



**Texas Children's
Health Plan**

The best decision a family can make.

Provider NEWS



July 2009

TCHP creates new Asthma Action Plans

National and international asthma guidelines recommend written Asthma Action Plans for asthma patients. Now Texas Children's Health Plan makes it easy for you to give your asthma patients a written Asthma Action Plan. The new Asthma Action Plan is simple, visual and easy to follow. The two-sided plans are available in English and Spanish.

The plan allows your patients to list their daily medications needed to control their asthma. They can also list any secondary medication needed for quick relief of asthma symptoms. You can easily photocopy your patient's completed Asthma Action Plan to include in their medical record.

The TCHP Asthma Action Plan has three zones—green, yellow and red. The color-coded sections will help your patients and

their parents determine their zone through symptoms or peak flow measurements. It's up to you and your patient to determine which method will work best. The form is designed to be flexible enough to meet your patient's needs.

To request copies of TCHP's Asthma Action Plan, call your Provider Relations Manager at 832-828-1008. You can also download a copy of the Asthma Action Plan from the TCHP Web site at <http://www.TexasChildrensHealthPlan.org>. Click on the forms link under the providers' section. If you need an Asthma Action Plan in Chinese or Vietnamese, the California

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TCHP creates new Asthma Action Plans continued

Community Action to Fight Asthma has posted Chinese and Vietnamese translations of their Asthma Action Plan Form on their Web site at http://www.calasthma.org/resources/show_resource/1082/.

If you have questions about how to use the TCHP Asthma Action Plan, please contact Harold J. Farber, MD, MSPH, TCHP Associate Medical Director for Chronic Conditions, at 832-828-1216 or via email at hjfarber@texaschildrens.org.

Texas Children's Health Plan

MY EVERY DAY ASTHMA ACTION PLAN

DATE: _____

Patient name: _____
(Optional Patient ID Label)

For discussion/for use

GREEN ZONE PLAN I take this medicine EVERY DAY to keep my ASTHMA in CONTROL:

When I am in my GREEN ZONE:

- No cough
- No wheeze
- No chest tightness
- Peak flow is over _____

I FEEL GREAT

_____ (name of medicine) _____ (dose) _____ times a day

_____ (name of medicine) _____ (dose) _____ times a day

Before vigorous exercise I take _____ (name of medicine) _____ (dose)

Other EVERY DAY medicines I take are: _____

YELLOW ZONE PLAN

When I am in the YELLOW ZONE:

- Early asthma symptoms
- A slight cough or wheeze
- The start of a cold
- My peak flow is _____ to _____

For QUICK RELIEF of asthma symptoms I take: _____ (name of medicine) _____ (dose) EVERY _____ TO _____ HOURS

For ASTHMA CONTROL I take: _____ (name of medicine) _____ (dose) _____ times a day

I also take these medicines: _____

I CALL MY DOCTOR if symptoms don't get better after _____ days
I Follow my GREEN ZONE plan when my symptoms go away

RED ZONE PLAN

When I am in the RED ZONE:

- A Persistent Cough
- A Persistent Wheeze
- Breathing Fast
- Peak flow under _____

I AM FEELING BAD

For QUICK RELIEF of asthma symptoms I take: _____ (name of medicine) _____ (dose) EVERY _____ TO _____ HOURS

I add an ORAL STEROID MEDICINE (a pill or syrup that I take by mouth):

○ Prednisone _____ mg tabs, _____ tabs _____ times a day for _____ to _____ days

○ Prednisolone 15 mg (for) (Pee pee, Droppid) _____ ml _____ times a day for _____ to _____ days

For ASTHMA CONTROL I take: _____ (name of medicine) _____ (dose) _____ times a day

I also take these medicines: _____

I need medical attention.

CALL DR. _____ AT (_____) _____ - _____

DANGER ZONE: CALL 911 or go to nearest Emergency Room if:

- Breathing very hard or fast
- Breathing so hard I can't walk or talk
- Swelling in the stomach or ribs is bothersome
- Lips or fingertips look blue

I NEED IMMEDIATE HELP - CALL 911 or Go to the Emergency Room!

Use a spacer with metered dose inhalers. Rinse mouth after using inhalers.

