

the checkup



by
Texas
Children's
Health Plan
Medical
Directors

MARCH 2017

A monthly publication of Texas Children's Health Plan

Meet our **new president**

Lou Fragoso has been appointed president of Texas Children's Health Plan. Prior to this appointment, Lou served as vice president of business operations at Texas Children's Pediatrics since February 2014. He previously held leadership roles at Baylor College of Medicine and at Lurie Children's Hospital in Chicago.

Since joining Texas Children's Pediatrics, Lou spearheaded the creation of Texas Children's Urgent Care. Texas Children's Urgent Care has increased access and convenience for families, and established a model to help relieve the low-acuity overcrowding in Emergency Centers. Read more about Lou at TheCheckup.org



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STAR Kids Spotlight: DME reimbursement guidelines

Texas Children's Health Plan reimburses for covered durable medical equipment (DME). Certain DME may be obtained at any pharmacy upon receipt of a valid prescription. A full list of items available at a pharmacy can be found here: <http://tinyurl.com/gnrz6cq>

Some DME products may require prior authorization. Prior to submitting an authorization request, please verify the most up to date list. It can be found at TexasChildrensHealthPlan.org or by contacting Provider Relations at 800-731-8527. Texas Children's Health Plan follows the numerical limits on DME noted in the TMHP Provider Manual. Numerical limits on the amount of a particular item of DME may be exceeded for members under the age of 21 years if documented as medically necessary. Likewise, time periods for replacement of DME will not apply to Medicaid beneficiaries under the age of 21 years if the replacement is medically necessary. When prior authorization is required on DME as noted in the Texas Children's Health Plan authorization list, the information submitted with the request must be sufficient to document the reasons why the requested DME item or quantity is medically necessary. For specific questions or concerns regarding a member's DME request, providers can access the Service Coordination department for STAR Kids members at Texas Children's Health Plan by calling 346-232-4923 or 1-800-659-5764. The member's assigned Service Coordinator will be notified to contact the provider.

Important information about pharmacy and vision benefits managers

Texas Children's Health Plan utilizes Navitus Health Solutions for our Pharmacy Benefit Manager (PBM). If you have questions about medications or pharmacy clinical edits, call 877-908-6023 or visit <https://tinyurl.com/j6flol>

Texas Children's Health Plan utilizes Superior Vision for routine vision services. For questions please call 800-879-6901.



Are you compliant?

Be prepared for accessibility and demographic spot-check calls.

Providers are required to meet appointment availability, after-hours access and current demographic information so members have the most current information available. To ensure the members have access to this information, Texas Children's Health Plan and Texas Health and Human Services Commission (HHSC) conduct secret shopper calls to offices requesting this information.

Please be sure your staff knows the Texas requirements for appointment availability and after-hours access. Also, please be sure office hours and other demographics are updated by calling Texas Children's Health Plan Provider Relations department at 800-731-8527. Providers can also email Texas Children's Health Plan at tchpprovrel@tchp.us. For additional information on these requirements, go to TheCheckup.org

Providers will also need to update demographic information with TMHP by going to <https://tinyurl.com/hurkh6q>



NEW
Provider Portal
features added.

Texas Children's Health Plan has been actively adding new features to the provider portal located at www.tchp.us/providers

Go to TheCheckup.org for the rest of the article.

What is the role of STAR Kids Service Coordinators?

A Service Coordinator is the central contact between Texas Children's Health Plan and a member's providers and family members. The purpose of a Service Coordinator is to maximize a member's health, wellbeing and independence. The Service Coordinator must work with the member's PCP to coordinate all of a member's health services. The STAR Kids Service Coordinator also engages as an advocate and intervenes on behalf of the member if approved by the member.

The Service Coordinator will perform an overall evaluation of the member's needs through use of the STAR Kids Assessment Instrument (SAI) and other valid assessment tools, which identify strengths, preferences, and individual needs.

Providers can access the Service Coordination department for STAR Kids members at Texas Children's Health Plan by calling 346-232-4923 or 1-800-659-5764. The member's assigned Service Coordinator will be notified to contact the provider.

