



**Texas Children's
Health Plan**

The best decision a family can make.

September 2011

Provider NEWS



Are you ready for ICD-10-CM?

As the deadline for implementation of ICD-10-CM approaches, it becomes increasingly important for medical practices to begin their preparation if they have not already. Texas Children's Health Plan (TCHP) recommends these key steps to prepare for the implementation:

- Develop organization-wide awareness and education of ICD-10-CM.
- Assign a point person to oversee ICD-10-CM implementation for your practice.
- Develop an impact analysis to determine how your practice will be effected by ICD-10-CM. Some things to consider might include hardware and software needs, staffing required, training for staff, lost productivity during training time, and denial of claims for incorrect coding during first few months of implementation.
- Develop a budget for implementation costs. Cost of ICD-10-CM implementation largely depends on the practice size. Studies have estimated that a typical medical practice of 3 to 5 physicians could spend approximately \$40,000 or more in implementation costs.

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Welcome to Texas Children's Health Plan

By Angelo P. Giardino, MD., Ph.D., Medical Director, Texas Children's Health Plan

When the Health and Human Services Commission (HHSC) released plans to transition Primary Care Case Management (PCCM) Medicaid clients in 28 of the counties contiguous to existing STAR areas to Medicaid Managed Care programs, Texas Children's Health Plan (TCHP) started working together with you on this expansion initiative.

TCHP has taken this great opportunity to recruit and attain qualified physicians who are committed to helping the Health Plan provide excellent service and patient care. We are here to support you to provide community-based care when appropriate. If needed, we can offer the best specialty network available in this area.

We have hosted several provider open houses and community events in Beaumont and Port Arthur, Texas. In addition, we have hired locally based Provider Relations staff to further support and partner with our network providers.

Over the years, TCHP providers have played a significant role in our growth. In April 1997, we began with a membership of 1,367. Today we have more than 330,000 members making TCHP the largest Medicaid plan in the Harris Service Area. A significant part of our success comes from the commitment and dedication of our contracted providers who provide quality health-care to our members. Our relationship with our providers is crucial to our success.

TCHP also increased its marketing efforts in Jefferson, Liberty, and Orange counties to include radio, television, and billboards. Outreach efforts began and we will continue to provide education on benefits and health topics through TCHP-sponsored community and member events. You may have your patients asking you about the Health Plan. Please tell them you are a participating provider.

If you are a new provider to our network, I want to say welcome to Texas Children's Health Plan. As we continue our expansion efforts, we are here to serve you. We will be hosting Continuing Medical Education events and office staff luncheons in your area. If you have any questions about the STAR expansion, call Provider Relations and Care Coordination at 832-828-1008.

TCHP awarded contracts for STAR Medicaid and CHIP

Texas Children's Health Plan (TCHP) has been awarded managed care renewed contracts by HHSC. The contracts are for the STAR Medicaid and CHIP programs. As part of the contract, TCHP will also provide CHIP perinate benefits, which include prenatal care for the unborn children of low-income women who do not qualify for Medicaid.

"We are pleased that HHSC has given our organization the opportunity to continue to offer excellent service and quality health coverage to underserved adults, pregnant women, and children in Houston/Harris and 19 surrounding counties," said Christopher Born, President and CEO. "We will continue our commitment to building a community of healthy families, and we look forward to providing access to health care for pregnant women through CHIP perinate."

Texas Children's Health Plan retained its current service areas. It will expand its STAR product to 11 additional counties. The new service areas will include:

- STAR and CHIP Harris Service Areas: Austin, Brazoria, Fort Bend, Galveston, Harris, Matagorda, Montgomery, Waller, Wharton
- STAR and CHIP Jefferson Service Areas: Chambers, Hardin, Jasper, Jefferson, Liberty, Newton, Orange, Polk, San Jacinto, Tyler, Walker

The new contract is effective March 2012.

Test your patients for lead

October 23-29 is National Lead Poison Prevention Week. Starting in October, Texas Children's Health Plan and the City of Houston will launch the "GET THE LEAD OUT" Lead Screening Awareness Campaign to educate parents about the appropriate testing of lead screening and empower parents to ask their primary care physician for this test when it warrants.

The American Academy of Pediatrics' (AAP) policy statements recommend that children should have blood lead testing at 1 and 2 years old, unless lead exposure can be confidently excluded. If the child has not been tested at the recommended ages, then the test should be done before 6 years old.