Avoid asthma triggers including: Smoke, strong chemicals, _____

My next asthma follow-up visit is _____



Participants needed for new asthma research study

Texas Children's Hospital and Baylor College of Medicine are recruiting for a new research study called Gene-Environments and Admixture in Latino Asthmatics (GALA-2). There has been little research on asthma in Latino populations. As an admixed population with wide variation in asthma prevalence and severity (highest in individuals of Puerto Rican ancestry, lowest in individuals of Mexican ancestry), Latino populations may hold the key to understanding the complex genetics of asthma and of gene-environment interactions in asthma.

The GALA-2 study investigators are seeking Latino children with asthma for a 60-90 minute visit.

Participants will need to have asthma and:

- Be 8-21 years of old
- Complete a questionnaire
- Give blood
- Have lung function tested
- Have skin testing for common allergies
- Have parental consent if under 18 years old

The study may require additional tests to confirm asthma diagnosis. If you have a patient who would like to participate in the study or requests more information, please call Blanca Lopez, GALA-2 study research coordinator, at 832-822-4252.

Dental screening as part of medical checkup

Dental screening continues to be part of the complete physical examination and must include the following:

- Inspection of the teeth for signs of early childhood other caries
- Inspection of the oral soft tissues for any abnormalities
- Anticipatory guidance that explains the following:
 - The need for thorough, daily hygiene practices
 - Potential gingival manifestation for clients with diabetes and clients under long-term drug therapies
 - Texas Health Steps eligibility for dental services

Source: *Texas Medicaid Bulletin*

TCHP's pregnant members receive incentives for appointments

Support your TCHP pregnant patients by supplying them with a copy of their prenatal and postpartum office visits. In turn, the patients will mail the copy of the office visit, in a postage paid envelope, back to TCHP. We use this information to track their prenatal and postpartum visits.

TCHP also asks that pregnant members fill out a health risk assessment, so encourage the pregnant patients to send them back. These assessments help us identify potentially high risk patients. Once returned, members receive a movie gift card.

Texas Children's Health Plan gives pregnant members, who confirm trimester and postpartum visits, a drug store gift card. The gift cards can only be used to purchase items related to health care. Members can also receive incentives for attending a TCHP sponsored parenting class and baby shower.

Let your patients know about TCHP's incentive program today. For more information call 832-828-1004.

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 3 to 6 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 funduscopic 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 3 to 6 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.

Families can now apply for CHIP and Medicaid online

Parents can now apply for state health coverage for their children from the convenience of their home computer at any hour of the day or night. A new online application for Children's Medicaid and the Children's Health Insurance Program (CHIP) is now available at www.CHIPmedicaid.org.

The online application uses an interview format to collect information about the family's income and expenses. The application takes about 20 to 30 minutes to fill out, and parents have the option of saving their work and coming back later to finish the application.

Once all the questions have been answered and the application is submitted, parents can use the Web site to check the status of their application. The state will send a copy of the completed application back to the family for a parent's signature, and the family will need to fax or mail the state copies of documents to verify the family's income and expenses.

Parents will need to have some information handy when completing the online application:

- Social security numbers for the children seeking coverage.
- Recent pay stubs or other information about the family's income.
- Information about expenses, such as child care, child support or alimony.
- Information about any health insurance currently covering the children.

Your Provider Relations Manager can deliver CHIP and Medicaid applications to your office by request. Families also can request a copy of the CHIP and Children's Medicaid application at www.CHIPmedicaid.org or start an application by calling 1-877-543-7669 from 8 a.m. to 8 p.m.

Source: Texas Health and Human Services Commission

Request help for member non-compliance

Members are responsible for keeping scheduled appointments and calling to cancel appointments in advance according to TCHP's provider office policies. Members who repeatedly fail to cancel scheduled appointments are considered non-compliant.

TCHP supports providers who require members to have an appointment prior to coming to their office. Members who fail to make appointments before visiting your office are also considered non-compliant.

Providers can seek assistance with non-compliant members from TCHP by completing the Physician Request for Member Education Form found in the Provider Manual. The form is also downloadable on the TCHP provider section of the Web site, www.TexasChildrensHealthPlan.org.

- Prior to requesting assistance, the provider must counsel the member regarding office policies for missed appointments.
- Providers must document member counseling appropriately and may include notes in the medical record, documentation of appointment reminders, etc.
- Following unsuccessful attempts to improve the situation, providers may proceed with requesting assistance from TCHP for non-compliant members.
- The provider must complete a separate Physician Request for Members Education Form for each member.
- This form, along with appropriate documentation, should be submitted to the TCHP Provider Relations Department.
- Provider Relations will coordinate member education with the Member Services Department within 14 days.
- TCHP will assist providers in educating members about this issue.