Go to TheCheckup.org for complete article.

HEDIS Spotlight: Mental Health

HEDIS stands for **Healthcare Effectiveness Data and Information Set**. It is a widely used set of performance measures by the nation's health plans, and an essential tool in ensuring that our members are getting the best healthcare possible. It is extremely important that our providers understand the HEDIS® specifications and guidelines. In this section of The Checkup we will highlight different HEDIS metrics. We will provide a description of the measures, the correct billing codes to support services rendered and tips that include specific resources and tools available to you that correspond with that measure.

MEASURE

Metabolic monitoring for children and adolescents on antipsychotics

MEASURE DESCRIPTION:

Children age 1 – 17 years that had two or more antipsychotic prescription dispensing events of the same or different medications and had metabolic testing (Glucose or HbA1C and LDL –C or other cholesterol test).

CODING

Codes to identify Metabolic Testing

Glucose test CPT: 80047, 80048, 80050, 80053, 80069, 82947, 82950, 82951

HbA1C test CPT: 83036, 83037, 3044F-3046F

LDL –C test CPT: 80061, 83700, 83701, 83704, 83721, 3048F-3050F

Cholesterol tests other than LDL, CPT: 82465, 83718, 84478

TIPS:

- Stress importance to parent/caregiver of the need to have these test performed.
- Schedule follow-up appointments before patient leaves your office.
- Have staff outreach no show patients to reschedule.



Prior Authorization required on all Vendor Drug Program (VDP) identified medications

ATTENTION: STAR Kids Providers

Texas Children's Health Plan requires prior authorization (PA) on all medications on the VDP website prior to dispensing to members. To obtain a list of medications requiring prior authorization, visit the VDP website at:

www.txvendordrug.com/formulary/preferred-drugs.shtml

Providers can also view instructions on accessing and using the formulary at the Texas Children's Health Plan website:

<http://www.thecheckup.org/2016/06/09/accessformulary>

Providers can submit PA documentation to Texas Children's Health Plan's pharmacy benefit manager, Navitus. PA forms can be found here:

<http://tinyurl.com/glugfx3>

Prior authorizations need to be submitted to Navitus by faxing to 855-668-8553 and for questions please contact Navitus Customer Care at 877-908-6023.

If the prior authorization request is denied, Providers may request an appeal by faxing the request to 832-825-8796. To assist Texas Children's Health Plan in your request, please include the following information in your submission:

- The reason for your appeal
- A copy of the Navitus denial letter
- A copy of documentation submitted to Navitus for prior authorization
- Clinical documentation supporting the use of the medication

You can also contact Texas Children's Health Plan's Utilization Management at 832-828-1004 for further information.

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is published monthly by Texas Children's Health Plan.

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03/2017

Facility payment reminders PPE and POA

Hospitals are facing numerous challenges to payments. Two of these challenges are the Potentially Preventable items and **Present on Admission (POA)** indicators.

Potentially Preventable Events (PPE), Potentially Preventable Complications (PPC), and Potentially Preventable Readmissions (PPR) are publicly available data that can also have a financial impact on a facility payment. Providers can refer to their individual facility report on the TMHP secure provider portal.

Present on Admission (POA) indicators are required on all diagnoses except for those specifically identified by TMHP as excluded. These indicators identify conditions that occurred during the inpatient admission.

Texas Children's Health Plan encourages all facilities to take advantage of the trainings offered at tmhp.com to keep abreast of how these items impact your payment rates. For additional information on the impact of PPEs please refer to the state training material at <http://tinyurl.com/z8cum32> and for information on POA please visit <http://tinyurl.com/zblkfrv> or you can call your Texas Children's Health Plan Provider Representatives at 800-731-8527. Additionally, Texas Children's Health Plan offers disease and case management for Texas Children's Health Plan members. Hospitals are encouraged to refer members who need this service to us by either phone 832-828-1430 or fax 832-825-8745.