

UMG - HEALTH CARE HERALD

News From ProMed Health Care Administrators & Upland Medical Group
Winter 2006

President's Message

By Jeerreddi A. Prasad, M.D., President

Happy, healthy and prosperous New Year to all of you and your families!

UMG had another successful year. The credit goes to all of you. HMO enrollment was stagnant for the year 2006. I am hoping to see increased enrollment in Senior HMOs during 2007 and also see more growth in the eastern Cucamonga and Fontana areas..

UMG is looking to continually pursue stable health care delivery models for 2007. I am anticipating challenges this year as our industry consolidates. We are prepared to make our organizations stronger for the coming years.

As always, I appreciate all your support. Thank you.

Life is not easy for any of us. But it is a continual challenge, and it is up to us to be cheerful and to be strong, so that those who depend on us may draw strength from our example.

ROSE KENNEDY (1890 – 1995)
Kennedy family matriarch

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Provider Services

By: Dawn Tumser, Provider Relations Supervisor

HEALTH PLAN UPDATES

PacifiCare

Effective December 8, 2006, PacifiCare has enhanced the Provider Portal to allow you to do an alpha search. As a result of the providers' requests for friendlier navigation, PacifiCare has made a new enhancement to the Provider Portal Eligibility Screen

Required Fields:

- Member's Last Name
- Member's First Name
- Date of Birth
- Date of Service – defaults to "Today" date
- State

Below are the steps to access the new functionality:

- www.pacificare.com
- Login with your user ID and password
- Click on Check Eligibility
- Click on Eligibility By Alpha Search

Aetna

Aetna is pleased to announce that they have improved the usability of all transactions on the Aetna secure website for physicians, making these transactions:

- Easier to use
- Easier to read, and

Still free of charge

They have also enhanced the layout of all transactions, including eligibility, which now features:

- Easy to locate copay information
- Access to patient details such as plan deductible, coinsurance, and coordination of benefits information simply by clicking the "Select" link.

HEALTH EDUCATION

ProMed's contracted HMO's make available to your members a wide variety of health education materials in mandated state health topics that have been reviewed for cultural sensitivity, appropriate reading level, and medical accuracy.

Materials are available in the following languages:

English, Spanish, Armenian, Chinese, Farsi, Khmer, Vietnamese, Russian, and Korean.

Topics include:

- Birth Control Options
- Controlling High Blood Pressure
- Controlling your Cholesterol
- How to Breastfeed
- How to Prevent the Spread of Tuberculosis
- Nutrition During Pregnancy
- What are STDs?
- What is Asthma?
- What is Prenatal Care?
- What is Type 2 Diabetes?

If you would like to order copies of these Health Education Topics, please contact Dawn Tumser at (909) 932-1045 Ext. 1005.

PROVIDER UPDATES

New Providers

Marc Avent, DO—Family Practice
Rahmi Mowjood, DO—Family Practice
Uzma Ali, MD—Pediatrics
Faisal Qazi, DO—Pediatric Neurology
Steve Firme, MD—Pediatrics

Provider Address Changes

Filomena Pascual, MD
8710 Monroe Ct., #200
Rancho Cucamonga, CA 91730
(909) 373-8300

Erlinda Uy-Concepcion, MD
536 E. Foothill Blvd.
Upland, CA 91786
(909) 981-5882

M. Feroz Alam, MD
536 E. Foothill Blvd.
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Hla Maung, MD
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Mary Bui, MD
536 E. Foothill Blvd.
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(909) 981-5882

Providers No Longer with UMG

Takahiro Otsuka, MD

BUILDING UP MOMENTUM

MY FOUR-YEAR-OLD SON and I were out for a bicycle ride one day. We were going up and down some fairly steep hills (at least for a four-year-old). I told him that if he wanted, he could coast down the hill and not have to keep pedaling. "But Daddy", "my son said wisely. "I want to keep pedaling so I can get up the next hill." The things children say, without realizing the truth behind them!

When things are going well, and the going gets a little easier, we can't afford to coast all the way. We must begin pedaling again so we can get up the next hill. Don't neglect the little things. It's good to do those tasks to fill in the slow times, but don't wait for the slow times to come before you do them. Take advantage of the momentum you've created and do everything you can to keep it going.