If you find a child with an elevated blood lead level, report the elevated blood lead level to the state of Texas. If the child lives within the city of Houston, you should call the Community & Children's Environmental Health Division of the Houston Department of Health and Human Services at 832-393-5154 or 832-393-5082. They can provide home investigations and resources for lead remediation where needed.

Texas Children's Health Plan Care Coordinators can help you with follow-up care on the member. Fax a case management referral with the child's name, date of birth, address, and phone number with elevated lead level as the reason to 832-825-8745 or call Disease Management at 832-828-1430 for assistance.

Are you ready for ICD-10-CM? (continued)

- Determine how to train and educate your staff. Training should be analyzed carefully to ensure everyone in the practice is appropriately educated. Estimates of the training time required include:
 - Providers: 16 to 24 hours.
 - Nurses: 6 to 10 hours.
 - Coders: 40 to 60 hours.
 - Ancillary staff: 6 to 10 hours.
- Communicate with your vendors to determine their readiness for ICD-10-CM implementation.
- Determine what your staffing needs will be—should you increase staffing, plan for overtime, or hire a consulting firm?
- Develop a plan for testing changes, self-auditing, and monitoring documentation relating to ICD-10-CM changes. Your practice should plan for ongoing auditing and monitoring costs to ensure documentation in the medical record supports the diagnosis code transition.

There are many things to consider and the time to get started is NOW! Texas Children's Health Plan looks forward to supporting your practice as you make the transition to ICD-10-CM.

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. E-mail: TCHPFraudandAbuse@tchp.us

Developmental and autism screening tools required for Texas Health Steps checkup

On September 1, 2009, Texas Health Steps adopted 2 standardized, validated developmental screening tools and an autism screening tool, which were required at specific ages during the Texas Health Steps checkup. Providers were allotted a grace period of 2 years from September 1, 2009 through August 31, 2011 to transition to using only these tools to complete the Texas Health Steps checkup.

On September 1, 2011, physicians were required to start using the following developmental and autism screening tools to complete a Texas Health Steps checkup:

- Ages and Stages Questionnaire (ASQ), Ages and Stages Questionnaire-Social-Emotional (ASQ-SE).
- Parents' Evaluation of Developmental Status (PEDS).
- Modified Checklist for Autism for Toddlers (M-CHAT).

Physicians should use these tools for the autism screening at the ages indicated in the following table:

Age	Developmental Screening Tools (Procedure code 96110)	Autism Screening Tool (Procedure code 96110 with modifier U6)
9 months	ASQ or PEDS	N/A
1 year	ASQ or PEDS (if not completed at 9 months or with provider/parental concern)	N/A
18 months	ASQ or PEDS	M-CHAT
24 months	ASQ or PEDS	N/A
30 months	ASQ or PEDS (if not completed at 24 months or with provider/parental concern)	N/A
3 years	ASQ, ASQ-SE or PEDS	N/A
4 years	ASQ, ASQ-SE or PEDS	N/A

For dates of service on or after September 1, 2009, procedure code 96110 for the development screening and procedure code 96110 with modifier U6 for the autism screening may be reimbursed only if the ASQ, ASQ-SE, or PEDS tool is used for the development screening and the M-CHAT tool is used for the autism screening. Claims will be subject to retrospective review. Providers may reference links to purchase the ASQ, PEDS, and M-CHAT as well as other helpful forms at www.dshs.state.tx.us/thsteps/forms.shtm

TCHP applies reimbursement changes for non-emergent/urgent visits

On September 1, 2011, Texas Children's Health Plan (TCHP) implemented the TMHP payment guidelines for non-emergent and non-urgent emergency services performed in an outpatient hospital setting for STAR Medicaid and CHIP. Providers who code claims using an E/M procedure code next to the emergency revenue code that do not reflect the acute emergent condition will be subject to a 40 percent reduction on the payment.

You can view these guidelines in the TMHP Notices at www.tmhp.com.

To learn more call Provider Relations and Care Coordination at 832-828-1008.

Physician earns consistent bonuses from physician incentive program

Since its inception in December 2008, Dr. Kamal Deka has received an incentive as part of the Texas Children's Health Plan Physician Incentive Program.

For the first quarter of 2011, Deka received bonuses for offering extended hours to his patients, performing in the top quartile of lowest emergency room (ER) visits per 1,000 members, and reducing his ER visits by 5 percent per 1,000 members.



