



**Texas Children's
Health Plan**

The best decision a family can make.

Provider NEWS



January 2010

Nurse Family Partnership helps parents succeed

For many first time expectant mothers having a baby is a frightening experience. Many women lack the support and guidance they need. In 2009, Texas Children's Health Plan collaborated with the Nurse Family Partnership (NFP) to help these first-time mothers improve prenatal care and learn the skills needed to be good parents.

Funded by a state grant under the Healthy Family Initiatives, the Nurse Family Partnership is an evidence-based program that pairs registered nurses with pregnant women. NFP enrolls expectant moms as early as possible beginning at 16 weeks and no later than 28 weeks of pregnancy. In order to be eligible for the program, women must also be Medicaid eligible and be a first-time mom.

"The program is designed to help these women have a healthy pregnancy," said Adrian McKinney, NFP nurse manager. "It also helps prevent premature birth and gives these new moms the skills needed to be good parents. It's a lot of mentoring and goal setting for these expectant mothers."

The nurse makes home visits throughout the expectant mother's pregnancy. Once the baby is born, NFP nurses begin meeting weekly with the new moms to make sure she is adjusting and not showing signs of postpartum depression. The program follows the mom and child until his or her second birthday.

"There is a curriculum that the nurse can follow, but what's unique about this program is that the nurse focuses on what the

Continued on page 3

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Breaking the cycle of crisis care

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

One major challenge physicians face in achieving asthma control is to break the cycle of crisis care. One important way to break the cycle of crisis care is to follow up with our patients after an emergency room (ER) visit or hospitalization. This follow up allows you to take actions that can prevent the next ER visit.

The National Asthma Education and Prevention Program Expert Panel Report (March 2007) recommended that physicians see patients for follow up within four weeks of an ER visit. Among Texas Children's Health Plan members, close to half of children who have an ER visit for asthma fail to follow up with their primary care provider within 30 days of the ER visit.

How can we do better? I have listed two suggestions below.

- Call your patients back for a follow up appointment. Many hospitals will notify the PCP after a patient has been to the ER for an asthma flare. When you get that notice, please call the patient/parent and invite them back for a follow up visit.

Texas Children's Health Plan care managers are working on getting notification of when a TCHP member has been to the emergency room. When they have that information, they will inform you. Please help them

with setting up a follow up visit for your patient.

- Let your patients know that if they need an emergency room visit, to be sure to let you know.

What can you do to make a difference at your patient's next follow up visit?

- Make sure that the current asthma flare has resolved.
- Assess what led to this flare, so that you and your patient can take action to prevent the next one.

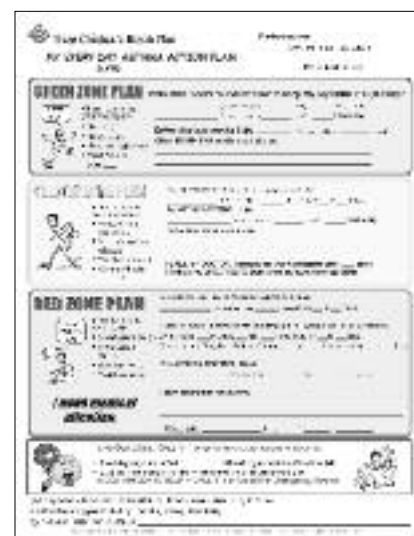
What are some things you can tell parents to help prevent an asthma flare?

- Manage the environment. Identify and reduce asthma triggers that can cause an asthma flare. A parent or caregiver who smokes increases the child's risk of an ER visit. Free help with tobacco dependence treatment is available from the National Cancer Institute and the American Cancer Society at 1-800-784-8669.
- Manage the breathing tubes. Encourage the use of inhaled corticosteroids regularly to make the breathing tubes less sensitive and reduce the risk for severe asthma attacks.
- Know early warning signs to help recognize a severe asthma flare.

When you focus on breaking the cycle of crisis care, you will find out what triggered your patient's asthma flare.

You can also talk with your patients to find out their previous pattern of asthma symptoms. Based on the information provided to you by your patient, you can work with the patient and his or her parents to design or update a plan for how to reduce their asthma risk and how to prevent the next asthma attack.

