



Texas Children's  
Health Plan  
A Subsidiary of Texas Children's Hospital

## In this issue

Appointment access survey

Influenza vaccinations

Newborn Medicaid claims

Where to mail claims

New physicians

Automated Fax Recall system

Preventive RSV care

Early childhood intervention

Open access to services



# Provider NEWS

October 2002

## Texas Children's Health Plan announces survey

Texas Children's Health Plan conducts an annual phone survey of its provider network to ensure members are able to schedule appointments in a timely manner. All TCHP providers should inform staff they will receive a phone call from the TCHP Provider Relations department this month.

The brief survey measures each office's ability to comply with established appointment-accessibility standards. See the chart on this page for the standards reviewed in the survey.

Appointment type	Accessibility standard
Emergency care	Immediate appointment or emergency-room referral
Urgent complaint	Appointment within 24 hours
Routine sick care (non-urgent)	Appointment with primary-care provider within three days Appointment with specialist within 14 days
Well-child or EPSDT	Appointment in under 14 days for child 0 - 6 months old Appointment in under 30 days for child 6 months or older
Prenatal visit	Appointment within 14 days
Average office-wait time	No more than 30 minutes

Provider Relations also will call primary-care providers after normal business hours to ensure access to medical care is available 24 hours a day, seven days a week. TCHP guidelines require PCPs to have an answering service that is able to reach the physician, an answering machine indicating how to reach the physician or another provider accepting calls. Providers should return pages or messages within 30 minutes.

## Immunize high-risk patients against influenza

Influenza season is approaching, and it is time to begin immunizing high-risk patients against influenza. At this time, the American Academy of Pediatrics and the Centers for Disease Control's Advisory Committee on Immunization Practices "encourage" but do not "recommend" routine influenza vaccination. The Vendor Drug Program will not cover routine vaccination until the 2003-2004 season. For this reason, only high-risk patients will be covered by TCHP this year.

High-risk patients include:

- children with chronic disorders of the pulmonary or cardiovascular systems, including asthma
- children who have required regular medical follow-up or hospitalization

during the preceding year due to chronic metabolic disease (including diabetes), renal dysfunction, hemoglobinopathies, or immunosuppression (including immunosuppression caused by medications or by HIV)

- children and teenagers (age 6 months to 18 years) who are receiving chronic-aspirin therapy and might be at risk for developing Reye syndrome after influenza infection
- pregnant teens who will be in the second or third trimester of pregnancy during the influenza season
- children who can transmit influenza to other high-risk children and adults

## Newborn Medicaid claims require newborn identification numbers

To ensure payment of newborn claims, providers should adhere to the following guidelines:

- Claims should include the Medicaid-client newborn number and should not be filed using the mother's Medicaid-identification number. Charges for newborn care should be filed separately from charges for the mother.
- PCPs should send all newborn claims to TCHP for payment.
- Specialists and facilities should send all claims for HMO Blue newborns to the HMO Blue claims address.

Submitting a claim to a payer requires including the member's identification number on the claim form. This can cause a problem when there is a delay in obtaining the Medicaid number for a newborn. Understanding the process for assigning Medicaid – identi-

fication numbers is essential in eliminating claims-filing errors.

Hospitals initiate the Medicaid-eligibility process by communicating information about births to the Texas Department of Health and Human Services. Hospitals do this by submitting TDHS Form 7484 to TDHS Data Control within five days of the birth of a child to a Medicaid-eligible mother.

Although notifying the state within five days is not required, doing so will expedite assignment of the Medicaid number to the newborn child.

For even faster assignment of a Medicaid identification number, hospitals can elect to use the Texas Department of Health Certificate Manager software to submit birth-certificate information electronically to the TDH Bureau of Vital Statistics.

To participate in this electronic

process, hospitals can contact **Dee Sportsman**, director, Customer Service Division, Bureau of Managed Care, TDH at (512) 794-5164 or by e-mail at [dee.sportsman@hhsc.state.tx.us](mailto:dee.sportsman@hhsc.state.tx.us).

Once TDHS Data Control receives the completed Form 7484, it will verify the newborn's eligibility and send a notice with the child's Medicaid number and the effective date of coverage to the mother and healthcare providers.

At this point, the child will be added to the TDHS eligibility file, TDHS will issue a Medicaid identification card, Form 3087, and the child will be enrolled in a STAR plan. Typically, newborns are enrolled in the mother's STAR plan if the mother is eligible for Medicaid.

When the eligibility process is complete and the newborn's identification number has been issued, claims can be filed with TCHP.