Deka and Grace Yanez review a patient's file.

- Q.** How many years have you been at this location?
A. I have been here since 1996. Before, I was doing my fellowship at UTMB Galveston.
- Q.** How many full-time employees work in your office?
A. We have 4 full-time staff. We see about 250 to 300 patients a week.
- Q.** What do you like most about your job?
A. I love dealing with children. I have many second and third generation patients. Many of my patients are born here and now I am seeing their kids and grandkids.
- Q.** Do you offer extended/after-hour services to your patients?
A. We are open Monday through Saturday. All of our patients are walk-in. We don't accept appointments. It makes it easy for our patients.
- Q.** How do you educate your patients and their families about the appropriate use of the ER?
A. We tell our patients to call our answering service first. It is available 24 hours a day, 7 days a week. Then I can determine if it is an emergency or not and instruct them where to go.
- Q.** How do you encourage parents to bring their child in for a Texas Health Steps visit?
A. Every sick visit, we remind the parent that they must come back for a well visit. We also get the list that TCHP gives us and we make reminder calls. Most of our patients adhere because of our reminders.
- Q.** Where do you direct your patients for after hours, urgent care, and emergency care services?
A. Most of the time we refer them to Nightlight Urgent Care or Legacy Clinic.
- Q.** Do you have any success stories that you could discuss in regards to a behavior change in one of your patients or particular group?
A. I have a patient who is 14 years old and she was extremely overweight. Her BMI index was off the graph. We motivated her to exercise and cut out her fat intake. She lost 45 pounds in 1 year.

Order your Texas Health Steps forms online

Updated versions of the child health records form are available on the Texas Health Steps website. The changes include some corrections and clarifications that should improve the quality of the existing forms. All new child health records forms will replace the current forms. The new forms will include a version for each age visit (3 to 5 days through 20 years) and clearly lay out the required components of Texas Health Steps medical checkups. You can order Texas Health Steps forms at www.dshs.state.tx.us/thsteps/forms.shtm.

Claims for obstetric deliveries to require a modifier

Effective for dates of service on or after October 1, 2011, benefit criteria for obstetric delivery services will change for STAR Medicaid. Claims that are submitted for obstetric delivery procedure codes 59409, 59410, 59514, 59515, 59612, 59614, 59620, or 59622 will require one of the following modifiers:

- U1 medically necessary delivery prior to 39 weeks of gestation.
- U2 delivery at 39 weeks of gestation or later.
- U3 non-medically necessary delivery prior to 39 weeks of gestation.

Note: Claims for deliveries that are submitted without one of the required modifiers will be denied.

Effective for dates of service on or after October 1, 2011, STAR Medicaid will restrict any cesarean section, labor induction, or any delivery following labor induction to one of the following additional criteria:

- Gestational age of the fetus should be determined to be at least 39 weeks.
- When the delivery occurs prior to 39 weeks, maternal and/or fetal conditions must dictate medical necessity for the delivery.

Cesarean sections, labor inductions, or any deliveries following labor induction that occur prior to 39 weeks of gestation and are not considered medically necessary will be denied.

Records will be subject to retrospective review. Payments made for a cesarean section, labor induction, or any delivery following labor induction that fail to meet these criteria (as determined by review of medical documentation), will be subject to recoupment. Recoupment may apply to all services related to the delivery, including additional physician fees and the hospital fees.

STAR Babies offers support to pregnant members

The Texas Children's Health Plan 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. Members receive prenatal and newborn screenings to help identify other needs including 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 checkups.

Every month, TCHP sends STAR Babies members 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 vaccinations 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 opportunities 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 our annual baby shower event and car seat installations.

For additional information about STAR Babies, call 1-866-959-2555, option 3.

Member satisfaction survey results show physicians improvements

Beginning in 2007, TCHP commissioned Analytica to conduct 5,000 interviews with a stratified random sample of TCHP members regarding their satisfaction with their care. Each year a sample of providers are surveyed. Analytica surveyed the same group in 2008 and again in 2010 to measure improvement.

Dr. William Clark is one of 11 physicians who has shown the most improvement on the 2010 Member Satisfaction Survey measured as one standard deviation above the average score. Overall, 30 physicians showed improvement over the average score in 2010.

