



...rising above the service you expectSM

ADVANTAGE CARESELECT

Provider Pages

2009 Annual Indiana Health Coverage Programs Provider Seminar

It's here and it's free of charge for providers! The 2009 Annual Provider Seminar will be held October 20th through October 22nd at the Indianapolis Marriott East. Seminar sessions are offered at various times during the three-day event and representatives from ADVANTAGE *Care Select*, insurers for the Healthy Indiana Plan, provider associations, EDS provider field consultants and other EDS departments, and managed care organizations will all be present. Providers may register online or by using the paper registration tool for the Provider Seminar. Please note that the deadline for paper registration is October 13, 2009. There will be three different *Care Select* sessions offered during the Annual workshop for all providers. EDS field consultants will give an overview of the *Care Select* program which would be ideal for primary care physician practices, outpatient hospital units and specialists. The CMO's, ADVANTAGE Health Solutions, Inc. and MDwise, will provide an overview of care management services that are offered to both members and providers under the *Care Select* program. Lastly, representatives from Outreach Services within the Division of Rehabilitative Services will be presenting a session focusing on working with special needs members who are enrolled in the *Care Select* program. For additional session descriptions and times, providers may reference bulletin BT200930.

For more information visit:

<http://www.indianamedicaid.com>



Monthly Focus: Pay for Performance



An upcoming focus of the ADVANTAGE *Care Select* program will be LDL-C screenings and hemoglobin A1C for diabetics, breast cancer screenings, and dental care for our members. These efforts will invest funds into improving ADVANTAGE *Care Select* HEDIS metrics. ADVANTAGE will issue a \$10 gift card to every member ages 3-64 who schedules and keeps a preventative dental visit, every diabetic member ages 18-75 who receives a LDL-C Screening and/or a hemoglobin A1C blood test, and every woman ages 40-64 who receives a Breast Cancer Screening from October 1, 2009-December 31, 2009.

Dental care is one of the most prevalent unmet health needs in America today and through an oral exam, a dentist may be able to identify other potential health risks. With the ADVANTAGE *Care Select* population, approximately 20% of our membership has a diagnosis of diabetes. This means that a large portion of our membership will be targeted during this project. ADVANTAGE has committed to improving the rate for LDL-C Screenings for Diabetics by 5%. Due to the preventative

context of LDL screening, we are hoping to improve the overall health of our diabetic membership. Hemoglobin A1C testing will allow our PMPs to examine how well our members are able to control their diabetes over time. By providing education on the importance of this testing we will have an opportunity to increase the rate of testing therefore improving the health of our members. Lastly, Breast Cancer Screenings have shown to reduce breast cancer mortality rates. In order to improve the overall health of ADVANTAGE *Care Select* members, we will target this preventative care measure to improve timely intervention in order to enhance treatment options.

The rationale behind these movements is simple; Many of our members do not receive the routine care and preventative testing that is needed to improve the overall health of this population. By providing our members with educational tools and offering them a \$10.00 gift card incentive, ADVANTAGE *Care Select* hopes to improve the overall health of our members.

Cultural Competency October Quiz Question

When taking a medical history from a patient with limited ability to speak English, which of the following is LEAST useful?

- Asking questions that require the patient to give a simple "yes" or "no" answer, such as "Do you have trouble breathing?" or "Does your knee hurt?"
- Encouraging the patient to give a description of her/his medical situation and beliefs about health and illness.
- Asking the patient whether he or she would like to have a qualified interpreter for the medical visit
- Asking the patient questions such as "How has your condition changed over the past two days?" or "What makes your condition better or worse?"

Cultural Competency Answer

This month's cultural competency quiz question answer is *A*.

While it may seem easier to ask questions that require a simple “yes” or “no” answer, this technique seriously limits the ability of the patient to communicate information that may be essential for an accurate history and diagnoses. The most effective way to put the patient at ease and to ensure that the patient provides essential information about his or her symptoms is to combine two types of questions: 1) open-ended questions such as “Tell me about the pain in your knee” and 2) more directed questions, such as “What makes the pain get better or worse?” (Always get a qualified interpreter when possible.)