It is always helpful for TCHP members to have an Asthma Action Plan. Your patients should review and update their written Asthma Action Plans regularly.



Contact your Provider Relations Manager to request copies of TCHP's Asthma Action Plan. You can also download the form 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.

Correction: Autism and developmental screenings are a required component of each Texas Health Steps visit for TCHP members, birth through 6 years of age. In the past, these screenings were considered a bundled part of the overall Texas Health Steps exam in terms of payment. However, beginning September 1, 2009, you can bill separately for the autism and developmental screenings. To bill separately, you must administer the screen using the Ages and Stages Questionnaire (ASQ) or Ages and Stages Questionnaire-SE, or the PEDS standardized screening tool. The billing codes for these approved standardized screening tools are procedure code 96110/modifier U6 (autism screen) and/or procedure code 96110 (developmental screening). If you are using an instrument other than ASQ or PEDS, you should include the results in the chart but you cannot submit a separate claim for reimbursement related to the screening.

Nurse Family Partnership (continued)

client wants," said McKinney. "This allows the nurse to meet them where they are and gain an understanding of what they want to learn and achieve while participating in the program. Because evidence has shown that the client is more likely to stay engaged in the program when the client is the expert on her own life."

In addition to guiding the expectant mom through her pregnancy, the program seeks to improve several areas of the expectant mom's life ranging from health, education and self-sufficiency. This is achieved through a partnering relationship between the mom and her nurse assessing her knowledge about pregnancy and parenting, her ability to connect with and play with the baby. The nurse also helps the new mom set goals, develop a budget, and get back in the work force if that's what she desires.

For fiscal year 2008-2009, NFP served 97 new moms and have had 67 babies born to date. NFP will serve



100 mothers, babies and families in the upcoming year.

"There are a lot of barriers for these women," McKinney said. "We have some moms that don't have food or transportation. The nurses have an incredibly hard job because they have to deal with situations that aren't easy to change and individualize the plans to meet the needs of each family."

NFP works closely with two other agencies providing the NFP program including the City of Houston's Health department and Baylor Teen Clinic. NFP receives many of its referrals from the Pregnancy Notification Forms sent in by TCHP physicians.

Dr. David Olds founded NFP in the 1970s. Nationally NFP has served over 100,000 families.

Upcoming Keep Fit Program winter nutrition classes

Texas Children's Health Plan members can attend a FREE seven-week program on staying fit and making good food choices.

Who:

TCHP members who are 10-18 years old and overweight or obese

What:

TCHP members will exercise for an hour with a fitness trainer and attend a 30-minute nutrition class.

When:

Saturdays: January 16, 23, 30 and February 6, 13, 20 and 27
9:30 a.m. to 12 p.m.

Where:

Hartman Park Community Center
9311 E. Avenue P
Houston 77012

Members who attend all seven classes will receive a prize at the end of the series.

To register for this upcoming program, members should call 832-828-1430.

Pharmacists can give the flu vaccine to Medicaid members

Registered pharmacists and pharmacies can give the flu vaccine to TCHP Medicaid (STAR) members as young as 7 years old without a prescription. Medicaid will now reimburse for this service through TMHP if the pharmacist has received the required TPI number. In the past, pharmacists could not provide the flu vaccine without a prescription. Pharmacists can continue to give other immunizations, but they will still be required to have a prescription from a physician.

NightLight Pediatric Urgent Care opens a new location

NightLight Pediatric Urgent Care recently opened a new location in northwest Houston. Texas Children's Health Plan members can now go to one of the two NightLight locations below.

15551 Southwest Freeway
Sugar Land 77478
281-325-1010
281-325-1060

19708 Northwest Freeway,
Suite 500
Houston 77065
713-957-2020
713-957-2080

NightLight is open Monday through Friday from 5 p.m. to 11 p.m. It is also open on the weekends and holidays from 12 p.m. to 7 p.m.

Tools to help you influence your patients ER utilization rate

Texas Children's Health Plan would like to help you move TCHP members away from the emergency room and toward a medical home. When our members have a medical home and an established relationship with their physician, they are less likely to go to the ER for primary care services.

Here are some tools to help you influence your patients ER utilization rate.

