

Insurance Workshops to be hosted by TMA

The Tennessee Medical Association is hosting their 25th annual Insurance Workshops in seven locations throughout the state. Presentations will be made by Better Health Plans, BlueCare/TennCare Select, Bureau of TennCare, Cariten Senior Health, CIGNA Government services, Frost-Arnett Company, HealthSpring, Humana Gold Choice, John Deere Health Plan, Medicare Complete, OmniCare Health Plan, PHP TennCare, TLC Family Care Health Plan, VHP Community Care and others.

Locations and Dates include: **Johnson City**, 9/20/05 at the Holiday Inn; **Knoxville**, 9/21 or 22/05 at the Cedar Bluff Holiday Inn; **Chattanooga**, 10/5/05 at the Clarion Hotel; **Cookeville**, 10/6/05 at the Holiday Inn; **Jackson**, 10/19/05 at the Doubletree Hotel; **Memphis**, 10/20/05 at the Memphis Marriott East and in **Nashville**, 11/2 or 3/05. For program questions, contact Carolyn Avery at: (615) 250-0128 or via e-mail: Caro-



lyn.Avery@clcpas.com.

To register online, go to www.medwire.org/2005workshops. OR Fax your registration form with credit card info to: (423) 629-1109 (charge will appear as Plan Administrator). Via mail: TMA Physician Services, Inc., P.O. Box 1109, Chattanooga, TN 37401-1109.

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It's RSV Season Again

For the past three years, VHP has embraced a Disease Management Program for the Prevention of RSV (Respiratory Syncytial Virus). The 2005-2006 season will run from October 1, 2005- April 30, 2006.

Our RSV Prevention Program has four goals:

- To identify infants at risk for RSV
- To notify parents and physicians of the patients' need for RSV prevention and reimbursement issues
- To follow up with patients and physicians to ensure compliance once infants are enrolled
- To review clinical and financial outcomes

The AAP has released a Policy Statement regarding guideline for prevention of RSV, which include new

indications applicable for the 2005-2006 RSV Season. We at VHP hope all of our primary care and pediatric providers will partner with us to reach our goals by assisting us in identifying these at-risk infants and assuring they receive all of the prescribed doses of Synagis. Please submit PA (prior authorization) and enrollment forms to First Health.

The criteria as well as the PA forms can be found at:

<https://tennessee.fhsc.com/providers/priorauth.asp>

Thank you for your assistance and cooperation in the endeavor. If you have any questions about the program, please contact Lyn Lawrence, RN, MSN,CCM at 615-782-7800, option 3, ext. 3053.

Flu Season is Fast Approaching



As of the September 8, 2005 CDC bulletin, the supply of flu vaccine is expected to be adequate to meet demand. It is recommended that Providers contact their vaccine suppliers to verify cost as there has been an increase in vaccine price over last year.

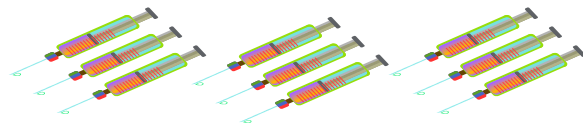
The following is the CDC priority list of persons who should receive an influenza vaccination.

- All people aged 65 or older
- Residents of long term care facilities.
- People aged 2-64 with chronic health conditions.
- Children aged 6-24 months.
- Pregnant women
- All health care personnel providing direct as well as non-direct care.
- Household contacts and out-of-home caregivers

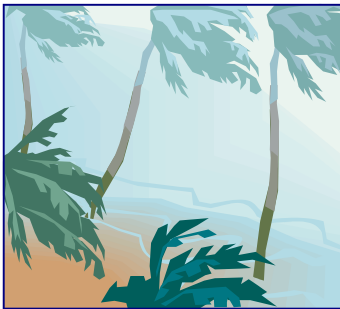
of children less than 6 months of age.

