

WORKING TOGETHER HEALTH PLAN OF MICHIGAN'S LATEST HEALTHCARE NEWS FOR PROVIDERS

Health Plan of Michigan Weight Loss Management Program

MEMBER OUTREACH INITIATIVES	2
ANNOUNCEMENTS	2
FRAUD AND ABUSE	3
ON LINE CHAT	3
MEMBER ELIGIBILITY VERIFICATION	3
DISEASE MANAGEMENT	4
OPEN ENROLLMENT	6

Important information for practitioners found at our redesigned HPM website:

www.hpmich.com

- Health Plan of Michigan Formulary
- Member Rights and Responsibilities
- Provider Manual
- Provider Directory
- Clinical Practice Guidelines
- QM Program

Information is updated on a routine basis, please check back periodically for updates on new features and benefits. Hard copies are available by calling 1-888-773-2647.



An estimated 65% of U.S. adults are overweight or obese and either have or are at risk for serious obesity-related health problems. As overweight and obesity rates continue an alarming climb in the U.S., so do related health consequences and costs. The Centers for Disease Control and Prevention reported that 61% of Michigan adults are overweight or obese (CDS BRFSS, 2004). Twenty-four percent of Michigan high-school students are overweight or at risk of becoming overweight (CDC YRBSS, 2001) and 29% of low-income children between 2 and 5 years of age in Michigan are overweight or at risk of becoming overweight (CDC PedNSS, 2003). These statistics have made headline news in both the daily press and professional publications. HPM has a comprehensive weight loss management program that supports the physician and the member in the choice of a healthier lifestyle.

HPM has adopted the *Michigan Quality Improvement Consortium (MQIC)* guidelines for identification, evaluation, and treatment of overweight and obesity in the adult. Key components of this guideline are:

1. **Assessment of Body Mass Index (BMI)** in all adults age 18 and older
2. **Assessment of risk factors for comorbidities:**
 - Established CAD
 - Atherosclerotic disease
 - Type 2 diabetes
 - Sleep apnea
 - Smoking
 - Hypertension
 - High LDL
 - Low LDL
 - Impaired fasting glucose
 - Family history of premature CHD
3. **Interventions to promote weight management in patients with a BMI > 25**
Member education related to diet and exercise and provider tools to assess willingness to change.
4. **Interventions to promote weight management in patients with a BMI > 30 or BMI > 27 with other risk factors or diseases.** Nutrition counseling is available to members who have certain medical conditions. The counseling is performed by a registered dietitian (RD). In addition, certain prescription weight loss drugs are available to members. Please refer to our formulary.
5. **Interventions for members with a BMI ≥ 40 or BMI ≥ 35 and life threatening comorbid conditions.** These interventions include referral to Medical Weight Loss Clinic (MWLC) for weight loss once enrollment criteria is met. Weight loss surgery is considered only for those patients who have tried forms of weight loss (including the HPM sponsored-MWLC) and failed.

The HPM Provider component of our website will supply physicians with tools and resources that will aid in the assessment and treatment of members who are overweight or suffering from morbid obesity. Your HPM Provider Service Representative will alert you to these upcoming updates.

In order to reach all of our members and inform them about important preventive services that are needed, HPM has initiated an outbound calling campaign. This project was piloted in the fourth quarter of 2005. From October 2005 through December 2005, HPM was able to reach 10,580 members through the outbound calling campaign.

Based on the success of the pilot project, HPM integrated the campaigns into its operations starting in January 2006. HPM Member Services staff make outbound calls at least 96 hours per week, in addition to their incoming calls. The regional care management teams have also gotten involved in the telephone campaigns. The focus of the campaigns are as follows:

- Welcome calls for new members
- Preventive health reminders for members focused on Immunizations, Well Child Visits, Lead Screening, Breast Cancer Screening, Cervical Cancer Screening and Adult Check Ups
- Health Risk Assessments (HRAs) completed for ABADs and members with chronic conditions such as Asthma, Diabetes and Heart Disease

From January 2006 through March 2006, HPM has already reached 11,000 households. These outbound calls may lead to increased appointment volumes at provider offices. HPM appreciates your efforts to schedule these patients for visits in a timely manner.

HPM has already seen an increase in its HEDIS rates for key measures, based on the outreach campaigns. Ultimately, this results in better care for our members and more opportunity for providers to reach their HEDIS bonus targets.

In the near future, HPM will begin mailing postcards to members as a follow up to our phone contact. Members are encouraged to take these cards with them to their appointments. These tri-fold cards will list the services that are required and also the appropriate CPT codes as a billing aide for providers. If you have any questions about the telephone outreach campaigns, please contact Provider Services at (888) 773-2647.