BARRY J. FARBER
Dive Right In
Berkley Books

UMG News in Review – Qtr. 4, 2006 Memos

By Karen Harvey, Executive Assistant

Neurologist Availability and Auth guidelines – October 5, 2006

Please consider this as clarification regarding neurology specialist availability and authorization guidelines for the initial OP consult for UMG members.

Pediatric Neurology Specialists

Name	Op Consult
Dr Mohammed Qazi	<u>Prior auth is required for consult</u>
Dr Mohsen Ali	<u>Prior auth is required for consult</u> . Sees patients age 5-18 years
Dr Sanford Schneider	<u>Prior auth is required for consult</u>

Adult Neurology Specialists

Name	OP Consult
Dr Mohsen Ali	PCP can direct refer for an OP consult
Dr J Ries	<u>A prior auth required. Use only for a second opinion consult</u>
Dr M Patel	<u>A prior auth required. Use only for a second opinion consult</u>

Thank you as usual for your attention and assistance in this matter

FLU VACCINE: FLU SEASON 2006-2007 – October 10, 2006

Please take a moment and review the information in this memo regarding the Flu Vaccine for the flu season 2006-- 2007. The CDC has indicated that more than 100 million doses of Influenza Vaccine are expected to be available this year.

PCP RESPONSIBILITY

As a PCP, it is your responsibility to have the influenza vaccine available for your assigned members who qualify for the vaccine

PLEASE: do NOT send your members to the grocery store and/or drug store flu vaccine clinics. These clinics usually charge the member. The members then turn to ProMed for reimbursement.

2006-2007 Influenza Vaccine Composition

A/New Caledonia /20/99 (H1N1)- like virus
A/ Wisconsin/67/2005 (H3N2) like virus
B/Malaysia/2506/2004 like virus

Correct CPT codes:

90655 thru 90658 (Inactivated virus)
G0008- (administration of influenza vaccine)

IPA Reimbursement: Effective October 1, 2006 Date of Service, **IPA reimbursement will be \$17.00 per dose**, minus any applicable co-payment. *The administration code will still be reimbursed additionally at \$6.00/dose.* This is the reimbursement for any flu vaccine injection given, covering CPT codes 90655 thru 90658. **Please collect the appropriate co-pay per member, as applicable.** Co payment guidelines are attached in this memo.

Administration fee reimbursement applies ONLY if UMG is reimbursing for the vaccine also. If you bill the HMO directly for the services, where applicable, then you must accept the HMO payment as payment in full.

Vaccine Recommendations: It is recommended for people who are at risk of complications from influenza and for people who spread influenza to those at high risk.

People at high risk for complications from influenza:

- Individuals age 65 or older
- **ALL** children 6-59 months of age
- People who have long term health problems with: Heart disease: Lung disease: asthma; kidney disease; Metabolic disease (Diabetes); Anemia and other blood disorders
- People with certain muscle or nerve disorders (eg: seizures or cerebral palsy)

- People with a weakened immune system due to: HIV/Aids or other diseases affecting the immune system.
- Long term treatments with drugs such as steroids
- Cancer treatment
- Children (6 months to 18 years of age) who are on long term aspirin therapy
- Nursing home residents
- Women who will be pregnant during the flu season

People who can spread influenza to those at high risk:

- Household contacts and out of home caretakers of children from 0-59 months of age

Physicians, nurses, family members or anyone else in close contact with people at risk of serious infections

Flu Mist:

The FDA does NOT approve flu Mist for patients who need the influenza vaccine the most, such as people over the age of 50, young children and patients with chronic diseases. Based on the limited FDA indications for Flu Mist, and the lack of superior efficacy compared to the injectable vaccine, the majority of the health plans have decided that Flu Mist does not add value commensurate with its cost and it is not a covered benefit. The average wholesale price (AWP) for a dose of Flu Mist is \$58.00, over 4 times the AWP cost of the injectable influenza vaccine. If a member is insistent on Flu Mist vs. the injectable influenza vaccine and they meet the medical criteria, prior authorization must be obtained so benefits can be verified.

Vaccine sites: Dates and locations were correct at time of printing of this memo. This may change due to Flu vaccine availability. Have members contact the site directly to confirm details.