Check It Out!

United States Department of
Health & Human Services Office of Minority Health
<https://www.thinkculturalhealth.org/>

Provider Bonus Payment

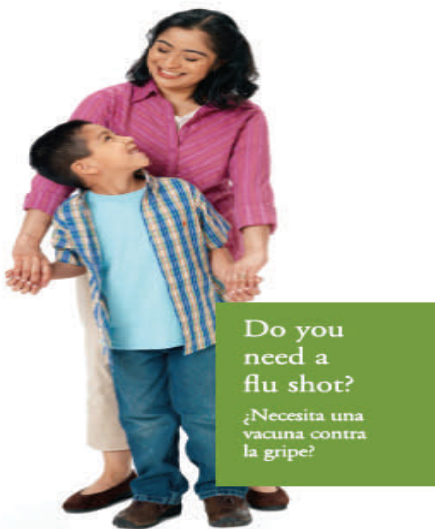
Through the end of calendar year 2009, ADVANTAGE *Care Select* will be initiating a series of provider initiatives. There will be rewards for performance as measured via a provider profile, grant funding for education and training, enhanced administrative payments for Primary Medical Providers (PMPs) enrolling in State-designated access counties, and appreciation awards for providers who provide the CMO with updated member demographic information. ADVANTAGE *Care Select* will use a portion of our medical trend payment to provide bonuses to providers who enroll and participate in the free training sessions sponsored by Outreach Services, a state program of Indiana's Family and Social Services Administration, Division of Disability and Rehabilitative Services. Outreach Services works collaboratively with adults and children with intellectual or developmental disabilities/DD), advocates, families, providers, and state agencies. Some training topics include Communication Planning, Hydration, Living Life to the Fullest and Prevention of Abuse & Neglect. To be eligible for the Outreach Services incentive, the PMP or any clinical office staff (RN, LPN, CNA, MD) must register and attend a training session offered by Outreach Services in 2009. Whomever attends the training session must sign in on the Outreach Services sign in sheet and provide information on which office they are associated with that way ADVANTAGE *Care Select* can award a bonus to the provider (maximum of up to 3 sessions). Through their multiple training sessions throughout the State, Outreach Services will be instrumental in educating PMPs of ADVANTAGE *Care Select* on how to better serve the ID & DD populations.

Twice a month, ADVANTAGE faxes PMPs a listing of any new members on their panel for whom we do not have accurate contact information (telephone numbers & addresses). We request that the provider office staff fill in any correct information they have listed for these members and fax back to the health plan. Quarterly, ADVANTAGE will use funds to reward up to ten PMPs that send in the most member address/phone number updates. Provider Relations Staff will provide lunch for these PMP offices. Our *Care Select* population is transient in nature and may change phone numbers and addresses often without reporting the changes to the appropriate entities. Without correct contact information, our Care Management staff is unable to provide any outreach, education or care management to our members.

Flu Season

Annual Flu Shot and H1N1 Vaccination

In October, ADVANTAGE *Care Select* will be mailing informational postcards to all of our members regarding the flu vaccinations available this year. According to CDC guidelines, it is recommended that members who are 50 years of age or older, 6 months to 18 years of age, pregnant, an employee in a health care setting, or living with/caring for a child under 6 months of age should get their annual flu shot. In addition to the annual flu shot, we have also provided information regarding the H1N1 vaccine including which groups are at high risk. We have recommended our members consult their Primary Medical Provider with any questions regarding their need of the H1N1 vaccination. Providers may submit claims for administered Flu shots to EDS and will be reimbursed according to the IHCP Fee Schedule. ADVANTAGE *Care Select* would like to thank all of our participating Primary Medical Providers for their help during the busy 2009 Flu Season!



