them from our website at www.TexasChildrensHealthPlan.org. Click on the *Forms* link under the *Providers* section. Then your patient can start moving from asthma crisis to asthma control.

Victory over Asthma

These brochures will help you give your patient the asthma education they need, but fit within the pace of a busy practice. Victory over Asthma reviews goals of therapy, asthma symptoms, three lines of defense, and the role of controller versus reliever medications. A large graphic that illustrates what happens when asthma is not in control helps you to teach your patients about the role of inflammation versus bronchospasm. Additionally, this brochure is useful in teaching your patients the difference in controller medicine, reliever medication and oral corticosteroid medication. This brochure will help you cover the basics of asthma education quickly and easily. You may request copies of Victory over Asthma from your Provider Relations Manager. They are also available in English and Spanish.

Ask, Assist and Refer

When parents have their tobacco dependence effectively treated, their child's breathing gets better. Tobacco dependence is not just a bad habit; it is a severe addiction. Nicotine changes brain structure and chemistry. When we approach it as a severe addiction and not simply as a bad habit, effective treatment is possible. Controller medications including the nicotine patch, bupropion and varenicline help to suppress withdrawal

symptoms. Reliever medications including nicotine gum, lozenges, inhalers, and nasal sprays can be started at early signs of exacerbation of withdrawal rather than waiting for a parent to say, "I need a cigarette NOW." Reliever and controller medication can be combined for a more effective approach. When you let your patients know how to take advantage of effective treatment, the barriers to smoking cessation are lowered. Free telephone assistance is available for your patients. Just give them the number for the National Smoker's Helpline at 1-800-784-8669.

Texas Children's Health Plan is going to start pilot testing high risk reports to physicians. These reports will help you identify your patients who are having ongoing asthma crises such as needing lots of hospitalizations, emergency department visits, and quick relief medication, but are not taking action for asthma control (not getting their inhaled corticosteroid medication refilled and not following up with their primary care physician). When you know who is at high risk, you can take action. If you would like to participate in the pilot tests of the asthma high risk reports to physicians, call Chris Reynolds at 832-828-1293.

Texas Children's Health Plan has asthma care managers available to help you with your highest risk patients. If you have a patient who could benefit from care management, please call 832-828-1430. A care management referral form can be downloaded from our website at www.TexasChildrensHealthPlan.org. Click on the *Forms* link under the *Providers* section.

Diabetes minimum practice recommendations

State law requires HMOs to report measures related to diabetes to the Health Plan Employer Data and Information Set (HEDIS). According to information provided by Texas Department of State Health Services, Texas falls behind the US 2000 (of 270 health plans and called Quality Compass) nationwide average. This information can be found at www.dshs.state.tx.us/diabetes/ihedis.shtm.

The Texas Diabetes Council, www.texasdiabetescouncil.org, provides the following diabetic minimum practice recommendations:

- Complete history and physical—Initial visit and at clinician’s discretion (including risk factors, exercise and diet).
- Diabetes education—Initial visit and at clinician’s discretion.
- Medical nutrition therapy—Initial visit and at clinician’s discretion.
- Exercise counseling—Initial visit and at clinician’s discretion.
- Psychosocial counseling—Initial visit and at clinician’s discretion.
- Lifestyle/behavior changes counseling—Initial visit and at clinician’s discretion.
- Smoking and alcohol cessation.
- Weight/height/BMI at every visit.
- Blood pressure at every visit.
- Foot inspection at every visit—Visual inspection for skin and nail lesions, calluses, infections.
- Oral/dental inspection every visit—Refer for dental care annually or as needed. Remember that STAR/Medicaid and CHIP members do have some amount of dental coverage in their plan.
- Growth and development (including height) in children done at every visit.
- Aspirin/Antiplatelet Prophylaxis (if no contraindications)—Every visit for those members with Type 1 or Type 2 Diabetes age 30 or older.
- A1c to be done every three to six months.
- Kidney evaluation—Type 1 should have this annually beginning five years from diagnosis and Type 2 should have this at the first visit and then annually.
- Dilated fundoscopic eye exam by an ophthalmologist or therapeutic optometrist.

