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## SelectHealth Network Update

SelectHealth is pleased to announce that it has finalized contractual agreements with several new partners, including:

- Lenox Hill Hospital
- Daytop Village (drug treatment and HIV Primary Care)
- HELP/PSI (drug treatment, HIV Primary Care and Mental Health)
- Primary Care Services
  - Brooklyn Integrated Medical Associates, PC
  - Brooklyn Plaza Medical Center
  - Center for Comprehensive Health Practice
  - Housing Works (also Mental Health)
- Excellent Home Care Services (home care and DME)
- Neergaards Pharmacy (DME)
- New York Rehabilitation Services (DME, prosthesis and orthotics)
- Oral Pathology Laboratory
- Paisano Taxi (serving the Bronx and Manhattan)
- Physical Therapy
  - Physical Therapy of Harlem
  - Therapeutic Inspirations
- Fifth Avenue Center for Counseling and Psychotherapy (mental health)



### 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.

### 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 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.

## Public Health Requirements and Recommendations

HIV Special Needs Plans have public health reporting responsibilities as per its contract with the NYC Department of Health and Mental Hygiene. To support this effort, the NYC Department of Health and Mental Hygiene has assembled a compendium to facilitate access to recommendations on prevention, diagnosis and management of conditions that significantly affect the public health. It also consolidates instructions for notifying the NYC Department of Mental Health about diseases and conditions that health

care providers are legally required to report. The topics covered include:

- Reporting Requirements:
  - Communicable Diseases and Injuries
  - Immunizations
  - Lead Test Results
  - Termination of Pregnancy
  - School Health Forms

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- Guidelines for Prevention, Diagnosis and Management
- Communicable Disease
  - Tuberculosis Control
  - Sexually Transmitted Diseases Control
  - HIV/AIDS
  - Hepatitis A, B and C
  - Other Common Communicable Disease Issues
  - Recommendations for Travelers
- Immunizations/Emergency Preparedness
  - Bioterrorism
  - Chemical Terrorism
  - Radiologic Terrorism
- Child Development
- Breast Feeding
- Child Safety
  - SIDS Risk Reduction and Crib Safety
  - Window Guards
  - Car Safety
  - Medication and Chemical Safety
- Adolescent Health
- Domestic Violence
- Reproductive Health
- Oral Health
- Chronic Disease
  - Breast Cancer
  - Cervical Cancer
  - Colon Cancer
  - Cardiovascular Disease
  - Diabetes Prevention
  - Asthma Control
  - Tobacco Control
- Chronic Health Problems Related to World Trade Center Disaster
- Mental Health
- Attention Deficit Hyperactivity Disorder

The Public Health Compendium can be found at: <http://www.nyc.gov/html/doh/html/hca/compendium-index.shtml>

## My Health Profile

**"I can see my medical life in one place, and I love it."**  
–Member

**"It's an empowering tool; I have access to my record. I can look at it."**  
–Member

**"This is great for monitoring medication adherence!"**  
–Provider

**"This will allow us to follow patients even when they don't show up at the clinic."**  
–Provider

SelectHealth's new online service *My Health Profile* continues to expand. It provides 24-hour access to core clinical and demographic information to Members and their Care Team (PCP, Social Worker, COBRA Case Manager).

*My Health Profile* now has 128 active member users. By early Fall 2009, Providers and Case Managers in 5 HIV Clinics and 7 COBRA case management agencies will be using the system as well.

*My Health Profile* offers a comprehensive clinical picture to Members and their Care Team. It offers access to core health information in an organized format, in one place, rather than the fragmented picture more frequently encountered. It reduces time lost in trying to reconstruct a health profile every time a client (member) has an appointment or referral. *My Health Profile* allows Providers and Case Managers quick access to SelectHealth members' health information in the case of an emergency or when traveling



for faster and better healthcare attention.

*My Health Profile* allows you to quickly view the last 50 medications filled and a select set of core labs including the latest CD4 and Viral Load.

**Ask you patient if they are a card-carrying member!**



## Medical Management

### Requesting Hearing Aids for your SelectHealth Members

If your SelectHealth member needs hearing aids, please notify SelectHealth by calling the SelectHealth's Utilization Management Department at 1-888-364-6066. Members are eligible to receive new/replacement hearing aids when medically necessary. If you have any questions, please call SelectHealth Provider Relations at 1-866-469-7774.

