



First Things First

For Physicians and Providers

Provider Office Staff Advisory Committee



Community First's Provider Office Staff Advisory Committee (POSAC) is a forum allowing communication between POSAC representatives of health plan representatives. POSAC is comprised of staff from various contracted provider offices and Community First Network Management staff. Provider specialties represented on the POSAC include primary care

physicians, specialty care physicians, ancillary services and hospital providers. POSAC meetings are held on a quarterly basis at alternating locations.

POSAC representatives gather and discuss issues related to health plan operations and address identified problems such as service delivery and access to services. Other topics such as wellness promotion and the methods used to educate, encourage and increase community awareness of services available to beneficiaries are discussed.

The diversity of the provider types represented by POSAC facilitates a broad perspective of discussions, allowing issues to be addressed thoroughly. POSAC also serves as a hub to

network between an aggregate of each provider type. In other words, each provider type represented at POSAC has the networking capability to influence and share information with similar or same provider types.

The POSAC's current Chairman is Greg Mazick, RN, BSN, Pediatric Administrator at Restorative Healthcare. Greg recently summarized Restoratives' role,

"As a pediatric home health provider, it is necessary to have coordination of care for Community First beneficiaries between the various provider types represented by POSAC members. The majority of pediatric home health referrals are physician and hospital-based and request nursing and therapy services for a pediatric population with Medicaid as the largest source of funding. Therefore, coordinating and communicating with physicians and the hospital discharge planners is necessary for obtaining orders, oversight, reporting, and procuring durable medical equipment and supplies for Community First beneficiaries. Coordination of equipment and supplies with the DME is often done through the home health agency."

The POSAC participates in various community outreach activities throughout the year. Some upcoming community events/activities include:

Spina Bifida: Stroll and Roll
Bandera Trails
Saturday, October 10, 2009

Step Out: Walk to Fight Diabetes
Brackenridge Park
Saturday, November 7, 2009

**Laurel Ridge Treatment Center
Holiday Toy Drive**

Provider staff interested in joining the POSAC may contact Misty Aguirre at (210) 358-6179 for more information.



Changes in Texas Immunization Requirements

Several revisions to the "Immunization Requirements for Children and Students in Texas Public and Private Schools" were recently approved. Beginning August 1, 2009, changes to the requirements affect the following vaccines: Hepatitis A; Measles, Mumps Rubella (MMR); Varicella; Tetanus, Diphtheria and acellular pertussis-containing vaccine (Tdap) and Meningococcal.

For a copy of the phase-in schedule for the specific school year and grade(s) for each vaccine requirement, go to www.immunizetexas.com or contact the Immunization Branch Customer Service hotline at (800) 252-9152 if you have any questions about these requirements.

Inside

- Hedis® 2009 Performance Report
- Novel H1N1 Vaccine Distribution
- CFHP Ultrasound Policy
- 2009 Provider Orientation
- Texas Health Step Changes
- Provider Incentive Program
- New Online Toolkit
- CFHP has a new Web site

If you have any questions, please call Network Management at (210) 358-6200, 1-800-434-2347
Community First Health Plans
12238 Silicon Drive, Suite 100
San Antonio, TX 78249
Visit our Web site at: www.cfhp.com

HEDIS® 2009 Performance Report

Texas HMOs are required by the State of Texas to provide information about their services to the Texas Health Care Information Council using the Healthcare Effectiveness Data and Information Set (HEDIS) methodology. HEDIS is a set of standardized performance measures maintained by the National Committee for Quality Assurance (NCQA). HEDIS reports can lead to programs/initiatives that improve patient safety and allows for purchasers and consumers to compare health plans on key performance measures. The HEDIS 2009 Report measures the services that were provided in 2008.

HEDIS 2009 - How did Community First do?

Commercial HMO/POS*	CFHP 2009	National HMO/POS Average 2009	Texas HMO** Average 2009
Use of Appropriate Medications for People with Asthma (Combined Rate) ◆	97.93%	92.58%	91.58%
Annual Monitoring for Patients on Persistent Medications (Total)	80.38%	79.42%	80.89%
Appropriate Treatment for Children w/Upper Respiratory Infection ◆	81.49%	84.39%	66.57%
Chlamydia Screening in Women (Total) ◆	47.96%	41.05%	37.77%
Well Child Visits in the First 15 months of Life (6+visits)	44.81%	76.13%	66.55%
Well Child Visits in the 3 rd -6 th Years of Life	53.98%	72.18%	57.84%
Adolescent Well-Care Visits	22.05%	45.32%	29.47%

* The commercial product line for Community First includes both risk (HMO) and self-funded (POS) products combined.

** Comparison at the state level for Commercial HMO/POS was not available; therefore, the Texas HMO average is shown above.

Shaded = Better than National HMO/POS Average

◆ = Better than Texas HMO Average

Despite meeting and/or exceeding some of the state and national averages, Community First is dedicated to continuous improvement. Your continued support in providing and documenting care using evidence-based medicine is vital to the health of our members.

Thank you for your partnership and continued support to our mission to provide the community with a not for profit health plan dedicated to the highest level of quality health care right where it is needed most – Our Community.

The National and State level data contained in this publication is provided by Quality Compass® 2009. Quality Compass® and HEDIS® are registered trademarks of NCQA.

HEDIS 2009 - How did Community First do with the new measures?

Measure	Submeasure	Rate
Adult BMI Assessment (ABA)	BMI	70.81%
Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)	BMI Percentile	53.01%
	Counseling for Nutrition	36.11%
	Counseling for Physical Activity	17.36%

Please note: No comparison state or national level data available for these measures.

