

STOP ID Card Fraud & Abuse

VHP Community Care is asking for your cooperation to stop the fraud and abuse of member identification (ID) cards. In an effort to partner with the Office of Inspector General, we ask that you, when a new member is presenting for service, check not only for their ID card to verify eligibility but additional identification such as their drivers license or Social Security card. Checking for additional identification should assist with ensuring that the member presenting for service is the legitimate cardholder.

Please report, not only to the plan but, to the Office of Inspector General any suspected abuse of a member identification card. The TennCaresm Program Integrity Hotline number to report fraud and abuse is 1-800-433-3982. To report fraud and abuse to VHP CommunityCare please call 615-782-7899.



Thank you for your support.

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RSV Disease Management Program Outcomes for the 2004-2005

For the past three years, VHP has conducted a disease management program for the prevention of Respiratory Syncytial Virus (RSV) in infants at risk for developing the disease. The purpose of the disease management program is to cost effectively utilize, coordinate, evaluate and monitor, track and trend premature infant services, identify and educate parents on how to promote a healthy infant and prevent the occurrence of RSV in the at-risk identified patients. The current AAP Guidelines were used to identify patients for the program. Barriers to compliance were identified and addressed. These were found to be language, transportation and missed or forgotten appointments. To address the language barrier, all educational information was available in Spanish as well as English and translators were available at both

Vanderbilt and Meharry pediatric offices. Transportation issues were addressed by educating the members on the use of TennCare Transport services and appropriate telephone numbers for scheduling transportation. To prevent as many missed appointments as possible, reminder telephone calls were made as well as reminder cards sent to parents a few days before the appointment. Parents who missed appointments were contacted to reschedule the missed appointments.

RSV season typically starts on October 1 and ends on April 30 each year. The length of the season is based on RSV rates reported by the CDC and Vanderbilt University Medical Center. VHP had 27
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RSV Disease Management Program Outcomes for the 2004-2005 Season

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infants enrolled in the RSV Disease Management Program for the 2003-2004 season. There was a 89.5% compliance rate for the administration of ordered doses. For the 2004-2005 RSV season, there were 61 infants enrolled in the program with a compliance rate of 94.5%. Prior to each season, the Case Manager overseeing the program called on Vanderbilt and Meharry pediatric offices as well as the pediatric offices in the community within the VHP network. The goal of these meetings was to increase awareness of the new American Academy of Pediatrics Guidelines for the use of Synagis, the monoclonal antibody used to prevent the disease and to educate the staff about the mechanism to enroll member in the program and obtain the medication.

The outcomes of the 2004-2005 season will be presented to the VHP Medical Advisory Committee for confirmation at the next scheduled meeting.

The breakdown of dosing outcomes for the various offices is as follows:

Vanderbilt Pediatric:

Doses ordered: 127 Doses given: 122 with a 96% compliance rate

Meharry Pediatric:

Doses ordered: 26 Doses given: 25 with a 96% compliance rate

Community Pediatric Offices:

Doses ordered: 102 Doses given: 95 with a 93% compliance rate.



There were no reported cases of RSV among those patients enrolled in the RSV Prevention Program for the 2004-2005 RSV season.

For questions about the program or to request information, please feel free to contact Lyn Lawrence, RN, MSN, CCM at 615-782-7800 Ext. 4010.

Asthma Educational Bulletin

VHP has received approval from TennCaresm to mail an educational bulletin to each of our plan members who have been identified from claims as having a diagnosis of asthma. The bulletin explains the Stepwise Program for Better Control of Your Asthma which was created by the National Asthma Education and Prevention Program. The objective of the mailer is to offer a means by which the member can convey to their Provider an accurate description of their asthma symptoms to assist with prescribing the medication that will give the most effective control. The goal is to identify members who have not accurately communicated their symptoms to their Provider and are relying on short acting inhaled Beta 2 agonists when they would be better maintained with long-term control medication and a minimal need for quick relief.

The member will be instructed to answer yes or no to a series of questions about their asthma symptoms. These answers will place them in the appropriate categories of step 1 mild intermittent, step 2 mild persis-

tent, step 3 moderate persistent or step 4 severe persistent. The mailer will instruct each member to bring the completed questionnaire to their next Provider appointment. A safety reminder about immunizations and the risks associated with asthma and smoking has been included.

VHP would like all members with asthma to have the questionnaire filled out to hand to their Provider. Experience shows that this won't always be the case. If you have a patient who is having a difficult time with asthma management and they have not brought you a completed symptoms questionnaire we have a copy available on our website to print in your office for your patient., if you choose to. To access a copy go to our VHP website (www.vhptn.com) Provider Information, Asthma Check list .pdf or send an e-mail request to Joan Peterson, RN jpeterson@vhptn.com .

We appreciate your assistance in helping our members

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Asthma Educational Bulletin

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with asthma utilize the Stepwise Program for Better Control of Asthma. For additional information about the Stepwise Program, or recommendations for medications, you can do a web search using stepwise guidelines for asthma.

Below are the TennCaresm Pharmacy Preferred asthma-allergy drugs:

Short Acting Beta Agonists

<u>Preferred</u>	<u>PA Required</u>
Albuterol	Accuneb
Alupent inhaler	Airet
Maxair Autohaler	Brethine
Mataproterenol Solution	Proventil and HFA
Serevent	Ventolin and HFA
Terbutaline Tablets	
Xopenex (no PA required for ages 10 or less and 60 or older)	

Orally Inhaled Steroids

<u>Preferred</u>	<u>PA Required</u>
Advair Discus	Aerobid
Azmacort	Aerobid-M
Flovent	Pulmacort Respules
Flovent Rotadisk	QVAR

Intranasal Steroids

<u>Preferred</u>	<u>PA Required</u>
Flonase	Beconasee AQ
Nasocort AQ	Nasarel
Nasonex	Rhinocort
Flunisolide	Rhinocort Aqua

Intranasal Antihistamine

<u>Preferred</u>	<u>PA Required</u>
Astelin	

Leukotriene Receptor Antagonists

<u>Preferred</u>	<u>PA Required</u>
Singulair	Accolate and Zyflo

New Preferred Drug List

Effective July 1, 2005 the TennCaresm Preferred Drug List (PDL) is changing. There have been many new pharmacy point of service (POS) edits put in place by First Health in the last few months. These changes and the new PDL will be accessible on the First Health/TennCare website at <http://tennessee.fhsc.com>. Please visit this website to familiarize yourself with the changes and how these changes may affect your prescription practices with your patients.

Paper Claims Address Change

VHP CommunityCare has changed its mailing address for paper claims effective immediately. Please update your systems with this new billing address as soon as possible. The forwarding order from our old Post Office Box will expire in March 2006. If you have experienced problems with returned mail it is important to make this change.

The new address is:

VHP CommunityCare
P.O. Box 269011
Plano, TX 75026



Thank you for your cooperation.

Contact VHP

Send all Correspondence to:

VHP CommunityCare
215 Centerview Drive
Suite 300
Brentwood, TN 37027

Send Paper Claims to:

VHP CommunityCare
P.O. Box 269011
Plano, TX 75026

Electronic Claims:

Envoy-NEIC/Web MD
Carrier ID 23173

Telephone

Toll-free (800) 316-2273
Local (615) 782-7800
Provider Services (615) 782-7878

Internet

www.vhptn.com

Integrity Hotline

(615) 782-7899

VHP CommunityCare's hours of operation are Monday –Friday, 8:00 am to 4:30 pm CST.