### Intimate Partner Violence

It is estimated that the incidence of intimate partner violence heterosexual woman (25% according to a survey by the National Violence Against Women) is comparable to the incidence in same-sex relationships. The NYC DOHMH defines intimate partner violence (IPV) as, "a pattern of coercive tactics (including physical, economic, emotional, psychological, and sexual abuse) used by one partner to establish and maintain power over the other." As health care provider, screening for IPV is not an easy conversation to have and the answers you may receive may be even more difficult to respond to. There are screening tools that can help start the conversation, some of which are available on the CDC's brochure at (<http://www.cdc.gov/ncipc/dvp/IPV/IPVandSV-Screening.pdf>). Although there is debate on whether screening for IPV leads to better health outcomes, there are undoubtedly resources available for patients that need help. For resources on counseling, legal, and housing, visit the Mayor's Office to Combat Domestic Violence site at [www.nyc.gov/html/ocdv](http://www.nyc.gov/html/ocdv).

### Transportation

SelectHealth is responsible for reimbursing and coordinating its members' transportation to and from medical appointments including visits to methadone maintenance programs. For most members, the mode of transportation is usually public transportation. SelectHealth provides MetroCards. For those members who are unable to ambulate on the public transportation system, SelectHealth will arrange and pay for livery, ambulette or non-emergency ambulance.

Just as Medicaid requires, as an HIV SNP, SelectHealth needs a completed medical justification form on file prior to arranging transportation for its members. In order to minimize any duplication of efforts, the provider can submit the same form to SelectHealth as he/she does to Medicaid (MAP-2015). Upon receipt, SelectHealth will schedule the transportation. Authorization for transportation is good for up to one year (or less as medically necessary).

If a member requests transportation via a mode other than MetroCard and SelectHealth does not have an authorization on file, Member Services will contact the provider and ask for the MAP – 2015 form. Upon receipt, Member Services will schedule the transportation.

## Member Satisfaction Survey Results

Comparison between 2007 & 2008

Questions Regarding the Plan:	2007	2008	% change
Overall satisfaction with the Plan	90.3%	97.3%	7.0%
The Plan is responsive to member needs	79.0%	87.8%	8.8%
The Plan helps to coordinate health care services	83.6%	90.2%	6.6%
Difficulty obtaining referrals for specialists	28.9%	15.8%	-13.1%
No difficulty getting the HIV care I needed	51.6%	72.0%	-20.4%

Using a New York State AIDS Institute-developed tool, NewYork-Presbyterian System SelectHealth surveys its members on a yearly basis to determine satisfaction with the plan. SelectHealth had a 15.5% return rate in 2008 (9.7% in 2007). A few of the measures are presented above.

SelectHealth is pleased that its Referral Coordination (described in the newsletter) has been a success in that both the indicators – difficulty in obtaining referrals for specialists and no difficulty getting the HIV care I needed – decreased dramatically during the year.

SelectHealth will continue to monitor its results on a yearly basis and update its processes accordingly in order to maximize member satisfaction.

## Swine Flu Update

According to the New York State Bureau of Immunization, the H1N1 vaccine is currently being manufactured and is expected to be available in late October. Initial plans are to distribute this vaccine through public health departments nationwide. The New York City (NYC) Department of Health and Mental Hygiene (DOHMH) is planning to distribute this vaccine to both public and private health facilities to ensure that New Yorkers have as many vaccination points as possible. NYC DOHMH will make H1N1 vaccine available, at no cost, to providers who plan to vaccinate their patients. In order to be eligible to receive H1N1 vaccine, providers must register with the Citywide Immunization Registry (CIR), a centralized record keeping system that tracks the immunization status of individuals. Because NYC Health Code requires that all immunizations administered to children <19 years of age be reported to DOHMH, most practices that immunize children are already registered in the CIR and do not need to register. However, most health care practices that care for adult patients are not currently registered with the CIR and will need to register, sign a provider agreement and report H1N1 vaccine doses administered to patients to the CIR to receive H1N1 vaccine.



Providers who treat only inpatients or whose clinic practice is solely hospital-based and operated will not need to register independently as both vaccine ordering and reporting will be conducted by the facility.

DOHMH will provide technical assistance to providers interested in registering with CIR. To register your practice, or to get more information about the CIR, please visit <http://www.nyc.gov/html/doh/html/cir/a03c.html> or call 212-676-2323. Once providers are registered, they will receive additional information on ordering H1N1 influenza vaccine.

The Advisory Committee on Immunization Practices (ACIP) has released its recommendations for use of the H1N1 vaccine. The initial list of priority groups recommended to receive H1N1 vaccine include:

- Pregnant women
- Household contacts and caregivers for children younger than 6 months
- Healthcare and emergency medical services personnel
- All people from 6 months through 24 years
- Persons aged 25 through 64 years who have health conditions associated with higher risk of medical complications from influenza.

The full recommendations are available in the Morbidity and Mortality Weekly Report, August 28, 2009/58 at <http://www.cdc.gov/mmwr/preview/mmwrhtml/rr5810a1.htm>.

Regular updates on H1N1 are posted at <http://www.nyc.gov/html/doh/html/cd/cdh1n1flu.shtml>.