## Mail health-insurance claims to the correct address

Please refer to the chart below for the correct address to which claims should be sent.

	PCP	Specialist	Hospital/Ancillary
<b>HMO Blue</b>	Texas Children's Health Plan P.O. Box 300125 Houston, TX 77230	HMO Blue P.O. Box 650017 Dallas, TX 75265-0017	HMO Blue P.O. Box 650017 Dallas, TX 75265-0017
<b>Texas Children's Individual Medical Coverage</b>	Texas Children's Health Plan P.O. Box 300125 Houston, TX 77230	Texas Children's Health Plan P.O. Box 300125 Houston, TX 77230	Texas Children's Health Plan P.O. Box 300125 Houston, TX 77230
<b>Children's Health Insurance Program (CHIP)</b>	Texas Children's Health Plan P.O. Box 300125 Houston, TX 77230	Texas Children's Health Plan P.O. Box 300125 Houston, TX 77230	Texas Children's Health Plan P.O. Box 300125 Houston, TX 77230



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## Texas Children's Health Plan welcomes new doctors

### PCPs:

Roosevelt Alcorn, MD  
 Roy Clarke, MD  
 Edward Dick, MD  
 Sandra Gomez, MD  
 Luella Guzman, MD  
 Matthew Kim, MD  
 Mary Knauss, MD  
 Kin Lock, MD  
 Bening Lu, MD  
 Ivan Mefford, MD  
 Patricia Montanes, MD  
 William Pielop, MD  
 Marjorie Quarles, MD  
 Emily Todd, MD  
 Maria Uceda, MD  
 Janeana White, MD  
 Charlotte Zuniga, MD

### Specialty:

Pediatrics  
 Pediatrics  
 Family practice  
 Family practice  
 Pediatrics  
 Pediatrics  
 Family practice  
 Pediatrics  
 Pediatrics  
 Family practice  
 Pediatrics  
 Pediatrics  
 Pediatrics  
 Pediatrics  
 Pediatrics  
 Pediatrics  
 General pediatric medicine  
 Pediatrics

Ayse Dural, MD  
 Reenu Eapen, MD  
 Christine Eng, MD  
 Christa Filak, MD  
 Bechara Ghorayeb, MD  
 Laura Goetzl, MD  
 Daniel Gold, MD  
 Ian Goldsmith, MD  
 Rubina Heptulla, MD  
 Yu-Luen Hsu, MD  
 Mohammed Kabir, DO  
 Robert Komorn, MD  
 Kenneth Kray, MD  
 Craig Kuglen, Jr., MD  
 Lary Likover, MD  
 Alan Lumsden, MD  
 Edward Lynch, MD  
 Suma Manjunath, MD  
 Doan Nguyen, MD  
 Raza Pasha, MD  
 Faria Pereira, MD  
 Jack Price, MD  
 Nabeel Romman, MD  
 Paul Salmonsens, MD  
 Scott Segal, MD  
 Hue-The Shih, MD  
 Kim Shrum, MD  
 Paige Turk, MD  
 Moses Wilcox, Sr., MD  
 Danny Wong, MD  
 Fredericka Yockey, MD

Physical medicine and rehab  
 Cardiology  
 Genetics  
 General pediatric medicine  
 Otolaryngology  
 Maternal-fetal medicine  
 Ophthalmology  
 Neurophysiology  
 Endocrinology  
 Allergy  
 OB/GYN  
 Otolaryngology  
 Allergy  
 Ophthalmology  
 Orthopedic surgery  
 Vascular surgery  
 Hematology  
 General pediatric medicine  
 Orthopedic surgery  
 Otolaryngology  
 General pediatric medicine  
 Cardiology  
 Otolaryngology  
 Ophthalmology  
 Ophthalmology  
 Cardiology  
 Ophthalmology  
 General pediatric medicine  
 Urology  
 Otolaryngology  
 Ophthalmology

### Specialists:

Larry Alexander, MD  
 Maple Avery, MD  
 Treneth Baker, MD  
 Catherine Bollard, MD  
 Susan Brundage, MD  
 Mary Anne Carroll, MD  
 Kwai-Tung Chan, MD  
 Aziza Chedrawi, MD  
 Larry Conrad, MD  
 Joseph Coselli, MD  
 Marietta De Guzman, MD  
 Baptiste DeJean III, MD

### Specialty:

Ophthalmology  
 Ophthalmology  
 Surgery  
 Hematology  
 Surgery  
 OB/GYN  
 Physical medicine and rehab  
 Neurology  
 Otolaryngology  
 Cardiovascular, thoracic surgery  
 Rheumatology  
 Ophthalmology

## Claims management made easier with convenient Web-based system

Texas Children's Health Plan's Web-based system, ePOWER, formerly known as MD Portal, allows providers to view claims status, verify member eligibility and access referrals in real time.

ePOWER lets providers view the same information as TCHP computer systems. By logging onto the Internet and ePOWER, provider offices can access information without speaking to a Member Services representative.

