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## Time is running out! NPI contingency period will end

Providers must attest their NPIs and related data to TMHP by May 23, 2008.

**TCHP providers must have their NPI by May 1, 2008.** Related data includes:

- The provider's identifying taxonomy code
- The provider's benefit code (if applicable)
- The tax identification or Social Security number associated with the NPI
- The physical address with a ZIP Code+4.

Providers must attest their NPI data for each of their current Texas Provider Identifiers (TPI). If you have not already

done so, please attest your NPI on the TMHP Web site at [www.tmhp.com](http://www.tmhp.com).

Effective May 24, 2008, full NPI compliance will be implemented, and the contingency period will end. Denial or rejection of paper and electronic claims, forms and other transactions will occur if you have not attested your NPI and related data. This will also occur if you do not use your attested NPI and related data. Also, primary care provider panel reports will be closed for noncompliance.

If you have any questions regarding this, please contact your Network Manager or call 832-828-1008.

## TCHP continues the Medical Home Marathon

The Medical Home Marathon continues and we appreciate your support. Approximately 250 individual primary care physicians have participated so far and have provided great ideas on how, together, we can improve the care and health of TCHP members.

Our shared goal is the efficient provision of Texas Healthy Steps (THSteps) or Early Periodic Screening, Diagnosis and Treatment (EPSDT). The state encourages, but does not mandate, the use of THSteps forms. They require that the medical record contain the following documentation for each THSteps visit:

- Health and developmental history
- Physical development

- Mental health development
- Comprehensive unclothed physical exam
- Immunizations
- Labs
- Health education/anticipatory guidance
- Vision, dental and hearing screenings

TCHP Quality Improvement staff and Network Managers can assist you in meeting the regulatory requirements in a practical manner. They are available to answer questions regarding preventive care requirements. If we have not yet scheduled a visit and you would like to schedule one, please call Chris Reynolds at 832-828-1285.

# TCHP is no longer offering its Individual Medical Coverage Product

In June 2007 Texas Children's Health Plan reached the decision to withdraw the Individual Medical Coverage (IMC) product from the market. This affected a small group of 3,500 members. TCHP gave written notification to members in June 2007 that the product will end February 29, 2008. This included a full packet of resource material to assist with finding other health coverage. During the nine-month transition plan members also received phone call reminders and a final certified letter in February.

Providers that had IMC members were also notified by mail in June 2007 and subsequent articles have appeared in Provider News. To help members transition to a new health plan TCHP offered assistance, to those members that responded, through an insurance agent. The agent helped members evaluate what health plan would best fit their family's needs. However, 1,500 members elected to stay with the product through the final month.

TCHP understands that some members may have difficulty finding other affordable health coverage options as a result of a pre-existing condition. Therefore, we established a Premium Assistance Fund for individuals who met certain financial

qualifications and who can only find health coverage through the Texas Health Insurance Risk Pool. TCHP accepted applications for the Fund through the end of March 2008. To date, five IMC members have received help through the fund.

Claims for the Individual Medical Coverage product will be paid for services rendered with a date of service through February 29, 2008. Any members that were inpatient at the time of withdrawal were also covered through discharge. There remains a 95 day filing deadline for IMC claims.

If you had an IMC member in your practice, please check with them to see what alternate insurance they obtained so your office billing records will be accurate for claims after the February 2008 end date.

However, it is important to note that the end of this product does not affect our CHIP and STAR products in any way. Currently, TCHP has over 185,000 CHIP and STAR members and continues to grow every month.

If you have questions remaining, please feel free to contact your Network Manager at 832-828-1008.

## 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](http://www.TexasChildrensHealthPlan.org/Providers) and select Pregnancy notification form on the left side of the page.



# Mark your calendars! National Infant Immunization Week is April 19-26

Vaccines are among the most successful and cost-effective public health tools available for preventing disease and death. They not only help protect vaccinated individuals from developing potentially serious diseases, they also help protect entire communities by preventing and reducing the spread of infectious agents. Providers are the single biggest influences for parents when making immunization decisions.