Remember STAR/Medicaid and CHIP members do have coverage for this in their plan. Type 1 should have this annually beginning five years from diagnosis and Type 2 should have an initial exam done and then annually.

- Oral/dental exam annually or as needed.
- Foot exam (complete foot exam and neurologic assessment) should be done annually or as needed.
- Lipid profile should be done annually if at goal. Otherwise, every three to six months for those older than 18 years of age.
- Immunizations per CDC schedule.

Texas Children’s Health Plan has observed that many members do not see an eye doctor and yet have coverage available. As a TCHP provider, encourage your patients to have this exam completed.

Medical transportation services available to TCHP members

The Medical Transportation Program (MTP) provides free rides to health care services for TCHP members. To use the services, TCHP members will need a current Medicaid 8340 form.

Members must call MTP’s toll free number at 1-877-633-8747 to schedule medical transportation services. Members must call at least two business days before the date of his or her appointment.

When calling to schedule a service, TCHP members should have the following:

- Nine-digit Medicaid number or Social Security Number
- Doctor’s name, address and phone number
- Date, time and purpose of the appointment

Source: Medical Transportation Program pamphlet from Texas Department of Health

Rhogam available for delivery to OB physicians

As a service to Texas Children’s Health Plan contracted OB physicians, Iva Lifetec, an in-network provider for TCHP, will order and deliver Rhogam to physician offices.

OB physicians should call Iva Lifetec at 281-442-6531 to place their order. Iva Lifetec will obtain all the necessary authorizations from TCHP.

STAR Babies offers help to pregnant members

Texas Children's Health Plan's STAR Babies program consists of case managers, health educators and resource coordinators that coordinate care for pregnant members through 60 days post delivery and newborns through 18 months. Prenatal and newborn screenings are performed to help identify other needs such as access to medical care, transportation, WIC, car seats, clothing and cribs.

We also provide education about:

- The pregnancy process
- Care during pregnancy
- Newborn milestones
- Infant development
- Immunizations and medical checkups

Every month, TCHP sends *STAR Babies*, our member newsletter, which provides information to our mothers-to-be about how to achieve a healthy pregnancy outcome. Articles on nutrition, STDs, prenatal care and upcoming infant immunizations fill the pages of this informative newsletter each month. Furthermore, each article is written in both English and Spanish.

Texas Children's Health Plan offers many free services to our members. This includes offers for our pregnant mothers to attend free classes on cooking, newborn care, breastfeeding, safe sleep for infants and much more. Our moms also participate in TCHP baby showers and car seat installations.

For additional information about STAR Babies call 1-866-959-2555.



Online pregnancy notification is an easy way to earn a bonus

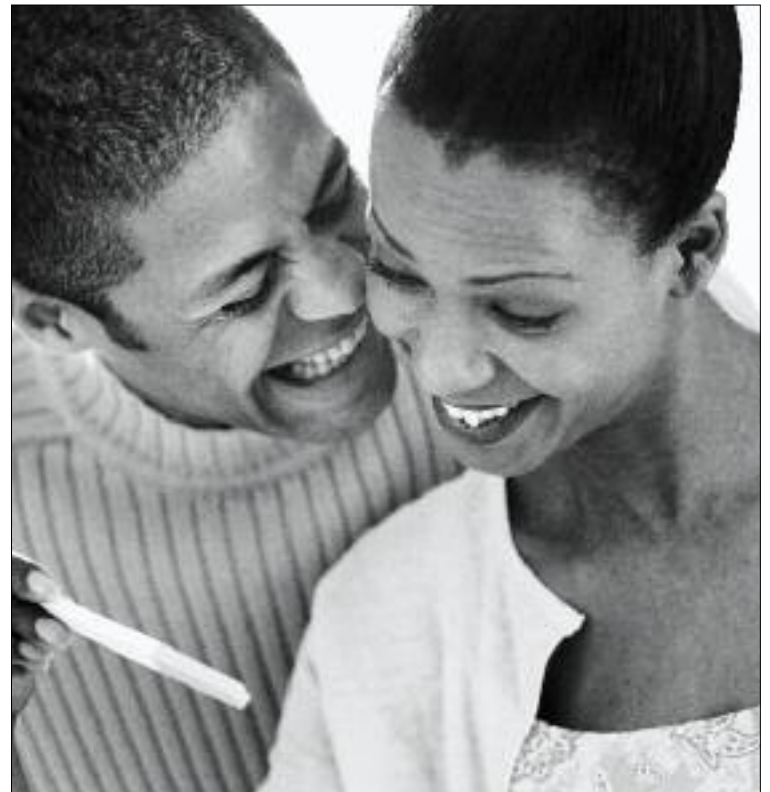
Early pregnancy notification is an important way to identify TCHP members who are high risk and/or eligible for additional community services. We can also enroll the member into our STAR Babies program.