For any questions, please call your Provider Relations Manager at 832-828-1008.



TCHP introduces Provider Incentive Program

TCHP started the Provider Incentive Program (PIP) to help establish a medical home for our members and reduce unnecessary trips to the emergency room (ER). When our members have a medical home and an established relationship with their PCP, they are less likely to go to the ER for primary care services.

PIP will allow you, the provider, to share in the cost savings of transitioning ER care. You'll receive a bonus for reducing the number of your patients who go to the ER for unnecessary trips.

Every quarter you have three ways you can earn more money.

- Offer extended hours to your patients. If you provide evening or weekend hours, you will receive a bonus.
- Perform in the top quartile of lowest ER visits per 1,000. If you have had the lowest number of ER visits relative to your peers, you will receive a bonus.
- Reduce ER visits by 5% per 1,000 population.

Each quarter, beginning in December 2008, we measure the ER visits per 1,000 to see if you have achieved a utilization reduction from the historical base period. If the utilization declines by at least 5% in any quarter, you will receive a bonus.

To be eligible for the bonus program you must have a minimum average membership panel of 500 STAR members during the historical benchmark period.

We have several educational pieces regarding ER utilization, as well as a free nurse helpline that are available to help with patient education. You may request these materials from your Provider Relations Manager. For more information about PIP, call your Provider Relations Manager today at 832-828-1008.

TCHP increases physician reimbursements for preventative care

Did you know that the eligible physician rates for office visits at 100 percent Medicaid allowable have increased? The chart below lists the new reimbursement rates.

Code	Current	New
99213	\$28.35	\$37.64
99214	\$40.42	\$52.86
99381	\$68.25	\$84.51
99382	\$68.25	\$92.41
99383	\$68.25	\$92.09
99384	\$68.25	\$100.41
99385	\$68.25	\$100.41
99391	\$68.25	\$77.75
99392	\$68.25	\$85.70
99393	\$68.25	\$84.72
99394	\$68.25	\$92.40
99395	\$68.25	\$92.40

If you have questions regarding the new changes, call your Provider Relations Manager at 832-828-1008.

TCHP increases reimbursement for sports and camp physicals

The reimbursement for code 97005 Athletic Training Evaluation and Management has increased. The new rate for reimbursement code 97005 is \$30 for participating providers only.

This code will only be reimbursed when no other service is provided. When other services are provided such as EPSDT or E&M visits, the 97005 Athletic Training Evaluation and Management code will deny and the remaining services will pay at contracted rate.

For more information, contact your Provider Relations Manager at 832-828-1008.

Oral evaluation and fluoride varnish in the medical home

The Oral evaluation and fluoride varnish in the medical home is a legislatively supported initiative aimed at improving the oral health of children from 6 to 35 months of old.

Who is eligible to provide this service?

Texas Health Steps physicians, physician assistants and advanced practice nurses.

Certification

These providers must attend the OEFV training offered by the Department of State Health Services Oral Health Program to become certified to bill for this service. For more information about OFFV training go to www.dshs.state.tx.us/dental/OEFV_Training.shtm

The certification code is placed on the Texas Health Steps TPI under which the provider bills their Texas Health Steps medical checkups.

What is included in this visit?

- Intermediate oral evaluation
- Fluoride varnish application
- Dental anticipatory guidance
- Referral to a dental home

How is this service billed to Texas Medicaid?

- In conjunction with a Texas Health Steps medical checkup, utilize CPT code 99429 with U5 modifier.
- Must be billed with one of the following medical checkup codes:
 - 99381
 - 99382

- 99391
- 99392
- Reimbursed at \$34.16 in addition to the Texas Health Steps checkup reimbursement.
- Federally qualified health centers do not receive additional encounter reimbursement.

What documentation is needed?

- Document all components of the documentation form provided.
- If fluoride varnish is not applied, you must document the reason.
- Keep record of the referral to a dental home.

Source: Texas Department of State Health Services

Provider TouCHPoint PCP changes reflected in real time

TCHP's Provider TouCHPoint Web portal now reflects changes made in the system in real time. For example, if a parent makes a PCP change while in a provider's office, the office staff can view the change within seconds using the PCP's Member Roster. Once the Member Services department processes the request, the update is changed immediately.