Here are some interesting facts about immunizations:

- According to the 2006 National Immunization Survey, the City of Houston has a 73.8 % estimated percent of vaccination coverage with the 4-3-1-3-3 series\* among 19-35 month olds.
- Each day, 12,000 babies are born in the United States who will need to be immunized against fourteen diseases before age 2.
- Immunizations are extremely safe. Vaccines are thoroughly tested before being approved for public use and monitored carefully by doctors, researchers, and public health officials.
- Vaccines not only prevent disease, they reduce the costs associated with missed time from work, doctor visits and hospitalizations.

## What you can do as a provider?

- Take the time to speak to parents about the importance of immunizations.
- Use the updated 2008 immunization schedules available at [www.cdc.gov/vaccines](http://www.cdc.gov/vaccines).
- Don't miss an opportunity to complete an EPSDT/THSteps visit with a patient.
- Ensure that your patients are up-to-date on their vaccinations at each visit by checking their shot records and not missing opportunities for vaccinations.
- Enter or upload the immunization record into the Houston-Harris County Immunization Registry (HHCIR) or Texas Immunization Registry (ImmTrac). This became a **requirement** per Texas House Bill 1921 in 2005.

## Where can you get more information?

- HHCIR [www.hhcir.org](http://www.hhcir.org) or 832-824-2064
- ImmTrac [www.dshs.state.tx.us/immunize/ImmTrac](http://www.dshs.state.tx.us/immunize/ImmTrac) or 800-348-9158
- Centers for Disease Control and Prevention [www.cdc.gov/vaccines](http://www.cdc.gov/vaccines)

Unfortunately, because most diseases are prevented in immunized children, parents



are sometimes unaware of what it takes to fully immunize a child. Consider this week an opportunity to spread the word and educate your patients about the importance of timely immunization. You are essential in the protection of your patients and your community!

\* Completion of 4 or more doses of Diphtheria-Tetanus-Pertussis vaccine, three or more doses of Poliovirus vaccine, one or more doses of any Measles-containing vaccine, three or more doses of Haemophilus influenza type b vaccine, and three or more doses of Hepatitis B.

## Consult the provider directory before making a referral

When referring a member to a specialist for services, remember to verify if that physician participates with TCHP. This information can be found in the directory CD-ROM that is distributed quarterly. If your office does not have computer access, you can request a paper copy of the directory by calling your Network Manager directly, or calling the Network Development Department at 832-828-1008.

Soon directory information will be accessible on our Web site as well as a new program called Provider TouCHPoint. Directories contain, not only plan information, but also provider-specific information such as address, phone number, practice specializations, age limits or gender limitations.

It is not necessary to issue a paper referral form to your patient in order for them to see a specialist. Instead, primary care providers may issue verbal referral orders for an in-network specialist.

# TCHP wants to identify children of migrant farm workers

Texas Children's Health Plan is working hard to identify children of migrant farm workers in order to get these children, as with all of our children, the best health care possible. Upon identification, children of migrant farm workers will quickly receive new member materials, health risk assessments, case management and well-child visits to their primary care providers.

## Who might qualify as a migrant farm worker?

The migrant population is diverse, and its composition varies from region to region. However, it is estimated that 85% of all migrant workers are minorities, of whom most are Hispanic (including Mexican-Americans as well as Mexicans, Puerto Ricans, Cubans and workers from Central and South America).

Without the efforts of farm workers, it would not be possible to support the multi-billion dollar fruit and vegetable industry in this nation. Agricultural production depends on the influx of seasonal labor at critical periods in crop development.

Migrant and seasonal farm workers provide this labor. Farm workers may be needed to hand-pick apples or peaches, harvest asparagus or chilies, stake up tomatoes, dig potatoes or beets or work in a packing plant.

The circumstances of farm worker children are particularly poignant. Constant mobility makes it hard for farm worker children to complete their education. Even when children do not work, they may be at risk. Because child care facilities are rarely available, many farm worker children are present in the fields and thus are exposed to pesticides on plants and in the dirt. It is thought that the consequences of pesticide exposure may be more severe for children.