FRAUD AND ABUSE REPORTING

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

Providers may report concerns directly to the Michigan Department of Community Health (DCH) at the following address. Reports can be submitted anonymously to:

Program Investigation Section
Capitol Commons Center Building
400 S. Pine Street—6th Floor
Lansing, MI 48909
Toll Free: 1-866-428-0005

*An on-line reporting form is available at <http://www.michigan.gov/mdch>.

For reporting of a potential fraud or abuse situation or if you have a concern, you may also contact HPM's Director of Provider Services anonymously at (888) 773-2647 (ext 1500).

Health Plan of Michigan Updates Their Disease Management Programs

Disease management is defined as a system of coordinated health care interventions and communications for populations with conditions in which patient self-care efforts are significant.

Disease Management:

- Supports the physician or practitioner/patient relationship and plan of care;
- Emphasizes prevention of exacerbations and complications utilizing evidence-based practice guidelines and patient empowerment strategies; and
- Evaluates clinical, humanistic, and economic outcomes on an on-going basis with the goal of improving overall health.

Disease management components include:

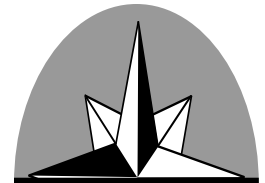
- Population identification processes;
- Evidence-based practice guidelines;
- Collaborative practice models to include physician and support-service providers;
- Patient self-management education (may include primary prevention, behavior modification programs, and compliance/surveillance);
- Process and outcomes measurement, evaluation, and management;
- Routine reporting/feedback loop (may include communication with patient, physician, health plan and ancillary providers, and practice profiling).

(From Disease Management Association of America, 2005)

Health Plan of Michigan has incorporated many of these elements in their day-to-day operations of working with both providers and members, but since 2005 has been making a concerted effort to include all of these factors into their disease programs. HPM currently has two disease management programs; Asthma and Diabetes. Within the next year, HPM plans to add other chronic diseases to their current disease management program. Our collaborative approach (regardless of the disease being managed) involves working closely with members by monitoring and supporting them in the management of their disease, and with providers by supporting them with patient-specific, evidence-based clinical recommendations. Benefits to providers that collaborate in the disease management program are:

- Accurate patient identification and risk stratification based on our extensive database
- Health risk assessment provided to determine beneficial services for each member
- Programs are all developed using evidence-based and nationally recognized guidelines. Latest updates or revisions to these guidelines are made available to providers via our website and/or provider representatives
- Physicians are provided with patient progress updates
- We maintain regular contact with our members to educate them on their condition(s), alert members to needed lab work, tests, and routine preventive care, and review progress, medications, and discuss any concerns
- Members are encouraged and provided the tools to help them maintain personal health and medication/allergy summaries to improve the information flow between them and their provider

...Continued on Page 5



**“Fear less, hope
more; Whine less,
breathe more;
Talk less, say
more; Hate less,
love more; And all
good things are
yours.”**

-Swedish Proverb

WORKING TOGETHER

- Interventions are tailored to meet both cultural and literacy levels of the members
- The disease management program integrates multiple management options such as case management, utilization management and/or pre-certification functions to provide a fully integrated medical management program
- The program is designed to ensure minimal impact on the providers' daily workflow.

If you are interested in learning more about HPM's Disease Management program, stay tuned for updates to the HPM website (www.hpmich.com) or contact the Disease Management Department at (248) 204-6548.

Health literacy is the ability to read, understand and effectively use basic medical instructions and information. Low health literacy can affect anyone of any age, ethnicity, background, or education level. According to the Institute of Medicine, nearly half of all American adults, 90 million people, have difficulty understanding and using health information.*

Health Plan of Michigan is not only dedicated to providing educational materials and information to our members, HPM is committed to assisting our providers with new and effective tools to deliver health information to their patients.

The Ask Me 3 Program has been developed through the Partnership for Clear Health Communication™ as a quick and effective tool designed to improve health communication between patients and providers. Ask Me 3 promotes three simple but essential questions that patients should ask their providers in every health care interaction.* Those three questions are:

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?*

Quality and Disease Management is sending you materials directed at providers to further explain the program. We are also going to be setting up a pilot program with our diabetic members to determine the effectiveness of these three questions to increase their understanding of health information given to them during physician visits.

We are most interested in any comments or suggestions you may have.

*Partnership for Clear Health Communication™ (for more information and additional provider materials, go to www.askme3.org)

HEDIS AND MEDICAL RECORD REVIEW

We are in the midst of another HEDIS medical record review in many of our provider offices and clinics at this very moment. Health Plan of Michigan realizes that any disruption of office routines is difficult for staff and members. In the past, HPM providers and clinics have always been extremely helpful, supportive and allowed our nurse abstractors ready access to necessary documentation. We want to take this opportunity to thank you once again for helping us to complete this process as efficiently as possible and for your continued support and assistance.

**Health Plan of Michigan
17515 W. Nine Mile Rd.
Suite 500**