- ✓ **Upland:** Patients can call SACH for date details (909) 920 6152.
- ✓ **LA County Health Department Flu Clinic:** Your members may call 1 800 427 8700 for clinics in their area. Times and locations may change. Instruct your members to call the Health Department

to verify before going to a specific site.

We hope this information is of benefit to you and your members.

New Vaccine Guidelines: Revision – October 20, 2006

On October 9, 2006 you were mailed a multi page memo regarding the authorization and reimbursement guidelines for the new vaccines.

There is one change in the authorization requirements:

- ***ProQuad (90710) – for children and adolescents will NOT require prior authorization***

This change is also retro active to date of service October 1, 2006.

If you did not receive the original multipage memo, please contact our Provider Relations Department and they will be happy to forward another copy to you.

GENERAL SURGERY AUTHORIZATIONS – November 6, 2006

Please be advised, effective November 1, 2006, **a referral to any network general surgeon for diagnosis of varicose veins, requires a p authorization**

Only the diagnosis of varicose veins requires a prior authorization.

All other general surgery problems can be referred within our general surgeon network with a direct referral.

VENDOR TRANSITION FOR INJECTABLE MEDICATIONS – November 10, 2006

As you may be aware, Upland Medical Group is transitioning to a new vendor for injectable medication.

The actual transition for UMG members for brand new medication requests will be November 15, 2006. The actual transition date for existing medications is December 1, 2006.

ProMed appreciates the cooperation we received from many of your offices as we faxed requests for new prescriptions for your assigned members. Our effort is to transition existing orders as efficiently as possible.

The new vendor is:

OPTION CARE SPECIALTY PHARMACY

Phone: 800 287 3375

If you, as a physician, need to speak to a pharmacist at Option care, please call the above telephone number, hit #0- and ask for Matthew Cho, Pharmacist.

This vendor will be supplying routine injectable medications from their facility in Ann Arbor, Michigan.

Stat or urgent medications will be supplied thru the local facility in Corona.

Please recall the following for authorization requests for new or existing medications:

- Your office should continue to fax all injectable medication requests to ProMed's Authorization Department
- Your fax request **must** contain all pertinent information regarding the medication: Name, J Code, dosage, route, frequency, amount and total duration of therapy.
- **Do not indicate any specific vendor on your medication requests.** Certain of our contracted HMOs have mandated that we should use the HMO specific pharmacy vendor for medication. ProMed will indicate the correct vendor to utilize based on the member's HMO assignment.
- **Please allow 8-10 days from the date of authorization request for medication receipt. We ask you schedule appointments for the members after receipt of the medication at your office.**

Documentation and Coding – November 16, 2006

PacificCare has contracted with a physician who is also a certified coder to provide a monthly newsletter on Documentation and Coding.

The purpose of this newsletter is to provide information that can be utilized to increase documentation and coding practices, which will facilitate a more accurate patient health status. Each month a new subject will be addressed.

Please recall, CMS (Center for Medicare and Medicaid Services) reimbursement to IPAs is based on the morbidity of Medicare enrollees. Therefore, failure to code patient medical conditions appropriately will decrease payments to IPA physicians from CMS.

- **Members must be able to access their PCP or the covering personnel within 30 minutes of their initial call.**
- **Members must be advised, as part of their instructions, that they should call 911 and seek emergency care if they think they are dealing with a serious acute medical emergency or go to the nearest ER or urgent care.**

If there are any questions, please feel free to contact us.

It is ProMed's intention to share these newsletters monthly with our contracted IPA PCPS. Additionally, each month's topic will also be shared with our appropriate contracted specialists.

November 2006 Topics: Diabetic Retinopathy & The Residual Effects of Stroke

If you have any questions or suggestions on specific coding or documentation issues you may:

- Contact Angelice Wilson at angelice.Wilson@phs.com OR
- Contact Dr Kit Thapar or Barbara J. Guerra, RN at ProMed.

We trust you will find this information useful to your practice. (see pages 7 & 8)

VENDOR TRANSITION FOR INJECTABLE MEDICATIONS 2 – November 20, 2006

As you are aware, Upland Medical Group transitioned to a new vendor for injectable medication. **The actual transition for UMG members for brand new medication requests was November 15, 2006. The actual transition date for existing medications is December 1, 2006.**

ProMed appreciates the cooperation we received from many of your offices as we faxed requests for new prescriptions for your assigned members. However, approximately 40% of the physicians contacted have **not** returned the new signed prescription/authorization form to enable this seamless transition for our members.