Migrant workers don't generally have health insurance. They may also lack transportation to the clinic or, since they don't receive sick leave, be afraid of losing wages or even losing their jobs if they take time off to seek health care. The U.S. Public Health Service funds some migrant health centers to help provide care to farm workers, but not nearly enough to meet the need.

## How TCHP is helping

Currently, we are working with other community resources to identify these children, but we need your help.

Some of the community partners we are working with include, Children's Defense Fund, Community Family Center, La Marque Teen Health Center, Spring Branch Family Development Center,



Galena Park ISD Migrant Program and Consulates of Central America and Mexico.

TCHP has case workers that will assist families in any way possible to ensure their medical office visits are done in a timely manner. If needed, transportation for doctor's appointments can also be arranged. TCHP also added spotlights in our member newsletters, Kids First and Manage your Health. Health Risk Assessment questionnaires were sent to members to help identify children of migrant farm workers.

TCHP will be conducting an orientation and provide ongoing education to help assess a member's need for accelerated services due to the migrant farm worker status. EPSDT timely visits will be important. As new interventions are coordinated to improve the rate of compliance for this population, the Network Managers and Quality Improvement Specialists will be educating you and your staff. The Network Development Department will also publish upcoming events through our newsletter so you can share this information with your members.

If you have a patient that is a migrant farm worker, encourage them to call our toll free Member Services line at 1-866-959-2555.

Source: [www.ncfh.org](http://www.ncfh.org) National Center for Farm Worker Health

## 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 check ups

Monthly, 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.



[www.TexasChildrensHealthPlan.org](http://www.TexasChildrensHealthPlan.org)

Our new Web site

With a click of the mouse, Texas Children's Health Plan participating providers have access to the provider handbook, forms, the latest issue of Provider News and other helpful information.

 **Texas Children's Health Plan**  
*The best decision a family can make.*

## TCHP offers CME courses in 2008

Texas Children's Health Plan held its 14th CME event on March 13, 2008, at the Edwin Hornberger Conference Center. The event was titled *Hematuria and Proteinuria, UTI and Thyroid*. A total of 184 contracted providers and invited guests attended the event.

TCHP will offer another CME on May 1, 2008. This event will focus on pediatric ophthalmology.

Topics covered include:

- Strabismus and amblyopia
- Trauma and cataracts
- Learning disabilities and the eye doctor
- Red eye
- Retinopathy of Prematurity (ROP)
- Refractive surgery in childhood
- Nasolacrimal Duct Obstruction (NLDO)

Invited guest lecturers include Drs. David K. Coats, Evelyn A. Paysse, Paul G. Steinkuller, Jane C. Edmond and Kimberly G. Yen.

On September 4, 2008, TCHP is excited to welcome Lewis R. First, MD, who is the Professor and Chairman of Pediatrics, University of Vermont College of Medicine and Chief of Pediatrics, Vermont Children's Hospital at Fletcher Allen Health Care Clinical as the guest speaker. Dr. First will be lecturing on the following topics:

- *Hot Topics in Pediatric Literature: Top 10 Articles from AAP Grand Rounds*
- *To Refer or Not to Refer: Case Presentations*
- *Parenting Tips: Generalist Perspectives*

Dinner and a \$100 honorarium will be provided to participating providers. For more information about CME, contact TCHP Network Development at 832-828-1008.



**Texas Children's Health Plan**  
*The best decision a family can make.*

**BCM**  
Baylor College of Medicine



## Network Managers improve communication

Texas Children's Health Plan encourages positive communication with its participating providers. A Network Manager has been designated for each provider office. The Network Manager is available to assist with any issues that may arise regarding TCHP and has the ability to aid communication between a provider's office and any department within TCHP.

TCHP Network Managers	Phone number	Email address
Leslie Appleby	832-828-1044	laappleb@tchp.us
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Rudy Perez	832-828-1059	grperez@tchp.us
Rebecca Richard	832-828-1058	rlrichar@tchp.us



## A great study opportunity for new urinary tract infection patients!

Randomized Intervention for Children of Vesicoureteral Reflux (RIVUR) is a randomized, double blind, placebo-controlled trial of antimicrobial prophylaxis in children with vesicoureteral reflux and urinary tract infection (UTI). This is an NIH mandated, nationwide study of antibiotic prophylaxis in children with vesicoureteral reflux (VUR).

