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## Mandatory Enrollment – August 2010

In August 2010, the Department of Health will begin to expand mandatory managed care enrollment in NYC to Medicaid beneficiaries with HIV/AIDS. Persons with HIV/AIDS who are currently exempt based on their HIV infection will no longer be considered exempt from mandatory enrollment in Medicaid managed care. Your HIV+ patients with Medicare, ADAP, other Medicaid exemptions or exclusions will not be affected by this change.

Consumers living with HIV will need to select a managed care plan or an HIV Special Needs Plan. If they do not choose a plan, a plan will be selected for them. If a consumer is assigned to a managed care plan, it will not be a Special Needs Plan. Moreover, it may not be a plan that your office accepts. It is important to explain to your patients the health insurance options available to them. Please call Provider Services at 1-866-469-7774 if you have any questions.

## Quality Initiatives

### 2009 Internal Quality of Care Study

NYPS SelectHealth conducted a review of the literature and determined that identifying a member's true Primary Care Provider (PCP) is often found to be a moving target depending upon the definition of PCP. A managed care plan may identify a member's PCP to be one individual, but the member believes his/her PCP to be another. The misidentification of the PCP may lead to difficulties in appropriately coordinating the member's care.

As its 2009 Internal Quality of Care Study, NYPS SelectHealth attempted to identify the member's true PCP using an algorithmic evaluation of administrative data

including pharmacy and outpatient claims data. The PCP reflected in NYPS SelectHealth's system is the provider who appears in My Health Profile, the on line continuity of care document so it is important for the data to be accurate.

The member's and PCP's behavior as evidenced in the prescriptions written and filled as well as in the office visits made and kept provided a better indicator of the true PCP than the information gathered mostly at the time the member is enrolled in the plan. NYPS SelectHealth plans to apply this algorithm to its membership in order to ensure accurate tracking of its members' PCPs.

## Telephone Enrollment



Effective January 1, 2009, New York Medicaid Choice began to process enrollments into an HIV Special Needs Plan via telephone; completion of a paper application is no longer necessary. If your patients would like to enroll in SelectHealth, please ask them to call:

**New York Medicaid Choice 1-800-505-5678**  
**Monday through Friday from 8:00 AM – 8:30 PM**  
**Saturday from 10 AM – 6 PM**

The New York Medicaid Choice Enrollment Counselor will explain the benefits of the program, assist the patient in selecting you as a primary care provider, and provide an effective date for enrollment.

Patients living in Manhattan, Queens, Bronx, Brooklyn and Staten Island are eligible to enroll.

# Controlling Hypertension

Hypertension remains a considerable public health concern. Data from the National Health and Nutrition Examination Survey (NHANES) indicates that more than 50 million or more Americans have hypertension. Of these individuals, approximately 30% are unaware that they have hypertension and more than 40% are not on treatment. Of those on treatment, less than two thirds are considered adequately controlled (BP levels less than 140/90).

Hypertension is of particular concern for people living with HIV/AIDS (PLWHA) for a number of reasons.

In PLWHA with hypertension, blood pressure control is increasingly important because the consequences of uncontrolled blood pressure are amplified by the presence of a concomitant chronic disease (e.g. chronic kidney disease, cardiovascular disease, etc). As a Special Needs Program that coordinates care for members that are living with HIV/AIDS, giving members the resources to control high blood pressure is particularly important and the focus of NewYork-Presbyterian System SelectHealth's (NYPSH) 2010 New York State Quality Improvement Study. Hypertension is a multifaceted problem without a simple solution, however the goal of this year's Quality Improvement Study is to promote understanding of blood pressure control, to offer resources to members and providers, and to provide access within our network that may be useful to the treatment of Hypertension among our members.