The ACIP 2005 recommendations include an additional group. Persons with any condition (e.g., cognitive dysfunction, spinal cord injuries, seizure disorders, or other neuromuscular disorders) that can compromise respiratory function or the handling of respiratory secretions or that can increase the risk for aspiration be vaccinated against influenza.

All VHP members with asthma and diabetes are being encouraged to ask their Provider for an influenza vaccination. Essentially, anyone with a chronic health condition should plan on being vaccinated as soon as possible. Those at the highest risk are expected to receive vaccinations sooner than those with lower risk potential of developing the flu.



LMA Enrollment Packets for Hurricane Katrina Victims



With so many Louisiana citizens displaced by Hurricane Katrina, many are seeking medical care in Nashville.

An Emergency Basic Enrollment

Packet distributed by UNYSIS is now available to providers on the VHP website.

As a result of the emergency created in the aftermath of the hurricane, the following procedures are now in effect :

Go to www.vhptn.com OR www.lamedicaid.com to obtain the Emergency Packet for Hurricane Katrina - Basic Enrollment Packet. If Louisiana Medicaid Web access is unavailable, call 225-216-6370 (Provider Enrollment) or 1-800-473-2783

(Provider Relations) to request this emergency packet.

Providers should review the packet in its entirety and complete the Louisiana Medicaid PE-50 Provider Enrollment Form, the PE-50 Addendum – Provider Agreement and Medicaid Direct Deposit (EFT) Authorization Agreement. Provide a copy of a license issued by Governing Board or include license number and State of issuance on Form PE-50 in Section A.

Direct Deposit information is being requested, but if that option is unavailable, the application will be processed and checks issued to the Pay-To address submitted. Fax completed, **signed** application to: **225/216-6392 or 225/216-6335 or 225/924-6179**. Services must have been rendered already a recipient is awaiting services for this emergency process to be used.

HIPAA REMINDER

Please be advised that the current policy of VHP Community Care is that Protected Health Information (PHI) cannot be e-mailed to providers or anyone else without the appropriate signature of our member. Thank you for understanding.

Also remember, that as providers, you are required to have VHP members sign your Privacy Agreement as they visit your office. You must keep a record of that signature in the patient's file for review by the Office of Civil Rights should you ever be audited.

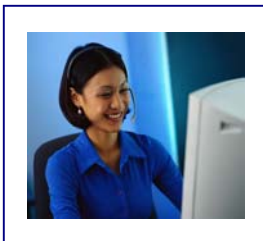
Provider Disputes

In an effort to assist you in the most efficient manner with a claim payment issue please direct your inquires to either:

- Via telephone to Member/Provider Services at
- 615-782-7851.
- Via paper inquiry to: Provider Disputes/Appeals



7100 Commerce Way
Suite 285
Brentwood, TN 37027



THANK YOU

Assistance for the LEP Patient

- Never tell an Limited English Proficient (LEP) patient they must bring their own interpreter, especially friends or family. This can jeopardize their right to privacy and confidentiality. **The health care provider must provide an interpreter.**
- Get to know your options for providing translation services such as AT&T Language Line. For a list of interpretation and translation services available to provide this service see your local Yellow Pages or call VHP @ 782-7804.
- Translation services must be available to TennCare sm members 24 hours a day, 7 days a week.
- Always document a patient's refusal to use an interpreter.

VHP Address Change



WE'VE MOVED!

VHP CommunityCare has moved to a new home. On August 29, 2005, the team moved into its new offices at Cool Springs Commons in Brentwood. The facility is approximately seven miles from the previous location. The new *physical* address is:

VHP Community Care
7100 Commerce Way, Suite 285
Brentwood, TN 37027



PLEASE NOTE—THIS IS OUR PHYSICAL ADDRESS ONLY AND NOT FOR PAPER CLAIMS!
Send those claims to: **VHP Community Care, P.O. Box 269011, Plano, TX 75026.**

Contact VHP

Send all Correspondence to:

VHP CommunityCare
7100 Commerce Way
Suite 285
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.