Q. What steps did you take to improve your ER utilization rates compared to previous years?

A. We are trying to become a medical home for our patients. We try to provide a wide array of services here, so we don't have to send our patients to other providers. We also have 4 locations.

Q. Do you offer extended/after-hour services to your patients?

A. Now we are open 7 days a week. This way we are an alternative for our patients going to the emergency room.

Q. How did the training sessions offered by your Provider Relations Manager help your practice?

A. They were helpful. You think you know what you're doing until someone on the outside comes in and give you a better way. One of the new projects we are working on is a patient portal. Our patients will be able to register online and look at their lab results and x-rays.

Q. Is your office using Electronic Medical Records (EMRs)?

A. Yes, we are using EMRs. We have spent a lot of time converting to electronic records. Now, the records are working for us instead of us working for them. This is going to help us concentrate on our accomplishments and measure our progress. It took us about a year to make the transition.

Q. What is the most rewarding part of being a doctor?

A. I love working with my patients; it's like being a medical missionary.



Clark and Norma Bernal spent a year converting to EMRs.

The following physicians also showed improvements for the 2010 Member Satisfaction Survey:

- Oscar De Valle
- Isairis Fernandez
- Laeeq Khan
- Haiyen Le
- Alfred Louis
- Carl Mitten
- Gurney Pearsall
- Rebecca Schwanecke
- Trang Trinh
- Joel Vavich

TCHP performs periodic claims audit

As a contracted HMO provider, TCHP is required to comply with HHSC's policies for reviewing claims. Periodically TCHP performs audits on our claims payment history to identify and correct changes made. When TCHP identifies these changes, we will reprocess claims up to 2 years to ensure compliance.

Providers with questions can call Provider Relations and Care Coordination at 832-828-1008

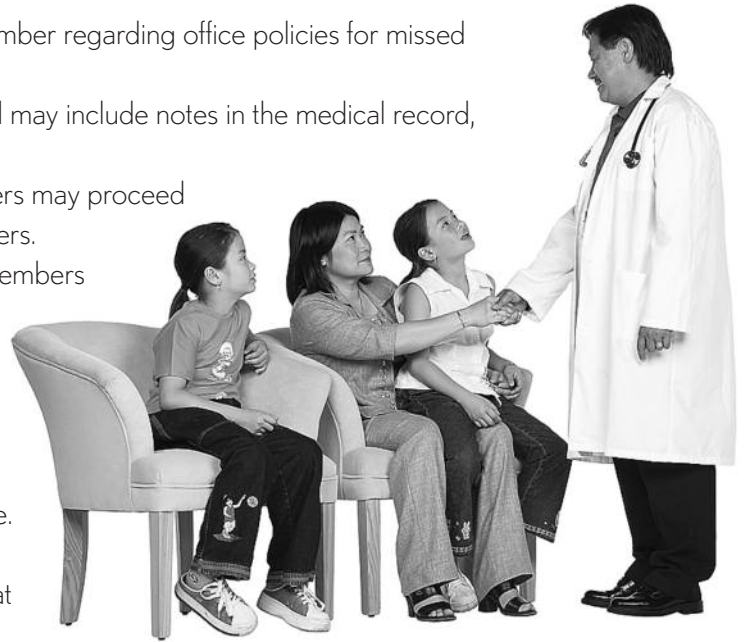
Request help for member non-compliance

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/providers. Click on the *downloadable forms* link in the left-hand column.

- 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, call Provider Relations and Care Coordination at 832-828-1008.

Medical transportation services available to TCHP members

Medical transportation services provides FREE rides to health-care services for TCHP members. To use the service, TCHP members will need their Your Texas Benefits Medicaid card. Members must call the medical transportation services' toll-free number at 1-877-633-8747 to schedule medical transportation services. Members must call at least 2 business days before the date of his or her visit.

When calling to schedule a service, TCHP members should have the following:

- Nine-digit Medicaid number or social security number.
- Doctor's name, address, and phone number.
- Date, time, and purpose of the appointment.

Source: Medical Transportation Program pamphlet form Texas Department of Health

Are you using Provider TouCHPoint?

It's easy to register for Provider TouCHPoint. Provider TouCHPoint users get 24-hour access to member eligibility, payment of claims, electronic remittance advice, member panel information, and more. Starting in July, providers can only review electronic remittance advice through Provider TouCHPoint. To sign up, call Provider Relations and Care Coordination at 832-828-1008.

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