Please be advised,
ALL CURRENT AUTHORIZATIONS WITH CURASCIPT/ PRIORITY PHARMACY WILL BE EXPIRED ON DECEMBER 15, 2006 AT MIDNIGHT.

Please, forward any injectable medication requests to ProMed ASAP to ensure no interruption of service for your members.

Please do not contact Option Care directly for a medication authorization. All authorizations need to be handled at the ProMed office first.

AFTER HOURS ACCESS INFORMATION – November 22, 2006

Our contracted HMOS have asked that we again remind our physicians regarding after hour access information for our members. 10% of practitioners are NOT meeting emergency instruction requirements. 25% are not meeting after hours care availability standards.

- ◆ All PCPs must have arrangements in place for telephone access 24 hours per day, 365 days per year.

- ◆ The number listed for the PCP in the members ID card should be the 24-hour access number for that PCP and/ or IPA triage system.
- ◆ Members must be able to reach their PCP, a covering physician or a licensed triage person
- ◆ Approved licensed triage personnel include registered nurses, nurse practitioners or physician assistants.

Answering services

- Answering service personnel cannot perform triage unless they are in one of the previously mentioned categories.
- Members must be able to access their PCP or the covering personnel within 30 minutes of their initial call.
- Members must be advised, as part of their instructions, that they should call 911 and seek emergency care if they think they are dealing with a serious acute medical emergency or go to the nearest ER or urgent care.

If there are any questions, please feel free to contact us.

ONCE I RAN ACROSS the following statement: “In golf and in life, it’s the follow-through that makes the difference.” It’s not only a true statement in golf, however, it really is true in real life situations. Whether or not we follow through on our ideas, our goals, or our intentions is what *really* makes the difference. If we don’t follow through on our ideas, they become only wishes, and wishes by themselves don’t do anything

DON ESSIG
 Motivational Minutes
 Career Press, Inc.

THE SKATING LESSON

IN THE BOOK *The Winning Attitude!* (Hyperion), the world champion figure skater Michelle Kwan remembers...

When I was five years old, the first skating lesson I learned was how to fall. My instructor was wise. He knew that until I learned to fall, I couldn’t learn how not to fall. You see? Your mistakes will be your best friends if you let them teach you.

MD Quick Fax™

Helping doctors get useful information, quickly.

Zack Gerbarg, MD, CPC (certified professional coder), editor

Diabetic Retinopathy: Documentation and Coding

Example: Progress note: Diabetes complicated by proliferative diabetic retinopathy Diagnosis codes: 250.50, 362.02

The diagnosis of diabetic retinopathy requires a description of findings on retinal exam. It is important to distinguish between nonproliferative diabetic retinopathy (microaneurysms and intraretinal hemorrhages) and proliferative diabetic retinopathy (characterized by more extensive hemorrhages and neovascularization).

The progression of severity of disease is from mild to moderate to severe diabetic nonproliferative retinopathy and then to proliferative diabetic retinopathy. Background diabetic retinopathy is synonymous with nonproliferative diabetic retinopathy.

Diabetic macular edema may be present with any stage of diabetic retinopathy, so the correct diagnosis also includes whether the patient has nonproliferative or proliferative retinopathy.

Documentation and ICD-9 coding for diabetic retinopathy always begins with the appropriate 5-digit diabetes code (250.5x where x = 0, 1, 2, or 3) plus:

ICD-9 Physician Documentation

362.01 background diabetic retinopathy

362.02 proliferative diabetic retinopathy

362.03 nonproliferative diabetic retinopathy NOS (not otherwise specified)

362.04 mild nonproliferative diabetic retinopathy

362.05 moderate nonproliferative diabetic retinopathy

362.06 severe nonproliferative diabetic retinopathy

362.07 diabetic macular edema - [must be used with a code for diabetic retinopathy (362.01-362.06)]

Examples: The correct documentation and coding for diabetic retinopathy might be:

- **Progress note:** AODM with diabetic macular edema and nonproliferative diabetic retinopathy
- **Diagnosis codes:** 250.50, 362.07, 362.03

- **Progress note:** Uncontrolled adult diabetes with background diabetic retinopathy

- **Diagnosis codes:** 250.52, 362.01

Basic principles of diagnosis coding:

Every patient should be seen at least once each year with all significant medical diagnoses reviewed and documented in the medical record, which is dated and signed by a physician. **A claim or encounter for each physician visit should be submitted that includes specific codes for all diagnoses that are documented in the medical record.**

The information provided here is for general advice for appropriate documentation and coding. Final decisions should be based on review of standard reference materials.