In order to qualify for the pregnancy notification bonus, you must notify us of new pregnant members using the online pregnancy notification form, located on the TCHP Web site. Doctors should submit online notifications as early in a pregnancy as possible.

The bonuses are paid as follows:

- First trimester notification—\$40 per member
- Second trimester notification—\$30 per member
- Third trimester notification—\$20 per member

Start notifying us today! Visit www.TexasChildrensHealthPlan.org/Providers and click on the *Pregnancy Notification Form Link* on the left side of the page.



TCHP wants members to be on the lookout for skin infections

Texas Children's Health Plan recently kicked off a skin infections campaign for members in northwest Houston. TCHP has identified target zip codes in northwest Houston that have a large volume of skin infection cases. During the months of January, March, May, July and September, members will receive a skin infections brochure with information on simple first aid tips, signs to look for to know if someone in their family has a skin infection and the importance of getting early treatment by a physician. Members will also receive a packet which includes a flyer about skin infections, bug repellent and a first aid kit.

TCHP has tools available to help you educate parents and other caregivers recognize the signs and symptoms of skin and soft tissue infections early and alerting them to good first aid, wound cleaning and when to seek your help in assessing a possible skin infection.

Our goal is to either prevent skin infections or to get them treated as early as possible and hopefully avoid the progression to the severe and critically ill situations.

If you would like to request our skin infections brochure, call your Provider Relations Manager today at 832-828-1008.



Be on the lookout.

Your family's health is very important. That's why we want you to be on the lookout for skin infections. A skin infection can happen when a cut, scratch, bug bite or diaper rash gets infected.

Simple first aid can help prevent skin infections.

If you have a break in the skin, prevent infection by using simple first aid steps:

1. **Wash it clean.** Wash hands and exposed area with soap and water.
2. **Apply it dry.** Clean wounds with a bandage to keep them dry and protected.
3. **Apply an ointment.** Which ointment is best for your child's infection? If you have any signs of a skin infection, see your doctor right away.

Don't wait to see the doctor.

To be sure you get a doctor's help, call your doctor, take a medicine and follow directions. If you can't quickly get to a pediatrician, call the state's poison control.

Have a doctor visit the child's area. If the rash spreads a bigger than one quarter your body, or go to the emergency room.

What to look for

Signs of infection are:

- Redness
- Swelling
- Pain
- Pus or drainage

Texas Children's Health Plan
The state's best way to protect your child.
1-800-962-5211

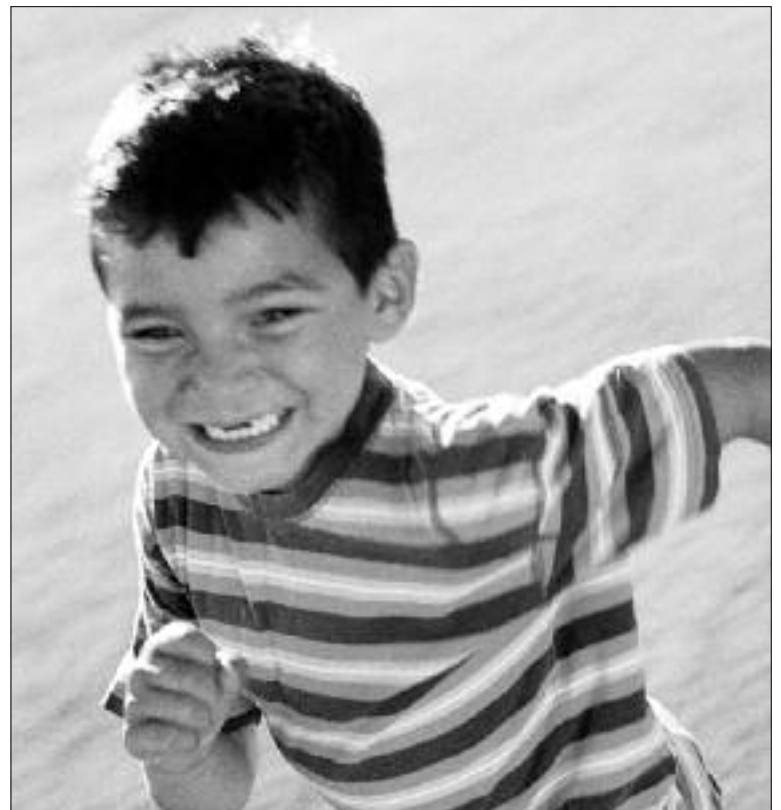
Medicaid coverage available to alien children