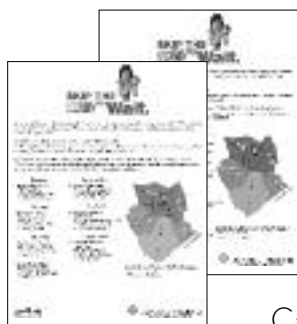


Nurse Help Line Rx pads

These notepads are designed to resemble a prescription pad. On it, we've included our Nurse Help Line phone number and a place for you to write instructions after a patient leaves your office.

Close to Home brochures

We want to encourage our members to find and utilize urgent care clinics and hospitals close to their homes. These brochures are for families on the East End, southwest and northwest Houston. They have urgent care clinics close to their homes.



Urgent Care locations

This flyer has all of Texas Children's Health Plan's urgent care clinics and has a map for easy use.

ER use fact sheets

We have multiple fact sheets and other materials on how to treat a cold, the correct dosing for children and when a patient should go to the ER.



Call your Provider Relations Manager today to request any of this material. Your Provider Relations Manager can be reached at 832-828-1008.

Texas Health Steps preventative care medical checkup benefit change

In the October 2009 edition of Provider News, Texas Children's Health Plan included an insert of the new periodicity schedule. Four new Texas Health Steps preventative care medical checkups were added to the new periodicity schedule effective September 1, 2009.

Below are the checkups that have been added to the Texas Health Steps periodicity schedule for the following ages:

- 3 to 5 days of age
- 30 months of age
- 7 years of age
- 9 years of age

Please schedule checkups for TCHP members as closely as possible to the ages on the periodicity schedule while allowing flexibility to accommodate the needs of parents or caregivers.

A copy of the Texas Health Steps periodicity schedule may be obtained from www.dshs.state.tx.us/thsteps/providers.shtm.

Source: Texas Medicaid Bulletin November/December 2009

Did you know?

Did you know that Texas Children's Health Plan will reimburse you for a sick visit and a Texas Health Steps visit if you provide these services on the same day? Giving timely Texas Health Steps is important. If a TCHP member comes in for a sick visit and the child is well enough for you to provide a well visit at the same time, Texas Children's Health Plan will reimburse you. We understand that the Texas Health and Human Services Commission (HHSC) has not always paid for both, which caused some confusion. Please refer to the Texas Health Steps manual for billing. For additional questions, call your Provider Relations Manager at 832-828-1008



**Texas Children's
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*The best decision a family can make.
La mejor decisión para su familia.*

www.TexasChildrensHealthPlan.org

Medical Affairs NB 8391
PO Box 301011
Houston, TX 77230-1011

November 4, 2009

Dear Network Physician:

Texas Children's Health Plan (TCHP) values the opinions of the physicians in our network and conducts a yearly Provider Satisfaction Survey to obtain physician and office staff feedback.

Analytica, Inc., a recognized market research firm in Houston, will be conducting our 2009 Provider Satisfaction Survey. Professional representatives with Analytica may be contacting you via telephone to obtain your direct input regarding new health plan initiatives and your level of satisfaction with the services TCHP currently provides to both you and your office staff.

TCHP sincerely appreciates your cooperation with Analytica's market research representatives as we strive to continually improve our services and respond to the needs and concerns of our network physicians.

Should you have any additional questions regarding the Provider Satisfaction Survey, feel free to contact Chris Reynolds at (832) 828-1293. Thank you for your continued support with this endeavor.

Sincerely,

Angelo Giardino, MD, PhD
Medical Director



Providing excellence through customer service and patient care

At Texas Children's Health Plan we are committed to our members and our providers.

Here are some suggestions to help you and your staff provide great customer service to TCHP members during their visit.

Accountability

Be accountable for how you perform your job as well as how you treat patients and families.

Attitude

Approach and react to work and its challenges with a positive and open mind.

Communication

Listen attentively to customers in order to understand and fulfill their needs. Communication should be delivered with courtesy, clarity and care.

Conflict

Never let a patient leave your office confused or angry. Make sure he or she understands your position and why. Show customers you are on their side. Let them know you are there to help, not to argue or disagree.

Integrity

Maintain the highest standards of behavior through your actions, truthfulness and accountability.

Kindness

Express concern. Attempt to make eye contact and listen to patients' and families' concerns.

Professionalism

Make long-lasting impressions on patients and families by adhering to appearance and behavior standards that reflect respect for families.