Do you
need a
flu shot?
¿Necesita una
vacuna contra
la gripe?





...rising above the service you expect™

ADVANTAGE Care Select Program

Quick Reference Guide



<p>ADVANTAGE Care Select Provider Services Phone: (866) 504-6708 Fax: (317) 587-8411</p> <p>Traditional Medicaid FFS Prior Authorization Phone: (800) 269-5720 Fax: (800) 689-2759 Mail To: ADVANTAGE Traditional Medicaid FFS Prior Authorization P.O. Box 40789 Indianapolis, IN 46240</p> <p>Care Select Prior Authorization Phone: (800) 784-3981 Fax: (800) 689-2759 Mail To: P.O. Box 80068 Indianapolis, IN 46280</p>	<p>ADVANTAGE Care Select Member Services Transportation Coordination M-F; 8 am to 5 pm EST Phone: (800) 784-3981</p> <p>ADVANTAGE Care Select Member TTY Line M-F; 8 a.m. to 5 p.m, EST Phone: (866) 859-7812</p> <p>ADVANTAGE Care Select Nurse-Line 24 hours/7days per week Phone: (800) 244-1896</p>	<p>ADVANTAGE Care Select Member Grievances/ Administrative Reviews</p> <p>Member Grievances M-F; 8 a.m. to 5 p.m. EST Local: 816-6737 Toll free: (866) 591-6737 Mail To: ADVANTAGE Care Select Attn: Grievances P.O. Box 40999 Indianapolis, IN 46240-0999</p> <p>Administrative Reviews M-F; 8 a.m. to 5 p.m. EST Local: 810-4473 Toll free: (866) 726-2470 Mail To: ADVANTAGE Care Select Attn: Administrative Reviews P.O. Box 40789 Indianapolis, IN 46240</p>
<p>Pharmacy Authorization ACS Clinical Call Center Phone: (866) 879-0106 Fax: (866) 780-2198</p>	<p>ADVANTAGE Health Solutions Website www.advantageplan.com</p>	<p>IHCP Website www.indianamedicaid.com</p>

Director ADVANTAGE Care Select Network Development	Kelvin Orr	(317) 573-6572
Regions	Provider/Contract Specialists	
Northw est Jasper, Lake, LaPorte, New ton, Porter	Michelle Shipps	(219) 488-7968
North Central Elkhart, Fulton, Marshall, Pulaski, Starke, St. Joseph	Michelle Shipps	(219) 488-7968
North East Adams, Allen, Dekalb, Huntington, Koscuisko, Lagrange, Miami, Noble, Steuben, Wabash, Wells, and Whitley	Cassandra Davis-Titus	(219) 614-5740
West Central Benton, Carroll, Clay, Clinton, Fountain, Montgomery, Parke, Sullivan, Tippecanoe, Vermillion, Vigo, Warren, and White	Dan Green	(765) 336-9297
Central Boone, Hendricks, Putnam, FQHC Providers, and Provider Networks	Dan Green	(765) 336-9297
Central Hamilton Hancock, Madison, and Marion	Pat Ralston	(317) 816-6739
Central Johnson, Morgan, Rush, and Shelby	Cassandra Davis-Titus	(219) 614-5740
East Central Blackford, Cass, Delaware, Fayette, Grant, Henry, Howard, Jay, Randolph, Tipton, Union, and Wayne	Dan Green	(765) 336-9297
Southw est Brown, Daviess, Dubois, Gibson, Greene, Knox, Lawrence, Martin, Monroe, Posey, Orange, Owen, Perry, Pike, Spencer, Vanderburgh, and Warrick	Pat Ralston	(317) 816-6739
Southeast Bartholomew, Clark, Crawford, Dearborn, Decatur, Floyd, Franklin, Harrison, Jackson, Jefferson, Jennings, Ohio, Ripley, Scott, Switzerland, and Washington	Cassandra Davis-Titus	(219) 614-5740