Additionally, if the user is in the Web portal at the time the change is processed they will need to refresh their screen before the change can be seen.

Provider
TouCHPoint

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 Web site.

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

- A system generated EOB
- Clearinghouse Rejection Report
- Healthplan documentation
- The Healthplan'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(s) 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.

Preparing for Hurricane Season

Disasters can occur quickly and without warning. And when an emergency strikes, it can force you to evacuate your neighborhood or confine you to your home. The list below includes some necessary supplies needed to build an emergency kit.

Please share this information with your patients to help them prepare accordingly. You should keep enough supplies in your home to meet your needs for at least three days.

- **Water.** Have at least one gallon per person per day.
- **Food.** Pack non-perishable, high-protein items, including energy bars, ready-to-eat soup, peanut butter, etc. Select foods that require no refrigeration, preparation or cooking and little or no water.
- **Flashlight.** Hand crank and alternative energy options are available. Include extra batteries, if applicable
- **First aid kit.** Include a first aid reference guide.
- **Radio.** Include extra batteries or use a hand-crank radio.
- **Medications.** Don't forget prescription and non-prescription items.
- **Tools.** Gather a wrench to turn off gas if necessary, a manual can opener, screwdriver, hammer, pliers, knife, duct tape, plastic sheeting and garbage bags and ties.
- **Clothing.** Provide a change of clothes for everyone, including sturdy shoes and gloves.
- **Personal items.** Remember copies of important papers, including identification cards, insurance policies, birth certificates, passports, etc.; eyeglasses, contact lenses and solution, and comfort items like toys and books, if pertinent. Sanitary supplies. You may need toilet paper, towels, feminine supplies, personal hygiene items, bleach, etc.
- **Money.** Have cash. (ATMs and credit cards won't work if the power is out.)
- **Contact information.** Carry a current list of family phone numbers and e-mail addresses, including someone out of the area who may be easier to reach if local phone lines are out of service or overloaded.
- **Pet supplies.** For each pet, include food, water, a collar, a leash/cage/carrying case, litter box or plastic bags, tags, any medications and vaccination information.
- **Map.** Consider marking an evacuation route on it from your local area.

Keep these items in an easy-to carry container-such as a covered trash container, a large backpack or a duffle bag. Keep a smaller version of the kit in your vehicle and at work. If you become stranded or are not able to return home, having some items with you will help you be more comfortable until help arrives.

Source: American Red Cross

Mark your calendars for September 9

TCHP's next CME series is on ethics, tumors and emergency department utilization.

On Wednesday, September 9, TCHP will host its fall CME program series at the United Way, 50 Waugh Drive at Feagan. The CME will focus on ethics, tumors and emergency department utilization. TCHP-contracted primary care providers practicing in the areas of pediatrics, family medicine, internal medicine and general practice are invited to attend this FREE CME program. Dinner and a \$100 honorarium will be provided to participating providers. For more information about the CME series, call Ronda Kelly at 832-828-1232.

TCHP document center receives illegible claims

TCHP's document center has been receiving a high volume of illegible claims, both handwritten and printed. Please ensure claims submitted are legible and the print is dark enough to read if photocopied. By ensuring claims are legible the probability of having it denied is greatly reduced.

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
P.O. Box 301011
Houston, TX 77230-1011
2. Hotline number: 832-828-1320
3. Fax number: 832-825-8722
4. Email: TCHPFraudandAbuse@texaschildrens.org

TCHP needs your help to identify migrant farm working families

Texas Children's Health Plan is working hard to identify children of migrant farm workers. Due to their constant mobility, the children often go without their regular checkups. Annual checkups are crucial for this population who are exposed to pesticides on plants and dirt while children are present in the fields their parents work.

How can a provider help Texas Children's Health Plan?

- Upon identification of Texas Children's Health Plan members whose parents are migrant farm workers, please inform them that TCHP will provide health risk assessments and case management to their family to assist with their medical care.
- If possible, a provider can accelerate a child's visit so that the child can be seen before migrating with their parents.
- Communicate with patients that TCHP can assist families with transportation to their doctor's appointments.

If you would like to know more about the services TCHP has to offer, please contact your Provider Relations Manager.

Thank you for choosing Texas Children's Health Plan!



Correction

The Houston-Harris County Immunization Registry is no longer available.

The Houston-Harris County Immunization Registry merged with ImmTrac, the statewide immunization registry.

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.



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