Respect

Appreciate and value others' time, opinions, functions and differences. Treat others with the highest level of courtesy, professionalism and kindness.



TCHP members win big when they get their Texas Health Steps checkups

All Texas Children's Health Plan STAR members should get a well child checkup (Texas Health Steps visit) within 60 days of their birthday. New members to the Health Plan should get their Texas Health Steps visit within 90 days of becoming a new member.

To help members remember this important checkup, Texas Children's Health Plan is sending all STAR members a birthday card. The birthday card has a section to be filled out by the doctor after the Texas Health Steps exam is complete. After you or your nurse signs the card the member can send it in for a chance to win a great prize that month.

When someone becomes a TCHP new member we send them a welcome card. The welcome card explains the importance of Texas Health Steps visits and offers the same prizes as the birthday card does.

The prizes are an Apple iPod Nano, a \$75 Nike gift card, a portrait session at Sears and an Old Navy gift card. Each month we will draw one winner for each of the four prizes.

Encourage your patients to get their Texas Health Steps checkups and if one of our members presents you a new welcome or birthday card to sign, please sign or stamp it for the member. If you need more information about Texas Health Steps contact your Provider Relations Manager.

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.



New migrant farm worker referral process

Texas Children's Health Plan is working hard to identify children of migrant farm workers in order to get these children, as with all our children, the best health care possible. Due to the families' constant mobility, the children often go without their regular checkup. Annual checkups are crucial for this population.

TCHP has developed a referral process for contracted physicians. Please follow the steps below to refer children of migrant farm workers.

Upon identifying a child whose parent is a migrant farm worker, you can contact TCHP one of three ways:

- Email notification: HealthPlan@texaschildrenshospital.org
- Telephone call: Provider Hotline 832-828-1004 (select the "covered benefits and service option")
- Fax: 832-825-8778 Attention Migrant Farm Worker Representative.

Please note in your communication that a child has been identified as part of a migrant farm worker family and include the child's name. Please be sure to include your contact information.

Once we receive notification from a provider, a migrant farm worker representative will contact the family to verify their

status. If it is determined that they are a migrant family, they will be referred to Case Management.

Case Management will assign a case manager. The case manager will outreach for an assessment of health status within 30 days of identification. The case manager will coordinate with the medical home to assess for care coordination needs and specific resources to address the member's health requirements. As a component of the assessment, the case manager will attempt to outreach to the previous care location to establish continuity of service plan.

Provider Relations is also available to help you provide:

- Coordination for an event or assist you in serving the migrant community.
- Valuable giveaways such as migrant field safety kits.
- Classes on safety topics such as poison prevention (exposure to pesticides), car seat safety, home safety or water safety.

Texas Children's Health Plan values the collaboration with our physicians and appreciates accelerated services for the migrant community. Should you have additional questions, please contact your Provider Relations Manager at 832-828-1004.

Reporting changes to TCHP

Physicians must report provider information changes to Texas Children's Health Plan within a minimum of 30 calendar days. All changes must be in writing. If TCHP isn't notified within 30 days, TCHP is not responsible for the potential claims processing and payment errors. Proper notification allows payments to be billed in a timely manner.

Please call Provider Relations and Care Coordination to request a Provider Information Change Form to report any of the following changes.

- Name
- Address
- Office hours
- Corporate number
- Telephone number
- Specialty change
- Tax ID number

- Medicaid provider number
- DPS number
- Permit to practice
- Professional liability insurance coverage
- Limits place on practice
- Status of hospital admission privileges
- Contract status change
- Opening/closure of panel
- Patient age limitations
- DEA number
- Other information that may affect current contracting relationship

Mail or fax the completed form to:
Provider and Care Coordination Department
PO Box 301011, NB-8301
Houston, Texas 77230-1011
832-825-8750

Texas Children's Health Plan works to reduce and prevent fraud, abuse and waste

It seems that newspapers and industry publications always have an article about a health care provider committing some sort of fraud. Medicare's Office of Inspector General has estimated that more than 5% of total health care claims paid in the United States are the result of fraudulent or abusive practices.

