



Provider BASICS

Spring 2009



Breaking Down Barriers

Why some parents aren't getting their children tested for lead.

The State of Michigan requires that all Medicaid children be tested for lead poisoning. All Medicaid children should be tested for lead poisoning at least once before age 2. Additionally, the National Committee for Quality Assurance has introduced a new lead HEDIS measurement.

Health Plan of Michigan has surveyed parents of members who have not completed lead testing to identify barriers to testing. The largest percentage of parents who

responded to the survey indicated that they have not taken their child to be tested because they live in a newer home. HPM has been working to educate members about the dangers of lead found outside the home in soil, playground equipment and toys.

WHAT YOU CAN DO

Lead testing is extremely important. Please make sure your practice is testing all children under age 2 for lead poisoning. Lead testing can

be completed during any office visit. Please talk to parents about the importance of lead testing.

If your practice would like to have equipment for lead testing, including lancets, filter paper and lab slips that can be sent directly to the Regional State Lab for processing, please contact HPM at 313-324-3744 and we will be more than happy to have it delivered.



New COPD Program Available

COPD is the fourth leading cause of death in the U.S. and is associated with significant morbidity. An estimated 10 million American adults are diagnosed with COPD, and approximately 24 million have evidence of impaired lung function. This indicates that COPD may be underdiagnosed, especially in its milder and more treatable form. Too often, patients with COPD are diagnosed after the disease has progressed and symptoms have developed.

Health Plan of Michigan is pleased to announce COPD Challenge®, a targeted initiative

designed to help with the appropriate assessment and care of patients with COPD.

COPD Challenge is a disease management program developed for use by health plans, healthcare providers and employers. The program has attained NCOA Disease Management Certification for program content and design.

COPD Challenge provides effective COPD management tools and patient education that is in compliance with national COPD treatment guidelines. This includes:

- Using spirometry for COPD screening.

- Helping to diagnose COPD and make appropriate treatment decisions quickly and effectively.
- Referring patients for further evaluation and/or treatment when appropriate.
- Making your patient education and smoking cessation efforts more effective.

The COPD Challenge tools provide information to assist you, such as:

- **COPD Quick Reference Guide:** at-a-glance summary of American Thoracic Society/European Respiratory Society Task Force (ATS/ERS) guidelines for

screening, assessment, diagnosis and staging, and treatment.

- **COPD office poster:** designed to increase patient awareness of COPD, its association with smoking, and the value of early screening with spirometry.

The HPM Provider component of our website will supply physicians with tools and resources that aid in the assessment and treatment of members who are diagnosed with COPD. Your HPM Provider Service Representative will alert you about the implementation of this upcoming program.

Enrollees Have ...

- A right to receive information about the organization, its services, its practitioners and providers and enrollees' rights and responsibilities.
- A right to be treated with respect and recognition of their dignity and right to privacy.
- A right to participate with practitioners in making decisions about their healthcare.
- A right to a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
- A right to voice complaints or appeals about the organization or the care it provides.
- A right to make recommendations regarding the organization's enrollees' rights and responsibilities policies.
- A responsibility to supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
- A responsibility to follow plans and instructions



for care that they have agreed on with their practitioners.

- A responsibility to understand their health problems and participate in developing mutually agreed-upon treatment goals to the degree possible.
- A responsibility to contribute toward their own health, including demonstrating appropriate behavior.

Health Plan of Michigan and contracted providers will comply with all requirements concerning enrollee rights. This document is available on the HPM website at hpmich.com.



HOW TO REPORT FRAUD AND ABUSE

Fraud and abuse in healthcare is a serious problem. At Health Plan of Michigan, we are committed to implementing the necessary measures to prevent and detect fraud and abuse. The following are some examples of fraud and abuse that providers should be aware of:

1. Billing for the same service more than once.
2. Billing for an office visit at a higher level than actually provided.
3. A primary care physician entering inappropriate authorizations for services to his or her assigned members.
4. Patients who use another person's identity to obtain services.
5. Patients who attempt to fill an altered or falsified prescription.

Providers may report concerns directly to the Michigan Department of Community Health (DCH) at the following address:

DCH Medicaid Integrity Program Section
Capitol Commons Center Building
400 S. Pine Street, 6th Floor
Lansing, MI 48909

Toll-Free: 866-428-0005

If you have a question or concern regarding a potential fraud or abuse situation, you may also contact Raymond Pitera, Director of Provider Services and Network Development, Vice President, at 313-324-3726. Reports can also be submitted anonymously to the DCH or HPM, if you wish.

Coming Up

We appreciate your help with data collection.

Health Plan of Michigan is in the process of collecting medical record information for the Healthcare Effectiveness Data and Information Set (HEDIS). This data collection effort is part of HPM's accreditation requirements developed by the National Committee for Quality Assurance and produces a standardized report set for the comparison of health plans by purchasers and consumers.

HPM has contracted with The Medical Review Group to facilitate the data collection process. The Medical Review Group may have contacted your office to schedule an appointment to begin the data abstraction process. Prior to this appointment, you will be given a list of the identified members at your location. Please have the patient records available for the abstractors during their appointment.

MAINTAINING CONFIDENTIALITY

Please note that complete confidentiality of all medical record data will be maintained. **No release of information is required from the patient.** The HIPAA Privacy Rule (Section 164.502) expressly permits the use and disclosure of protected health information for treatment, payment and healthcare operations.

We appreciate your cooperation in this effort. By gathering this type of information, we will make significant strides toward improving the health and well-being of our plan enrollees. If you have any questions about this process or the HEDIS project, please call HPM at 313-324-3742.

HEALTH PLAN OF MICHIGAN
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Help for Smokers

Our members are covered if they need to quit.

Cigarette smoking has been identified as the most important source of preventable morbidity and premature mortality in the U.S. and throughout the world. Smoking-related diseases cause an estimated 440,000 American deaths each year. Smoking costs the U.S. over \$150 billion annually in healthcare costs.

Health Plan of Michigan provides excellent smoking-cessation benefits to its covered members. In addition to individualized behavioral modification programs, we offer the following smoking-cessation products without prior authorization. Each medication is covered for a period of 90 days, within a 365-day period. You may switch to another product after 90 days if additional treatment is needed.

- Transdermal nicotine patch
- Chantix®
- Nicotine nasal spray
- Zyban® 150mg
- Nicotine polacrilex gum

These medications for smoking cessation have proven to be effective when combined with a behavioral modification program. Health Plan of Michigan recommends the Michigan Tobacco QuitLine for information and materials to help patients quit smoking. Members can access the Tobacco QuitLine for free at 800-480-QUIT.



TOBACCO QUITLINE

800-480-QUIT