Both members and the health care provider's of the members, identified as having hypertension, will be contacted to participate in our Quality Improvement Study. Please look in your mail within the next month for a mailing from us of a list of members that through claims have been identified as members you serve that potentially have Hypertension. As part of the Quality Improvement initiative, NYPSH would like to reach out to these members to offer assistance educational resources and we would appreciate your feedback.

Therapeutic strategies have developed which provide an evidence based approaches to the prevention and management of Hypertension. The benchmark of these strategies is the Seventh Report of the Joint National Committee on Prevention, Detection, Evaluation, and



Treatment of High Blood Pressure (JNC 7). The purpose of this article to provide you with the caveats of this report. The website where it can be found is provided below.

<http://www.nhlbi.nih.gov/guidelines/hypertension/>

## JNC 7 Highlights

- In those older than age 50, systolic blood pressure (BP) of greater than 140 mm Hg is a more important cardiovascular disease (CVD) risk factor than diastolic BP.
- Beginning at 115/75 mm Hg, CVD risk doubles for each increment of 20/10 mm Hg; those who are normotensive at 55 years of age will have a 90% lifetime risk of developing hypertension.
- Prehypertensive individuals (systolic BP 120–139 mm Hg or diastolic BP 80–89 mm Hg) require health-promoting lifestyle modifications to prevent the progressive rise in blood pressure and CVD;
- For uncomplicated hypertension, thiazide diuretic should be used in drug treatment for most, either alone or combined with drugs from other classes; this report delineates specific high-risk conditions that are compelling indications for the use of other antihypertensive drug classes (angiotensin-converting enzyme inhibitors, angiotensin-receptor blockers, beta-blockers, calcium channel blockers);
- Two or more antihypertensive medications will be required to achieve goal BP (<140/90 mm Hg, or <130/80 mm Hg) for patients with diabetes and chronic kidney disease;
- For patients whose BP is more than 20 mm Hg above the systolic BP goal or more than 10 mm Hg above the diastolic BP goal, initiation of therapy using two agents, one of which usually will be a thiazide diuretic, should be considered.

## St. Vincent's Medical Center Closure

St. Vincent's Catholic Medical Centers of New York closed its doors to the inpatient units on April 30, 2010. Most of its outpatient clinics have closed or will close in the near future. Please be assured that NYPS SelectHealth has notified its members who were receiving services at St. Vincent's and has ensured that their care has been transitioned to other providers. If one of your patients has been receiving services at St. Vincent's Medical Center and you need assistance in identifying another NYPS SelectHealth provider, please contact Provider Services at 1-866-469-7774.

## Billing for Case Management Visits

SelectHealth continues to be committed to the reimbursement of case management visits. With the shift away from Tier billing to APGs, SelectHealth wants to ensure those visits are reimbursed. Effective immediately, please bill a case management visit using CPT code: 99402. You will be reimbursed your negotiated rate for case management. If you have any questions, please call SelectHealth Provider Services at 1-866-469-7774.



## Referral Coordination



SelectHealth offers a referral coordination services. This service is optional and intended to help you facilitate utilization of the SelectHealth network of private specialty providers. If you wish to utilize this service, you may either fax a consultation request to SelectHealth at 212-404-4894 or call Member Services at 1-866-469-7774. Please include any relevant clinical information along with your request. The SelectHealth referral form can be found in the SelectHealth Provider Manual or on our website at <http://nyp.org/selecthealth/> under provider forms.

## SelectHealth Network Update

SelectHealth has contracted with the following new providers:

### Livery

- R&B Car Limo Service (servicing Brooklyn)
- All Around Trans Inc (servicing Brooklyn)

### Radiology

- Third Avenue Open MRI (Bronx)
- Madison Avenue Radiology (Manhattan)
- Columbia University Radiology (Manhattan)

## HIV Clinical Resources

[www.hivguidelines.org](http://www.hivguidelines.org)

[www.health.state.ny.us/diseases/aids/testing](http://www.health.state.ny.us/diseases/aids/testing) for information about HIV testing