The state of Texas has taken notice and made the identification and prevention of fraud a high priority. For several years, the state has operated a Medicaid fraud unit that investigates and corrects fraudulent actions. To expand this program, the state issued rules that require every CHIP and Medicaid HMO to implement a program to identify and prevent fraud, abuse and waste. Texas Children's Health Plan wants to let you know how our program works and your responsibilities as a provider.

The TCHP program

Texas Children's Health Plan is required by the state of Texas to maintain a program to identify and prevent fraud, abuse and waste. These terms are defined as follows:

- Fraud—Knowingly submitting false claims in order to receive payment.
- Abuse—Taking advantage of loopholes in the law to increase payments.
- Waste—Making excessive or erroneous payments due to poor training, education or monitoring.

The goal of this program is not only to identify and stop fraudulent activities, but also look for areas where policies should be revised to improve quality and efficiency. TCHP will review internal reports, perform random chart reviews and take information from our members to identify and prevent fraud, abuse and waste.

Review of internal reports

Through claims processing, Texas Children's Health Plan has a wealth of data available and we review this data for unusual trends. For example, we may find that some providers routinely bill for more acute services than similar providers. In this case, TCHP will review claim documentation to verify these higher payments.

Random chart reviews

TCHP also conducts a random chart audit process. Using a random selection process from a paid claims file, we review charts to:

- Verify demographic data in the chart to that shown on the paid claim and provider bill.
- Confirm that the provider documented as performing the service is correct on the claim form.
- Compare services documented in the chart to those included on the claim form.
- Determine if the documentation in the chart justifies the acuity level billed.

Chart selection for review does not indicate there's an error on a claim; rather, it is a random selection of charts. In order to receive payment for Medicaid or CHIP services, providers must submit charts for review when requested. TCHP is required to report failure to receive requested records to the Office of Inspector General of the Health and Human Services Commission (HHSC-OIG).

You will be sent more detailed guidance on this aspect of our Plan, including what must be sent to us and the expected response time, when a claim is selected for audit.

Reports by members

Members receive information about how to identify and report potentially fraudulent, abusive or wasteful activities. TCHP is required by the state to educate members about health care fraud, abuse and waste and encourage them to help our prevention efforts.

Some examples of fraud, abuse and waste members have been told to watch for include:

- A provider billing for services the member does not believe they received.
- Billing for services different than those that were provided to the member.
- Being asked for a member number when they are not the members' provider or hospital, or being offered money for their member number.
- Being offered free services, prizes or payments to use a particular clinic or hospital.

TCHP has warned members that they are not exempt from this program. Some members may seek services that are not needed, or "doctor shop" in order to support an addictive or abusive habit. If you are aware of any attempts by members to commit fraud, please notify our fraud department.

If you believe there are fraudulent, abusive or wasteful practices in the Health Plan, please call us at 832-828-1320, fax us at 832-825-8722 or e-mail your concerns to us at TCHPFraudandAbuse@tchp.us

You do not have to give your name, and we will keep your concerns confidential. We require that you describe the problem, why you think it may be fraudulent, abusive or wasteful and identify the provider or member.

Continued on page 8

Fraud, abuse and waste (continued)

It is not always fraud

We recognize that most billing errors are mistakes and believe the majority of the items we discover during the operation of our program will be easily corrected with better education. The vast majority of the physicians, hospitals and other providers working in our Plan provide high-quality care and are being paid only for the services they have provided.

Unfortunately, as the news headlines show, some individuals try to get something for nothing. If we believe a provider or member is committing fraudulent behavior, we will refer our findings to the appropriate state agency for continued investigation and determination as to what additional actions are needed.

For questions regarding this required program, call your Provider Relations Manager at 832-828-1008. We appreciate your commitment to provide quality services to our members and look forward to working with you and prevent fraud, abuse and waste in our Plan.

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

Spring forward to 2010 CME

In spring 2010, TCHP will be collaborating with Baylor College of Medicine for its 62nd Annual Pediatric Postgraduate Symposium in lieu of our March CME Series.

Thank you for choosing Texas Children's Health Plan!



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.

TCHP develops patient reminder cards to assist physicians

TCHP introduced a new tool to help you remind your patients of their upcoming Texas Health Steps well child checkup. We can now make personalized reminder cards with your picture along with the address and phone number to your office. To request these personalized cards for your office, contact your Provider Relations Manager at 832-828-1008.

PROVIDER NEWS

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