Zack Gerbarg, MD, CPC (certified professional coder), editor

The Residual Effects of Stroke: Documentation and Coding

Example: Progress note: History of embolic stroke with no residual effects Diagnosis code: V12.59

The diagnosis of stroke of any kind (thrombotic, ischemic, hemorrhagic, or non-specific) is an acute diagnosis that should only be used if the patient is being treated in the hospital for a stroke or if the patient is having a stroke at the time of the visit. Depending on the specific diagnosis, the ICD-9 code range is between 430 and 434.

Examples: 430 Subarachnoid hemorrhage
433.11 Occlusion and stenosis of carotid artery with cerebral infarct

Note: The ICD-9 diagnosis code **436 is no longer the correct code for an unspecified acute stroke or CVA** and has been replaced by code 434.91.

If the patient has had a stroke but has no residual effects, the correct diagnosis is "history of stroke" or "S/P stroke" or similar documentation. However, if the patient has had a stroke and has residual effects from the stroke, then the residual effects should be documented and coded.

Documentation and ICD-9 coding for stroke and its late or residual effects include:

ICD-9 Physician Documentation

V12.59 Previous history of stroke or CVA with no residual effects (or personal history of other diseases of the circulatory system)

438.11 aphasia due to cerebrovascular disease
438.20 hemiplegia affecting unspecified side due to cerebrovascular disease
438.30 monoplegia of upper limb affecting unspec side due to cerebrovasc disease
438.40 monoplegia of lower limb affecting unspec side due to cerebrovasc disease

Example: The correct documentation and coding for a residual effect of stroke might be:

- **Progress note:** S/P CVA resulting in right arm paralysis
- **Diagnosis codes:** 438.30

Basic principles of diagnosis coding:

Every patient should be seen at least once each year with all significant medical diagnoses reviewed and documented in the medical record, which is dated and signed by a physician. **A claim or encounter for each physician visit should be submitted that includes specific codes for all diagnoses that are documented in the medical record.**

The information provided here is for general advice for appropriate documentation and coding. Final decisions should be based on review of standard reference materials.

NPI COUNTDOWN

ONLY 140 MORE DAYS!

APPLY BEFORE MAY 23, 2007

By Jacqueline Caya, Contracts Manager

The Health Insurance Portability and Accountability Act (HIPAA) mandates that a standard, unique identifier replace any identifiers currently in use for health care providers. As you may already be aware, the identifier officially adopted to comply with this requirement is the National Provider Identifier (NPI). This unique identifier is intended to simplify the administration of certain health care information and improve efficiency and effectiveness of standard transactions.

NPI's are assigned as 10-digit, intelligence-free numbers. Intelligence-free means that the numbers do not carry information about the health care provider, such as the state in which he or she practices or his or her provider type or specialization. This number will eventually replace all other identification (ID) numbers used in electronic transactions, including health plan provider ID, but does not replace the provider's Tax ID Number (TIN), which will still be required on claims submission transactions. Additionally, this number remains with the provider permanently regardless of job or location changes.

All providers who complete electronic transactions **MUST** obtain an NPI to identify themselves in HIPAA-standard transactions.

These providers include:

- ◆ Physicians and other practitioners, including, but not limited to, dentists, physician assistants, chiropractors, nurses, licensed social workers, physical therapists, ophthalmologists, and clinical psychologists.
- ◆ Medical Groups/IPA's
- ◆ Hospitals, nursing homes and other institutional providers.
- ◆ Pharmacies, including online pharmacies, and pharmacists.
- ◆ Suppliers of durable medical equipment (DME)

STEP-BY-STEP PREPARATION

ProMed Health Care Administrators encourages you to begin preparing for the NPI rule if you haven't already. The steps below can help you with obtaining and notifying ProMed of your NPI before the deadline occurs.