The federal CHIP Reauthorization Act of 2009 authorizes states to provide federally matched Medicaid and CHIP coverage to legal alien children without the current five year residency delay. Effective May 1, 2010, the Texas Health and Human Services Commission (HHSC) will begin accepting qualified alien children 18 years of age and younger into Medicaid without a five year waiting period.

It is estimated that there are 80,000 additional children living in Texas that could qualify under the new rules. Approximately 20,000 of those children live in the Houston area. Texas Children's Health Plan's Community Outreach Department is currently increasing its efforts to educate local community based organizations about the new law.

If you have patients who are legal aliens and would like to apply for Medicaid, they can request an application by phone at 1-877-543-7669. Applications are also available online at www.chipmedicaid.org.

Source: HHSC



Mark your calendars for Texas Children's Health Plan Grand Rounds CME Series

On Thursday, April 29 from 5 p.m. to 9 p.m., TCHP will host its Grand Rounds CME Series at the Houston Garden Center at Hermann Park. The CME series will focus on Office Emergency Preparedness for Primary Care and Core Health Outcome Measures. This FREE CME program is for TCHP-contracted physicians only. Dinner and a \$100 honorarium will be provided to participating physicians. The Houston Garden Center is located at 1500 Hermann Drive, Houston, 77004. To register for this CME series, call Ronda Kelly at 832-828-1232. Register early. Seating is limited.



TCHP helps members through its Adolescent Transition Program

The Adolescent Transition Program helps Texas Children's Health Plan members with special health care needs transition to adult living. TCHP has a team dedicated to providing assistance to members of the Adolescent Transition Program. The team, which includes a nurse case manager, a case manager assistant, a resource coordinator and a health educator, will assist members in the program with chronic health needs transition to another source of health care.

Prior to the adolescent member no longer qualifying for health-care eligibility

for CHIP or Medicaid with TCHP due to age, our team will identify sources for continued health care.

Other areas transition planning focuses on:

- Finding adult doctors
- Job training or college
- Disability support services
- Independent living
- Connecting with community agencies

For more information about the Adolescent Transition Program, call 832-828-1001.

Report potential fraud and abuse

Please report any suspicious or potential fraud and abuse activity within 24 hours of identification in one of the following ways:

1. Letter to: Texas Children's Health Plan
Attention: Fraud, Waste and Abuse Department
PO Box 301011
Houston, TX 77230-1011
2. Hotline number: 832-828-1320
3. Fax number: 832-825-8722
4. Email: TCHPFraudandAbuse@tchp.us

New address to submit claims

Texas Children's Health Plan is converting to one post office box to submit and receive claims. Instead of sending your CHIP and STAR claims to two different post office boxes, all claims should go to the address below.

Texas Children's Health Plan
Claims Administration
PO Box 300286
Houston 77230

Please remember all claims sent to the old address will be returned effective May 31, 2010. For questions regarding this change, contact your Provider Relations Manager at 832-828-1008.

Community Fairs: Keeping Your Community Safe and Healthy

We are hosting community fairs at apartment complexes in the Houston area. Community fairs provide free food, giveaways and important information to help keep families safe and healthy. Call Rhonda at 832-828-1303 to have a community fair in your community.

PROVIDER NEWS

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