To be considered, participants must:

- Be 1 month to 6 years of age
- Have one or two culture proven, symptomatic and appropriately treated UTI
- Have grade I-IV reflux on voiding cystourethrogram in at least one ureter

Children cannot participate if they have:

- Grade V reflux, co-morbid urological anomalies (hydronephrosis, ureterocele, urethral valve, solitary or profoundly small kidney, multicystic dysplastic kidney, neurogenic bladder, pelvic kidney or fused kidney)
- A history of renal disease or injury
- Renal or bladder surgeries
- Complex cardiac disease
- An allergy to trimethoprim-Sulfamethoxazole (TMP/SMX) (Septra, Bactrim)

Children who qualify will receive either standard antibiotic prophylaxis or placebo. Study medication, study visits, phone follow-up and a DMSA renal scan at one year all provided free of charge to the patient. Please refer your patients to Beth Soletsky RN, at 832-824-3800 or brsolets@texaschildrens.org. If you have questions about this study, contact Dr. Stuart Goldstein at 832-824-3800.

## Introducing <sup>Provider</sup> TouCHPoint

### TCHP is offering a new Web tool!

Texas Children's Health Plan is pleased to announce the debut of Provider TouCHPoint. Provider TouCHPoint replaces ePower and offers:

- Better product stability.
- Self-managed accounts.
- A new and improved provider directory search tool.
- Payment information.
- Member rosters for your practice.
- Member eligibility information.
- Claim status.
- Authorizations.
- Much more ...

Ask your Network Manager about <sup>Provider</sup> TouCHPoint today!

## New P.O. Box and fax number for our Medical Appeals Department

Please send any medical appeals to:

Appeals Dept. NB8390  
P.O. Box 300709  
Houston, TX 77230-1011

Fax the appeals to 832-828-8796.



## Fax Recall

An automated system

With a simple phone call, check eligibility, benefits and claims status...

24 hours a day, Monday through Saturday.

- Call 832-828-1007
- Enter member's identification number
- Enter provider's fax number
- Information sent to provider within three minutes

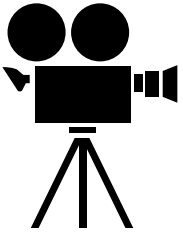
Contact your Network Manager for more information.

COMING SOON:

Telephone  
**TouCHPoint**

... ask your Network Manager.

# Upcoming events for TCHP members



## Coming soon to a Theater Near You: *Chronicles of Narnia: Prince Caspian*

We will be hosting a movie day for our members at the AMC Gulf Pointe 30, 11801 South Sam Houston Parkway East, on Saturday, May 17 at 11:00 a.m. This is a free, private screening of the new movie *Chronicles of Narnia: Prince Caspian* for members and their families. Members must reserve tickets to attend. For reservations call 1-800-990-8247. Movie day is just another way of letting our members know that Texas Children's Health Plan values their membership.

## Houston Dynamo—Come Play Soccer!

Texas Children's Health Plan has partnered again with the Houston Dynamo to provide members ages 8 to 15 years old the opportunity to attend a free soccer clinic coached by Dynamo coaches and attend a Dynamo game after the clinic! Eligible members will receive an invitation in the mail.



## Mark Your Calendars: Back-to-School Fair is Saturday, July 26 at Aldine High School

Bring the whole family to Aldine High School for free immunizations, screenings, entertainment and school supplies while they last. You do not have to attend Aldine High School or a school in Aldine School District to get free school supplies, screenings or immunizations. Members will receive more information in the mail.

For more information on the family events TCHP offers to members call 1-800-990-8247.

## Help prevent skin infections

Skin infections in the Houston area remain on the rise. Encouraging patients to wash their hands remains the best solution.

The CDC has some helpful free posters available at <http://www.cdc.gov/germstopper/materials.htm> or call our office at 832-828-1222 and we will send you copies for your waiting area.



## Thank you for choosing Texas Children's Health Plan!



## PROVIDER NEWS

Provider News is published quarterly by Texas Children's Health Plan.

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