<http://www.nyhealth.gov/diseases/aids/training/nonclinical> for information on HIV/AIDS training opportunities

<http://www.health.state.ny.us/diseases/aids/regulations/> for information about HIV/AIDS laws and regulations

[http://www.health.state.ny.us/diseases/aids/harm\\_reduction/buprenorphine/](http://www.health.state.ny.us/diseases/aids/harm_reduction/buprenorphine/)  
for information on buprenorphine treatment

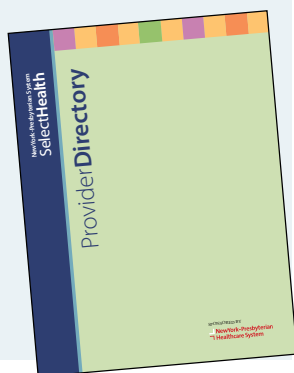
<http://www.health.state.ny.us/diseases/aids/publications/orderinginfo.htm>  
for information on how to order consumer education materials about HIV/AIDS

<http://www.health.state.ny.us/diseases/aids/testing/> for information on HIV testing

<http://www.nyhealth.gov/diseases/aids/regulations/domesticviolence/protocol.htm>  
in relation to HIV counseling, testing, referral and partner notification

## Provider Directory

SelectHealth has updated its provider directory. It is available for download on the SelectHealth website at: <http://nyp.org/selecthealth/>. Hard copies are also available. Please call 1-866-469-7774.



## My Health Profile

*My Health Profile* provides a 'snapshot' of patients' core medical information in a simple, concise format, 24-hours, seven days a week, via a secure website. The clinical 'snapshot' is based on an emerging standard for electronic health information exchange, termed the Continuity of Care Document (CCD).

***My Health Profile* is a great tool for assessing medication adherence!** It provides a list of the last 50 medications a member filled. The list contains the following information: Drug name, Ordered By, Order Date, Days Supplied, Quantity, and Date Filled. This information is useful in assessing your patient's medication adherence patterns as well as seeing who else may be prescribing medication for your patient.

## Provider Relations Representatives

If you have any questions concerning your relationship with NYPS SelectHealth, please call 1-866-469-7774 and ask to speak with a Provider Relations Representative. The Provider Relations Team is available Monday through Friday from 9 AM to 5 PM.

## New Provider ID Numbers

Effective January 1, 2010, SelectHealth will be using the provider's National Provider Identifier (NPI) as the SelectHealth Provider Number. This



will be a seamless transition and will not change any business practices. SelectHealth made this decision in order to streamline its operations.

## NYC Reach

The New York City Regional Electronic Adoption Center for Health (NYC Reach) is collaboration between the NYC Department of Health and Mental Hygiene and the Fund for Public Health in New York to help make sure doctors in New York City implement Electronic Health Records (EHR) in their practices.

Its mission is to assist medical providers in adopting EHR technology. NYC Reach helps to offset the transition cost and burden as much as possible through training, education, and links to funding sources. It also assists eligible providers in accessing incentives from federal, state or private programs.

NYC Reach can assist eligible providers in the following areas:

- How the Meaningful Use criteria for EHRs translate to better quality care for patients and improved public health.
- Who qualifies for up to \$63,750 in incentives and how to meet the federal criteria.
- Where to get assistance selecting, implementing, and using EHRs.

To get more information, please visit [www.nycreach.org](http://www.nycreach.org).

## Claims Inquiries

All claim inquiries should be directed to (800) 630-3717. When making an inquiry, please have the following information available:

- Provider's name and provider identification number
- Member's name and member identification number
- Date of service and date of claim submission

NYPS SelectHealth encourages the submission of claims electronically. If you need assistance in establishing the electronic process, please call (800) 630-3717 for assistance.

Please let us know what topics you would like covered in an upcoming issue of the PCP Newsletter by contacting:  
Provider Relations Department Phone: (866) 469-7774 Fax: (212) 404-4894