STEP 1 - How to Apply for an NPI:

The Centers for Medicare and Medicaid Services (CMS)

have contracted with Fox Systems, Inc. to serve as the NPI Enumerator to assign NPI's to providers. The National Plan and Provider Enumeration System (NPPES) issue the NPI. You may apply for an NPI by doing one of the following:

1. Complete the web-based application at:
<https://nppes.cms.hhs.gov>
2. Fill out a paper application and send it to:

***NPI Enumerator
P.O. Box 6059
Fargo, ND 58108-6059***

A copy of the NPI application is available online at: <http://new.cms.hhs.gov/NationalProvIdentStand/Downloads/NPIapplication.pdf> or by calling Fox Systems at (800) 465-3203 or TTY (800) 692-2326. You may also email customerservice@npienumerator.com for additional information or questions regarding applying for an NPI.

Be sure to include complete and accurate information on your application and save a copy of your confirmation form. The Health Plans may request a copy of your conformation form at a later date for validation purposes.

STEP 2 - Notify ProMed of Your NPI:

After you have applied for and been assigned an NPI, Please Fax your NPI to Dawn Tumser, ProMed Provider Relations Supervisor at FAX (909) 932-1065.

You may receive notices about the NPI from many of the Health Plans with which you do business. Remember that you need to apply only once for an NPI. The same NPI is used for every Health Plan. The transition from existing health care provider identifiers to NPI's in standard transactions will occur over the next couple of years. **We urge health care providers to apply for an NPI now. While the NPI must be used on standard transactions with large Health Plans no later than May 23, 2007, health care providers should not begin using the NPI in standard transactions on or before the compliance date until Health Plans have issued specific instructions on accepting the NPI. Health Plans will notify you when you can begin using NPIs in standard transactions. You should be aware that Health Plans might request that you begin using our NPI prior to the compliance date. Applying for an NPI does not replace any enrollment or credentialing processes with any Health Plan, including Medicare.**

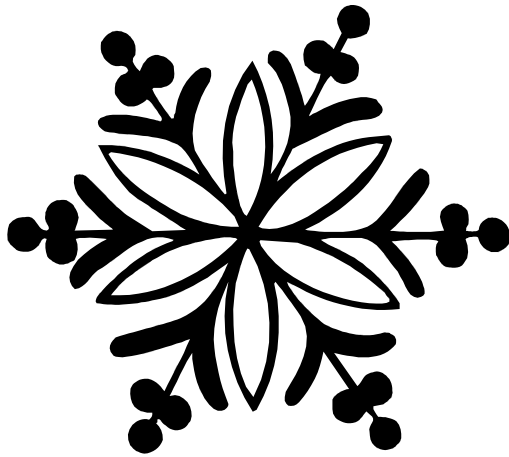
SUBTLE

THE LITTLE BOY received a new drum for Christmas. Shortly thereafter, his father came home from work and the mother told him, "I don't think the man upstairs likes to hear Georgie play his new drum, but he's certainly subtle about it."

How do you know?" asked the father.

"Well, this afternoon he gave Georgie a knife and asked him if he knew what was inside the drum."

HERBERT PROCHNOW
The Public Speaker's Treasure Chest
HarperCollins



Special Dates

NEW YEAR'S DAY

MONDAY, JANUARY 1, 2007

MARTIN LUTHER KING, JR. DAY

MONDAY, JANUARY 15, 2007

GROUND HOG DAY

FRIDAY, FEBRUARY 2, 2007

LINCOLN'S BIRTHDAY

MONDAY, FEBRUARY 12, 2007

VALENTINE'S DAY

WEDNESDAY, FEBRUARY 14, 2007

CHINESE NEW YEAR

SUNDAY, FEBRUARY 18, 2007

PRESIDENT'S DAY

MONDAY, FEBRUARY 18, 2007

ASH WEDNESDAY

WEDNESDAY, FEBRUARY 21, 2007

WASHINGTON'S BIRTHDAY

THURSDAY, FEBRUARY 22, 2007

DAYLIGHT SAVING TIME BEGINS

SUNDAY, MARCH 11, 2007

ST. PATRICK'S DAY

SATURDAY, MARCH 17, 2007

SPRING BEGINS

WEDNESDAY, MARCH 21, 2007

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Published

January 2007