Provider computers must have Explorer 5.0 or higher, with 128-bit encryption installed on a Windows-based computer system.

Providers interested in obtaining an application to install ePOWER should contact their TCHP provider relations' representative.

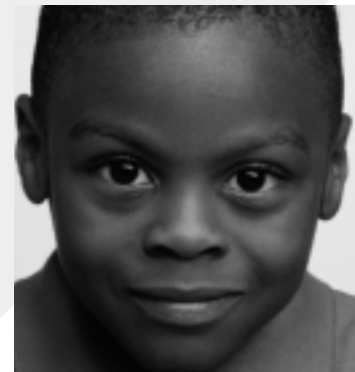
## Use Fax Recall for information after hours

Texas Children's Health Plan's automated Fax Recall system allows TCHP providers to check eligibility, benefits and claims status after hours.

The service is available 24 hours a day, Monday through Saturday.

Providers may call (832) 825-7921 and enter the member's identification number and the provider's fax number. The requested information will be faxed to the provider's office within three minutes.

For additional information about Fax Recall, contact a TCHP provider relations representative at (832) 824-2695.



## TCHP reminds providers of guidelines for preventive RSV care

Texas Children's Health Plan has guidelines for the administration of Synagis and RespiGam, which can prevent the serious respiratory disease caused by respiratory syncytial virus. All providers should be aware of and adhere to the following guidelines.

Synagis is a monoclonal antibody that is given intramuscularly. A primary-care physician or specialist may administer Synagis in the office.

However, primary-care physicians should not refer patients to a specialist for the sole purpose of receiving a Synagis injection.

RespiGam also is administered for the prevention of RSV; however, it is administered in an outpatient setting or at an infusion facility.

Both Synagis and RespiGam

require prior authorization from TCHP prior to administration of medications.

To obtain authorization, fax a "Prior Authorization Request Form" to TCHP Medical Management and allow three to five days for approval.

Requests for authorization will be reviewed in accordance with the guidelines established by the American Academy of Pediatrics and TCHP. In addition, the following clinical information is required in order to consider a request for authorization:

- Birth date and gestational age at birth
- Current clinical information (i.e. lung problems and other risk factors such as being exposed to smoke or attending day care)
- Siblings at home

When billing for Synagis, use the codes in the box on this page for the appropriate products or applications.

For more information, providers may call TCHP Provider Relations at 832-824-2695.

### Commercial

- Synagis Injection – 90378 (per 50mg)
- RespiGam – 90379
- Administration – 90782

### Medicaid

- Synagis Injection – 1095X, 1086X or 90378 (per 1 mg)

## Early Childhood Intervention helps children, families thrive

The Early Childhood Intervention program is a statewide system of services available to children with disabilities or developmental delays. The program teaches families how to help children reach their maximum potential through education and therapy services. ECI provides services to children from birth to 3 years old. These services consist of:

- screenings and assessments
- physical, occupational and speech therapy
- activities to develop cognitive and self-help skills
- activities to enhance social and emotional development
- assistive technology
- transportation
- transition to school or other services
- nutritional services
- family education and counseling
- coordination of social and health services
- access to support groups
- vision care

Federal law requires providers to refer children to ECI within two working days of identifying a developmental disability or delay. Providers should contact the ECI Care Line at 1-800-250-2246 to identify an ECI program in the member's area.

## TCHP offers members open access to medical services

Texas Children's Health Plan Individual Medical Coverage members and Children's Health Insurance Program members may self-refer for the following medical services.

- In-network OB/GYN care (for services within an OB/GYN's scope of specialty care)
- Mental-health services (to CompCare providers)
- Routine vision services (to PrimeVision providers)

In addition, CHIP members may self-refer to participating chiropractors for treatment of subluxation only (up to 12 visits per year).

### Preventive health guidelines

The Texas Children's Health Plan Medical Advisory Committee has adopted new preventive-healthcare guidelines. Providers should replace the old childhood immunization and preventive pediatric healthcare guideline recommendations with the latest enclosed versions from The American Academy of Pediatrics.