Community First Health Plans (CFHP) preventive health guidelines for adult and pediatric members includes documentation of Body Mass Index (BMI). These guidelines are adopted from recommendations of the United States Preventative Services Task Force and American Academy of Pediatrics (AAP). Monitoring of BMI and BMI percentile is also a required element of the Texas Health Steps preventive health exam.

The Facts

Documenting the BMI or the BMI percentile appropriately in the member's medical record for the ABA and WCC measures is vital. Below are some key elements:

Adults (ABA)

- BMI provides a reliable indicator of body fat content.
- For adults 20 years old and older, BMI is neither age nor gender specific.
- BMI for adults is interpreted using standard weight categories that are the same for all ages and for both men and women.

Children and Adolescents (WCC)

- For children and teens, **BMI percentiles** are used because the amount of body fat changes with age and differs by gender. Therefore, standard tables are not used for calculating BMI in children. In addition, gender specific growth charts are used for plotting BMI values in children and determining a BMI percentile.
- When calculating the BMI percentile, it is important to communicate these values to the patient and/or caregiver and to document counseling that is provided on nutrition and physical activity for maintaining a healthy weight.

Although the BMI is calculated the same way for children as adults, the criteria used to interpret the BMI value for children and teens are different from those used for adults. Here are some online reference tools/resources:

Adult calculators:

<http://www.nhlbisupport.com/bmi/bmicalc.htm>
<http://www.cdc.gov/healthyweight/assessing/bmi/>

Adult BMI tables are available to download free at the following websites.

http://www.nhlbi.nih.gov/health/public/heart/obesity/lose_wt/profmats.htm
<http://www.fitcitysa.org>

Pediatric calculators*:

<http://apps.nccd.cdc.gov/dnpabmi/Calculator.aspx>
<http://www.bcm.edu/cnrc/bodycomp/bmiz2.html> -

*These sites will calculate both a value & percentile and provide a visual graph

Pediatric BMI growth charts are available to download free at the following websites

For girls:

<http://www.cdc.gov/nchs/data/nhanes/growthcharts/set1clinical/cj41c024.pdf>

For boys:

<http://www.cdc.gov/nchs/data/nhanes/growthcharts/set1clinical/cj41c023.pdf>

Reference: Centers for Disease Control & Prevention

CAHPS® 2009 Survey Report

Texas HMOs are required by the State of Texas to provide information about their services to the Texas Health Care Information Council using the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. CAHPS is a standardized questionnaire maintained by the Agency for Healthcare Research and Quality (ARHQ). The CAHPS survey gathers anonymous feedback from members about their satisfaction with their care, personal doctor, specialist(s) as well as the health plan. The CAHPS 2009 results shown below are based on responses given by our members regarding their perception of the care and services they received during the calendar year 2008.

CAHPS 2009 - How did Community First do?

Commercial HMO/POS*	CFHP 2009	National HMO/POS Average	Texas HMO** Average 2009
Health Plan Overall	Percentages below based on % responding "8", "9", or "10" on a 1 to 10 scale		
	62.8%	63.81%	63.23%
Health Care Overall	64.4%	75.81%	73.80%
Personal Doctor Overall	75.8%	82.03%	82.25%
Specialist Overall	76.9%	81.82%	81.44%
Customer Service Treated You with Courtesy & Respect	Percentages below based on % responding "usually" or "always"		
	86.9%	91.17%	88.96%
Claims Handled Quickly	84.1%	86.81%	85.50%
Claims Handled Correctly ♦	88.0%	89.05%	87.57%
Got Urgent Care as Soon as Needed	74.1%	88.61%	87.23%
Got Routine Appointment as Soon as Needed	74.5%	85.56%	82.84%
Doctor Listened Carefully	87.5%	93.53%	92.36%
Doctor Spent Enough Time with You	82.8%	90.69%	89.70%
Doctor Showed Respect for What You Had to Say	90.9%	95.02%	94.22%
Smoking Cessation (Advised to Quit Smoking by provider at one or more visits)	Percentages below based on % responding "One or more"		
	43.3%	76.18%	N/A
Flu shots for Adults (Members age 50-64 that received a flu shot)	Percentages below based on % responding "Yes"		
	58.3%	49.54%	49.94%

* The commercial product line for Community First includes both risk (HMO) and self-funded (POS) products combined.

** Comparison at the state level for Commercial HMO/POS was not available; therefore, the Texas HMO average is shown above. (N/A Smoking Cessation not available for State level comparison)

♦ = Better than Texas HMO Average

CAHPS® is a registered trademark of AHRQ.

Novel H1N1 Vaccine Distribution in Texas – Healthcare Provider Registration

The Centers for Disease Control and Prevention (CDC) have announced that a vaccine may soon be made available for the novel H1N1 strain of influenza. The Texas Department of State Health Services (DSHS) will be coordinating the ordering and distribution of the vaccine. The novel H1N1 vaccine will not be distributed via the usual private sector channels but will be made available through DSHS only. All healthcare providers in Texas who would like to vaccinate against this disease are encouraged to register.

The registration, ordering and reporting process will be comprised of the following steps:

1. Register to Receive Vaccine – Immediate Action Requested.
2. Complete a CDC-required Provider Agreement Form
3. Once Vaccine is Available, Approve Orders Online
4. Receive and Administer Vaccine
5. Vaccine Reimbursement
6. Report Doses Administered

Register to Receive Vaccine – Immediate Action Requested.

All healthcare providers who would like to vaccinate their staff and/or their patients with the novel H1N1 vaccine are asked to register by logging on to www.TexasFlu.org and completing the online Texas Novel H1N1 Vaccine Healthcare Provider Registration Form.

This vaccine is not part of the Texas Vaccines for Children program (TVFC) and therefore, providers enrolled in the TVFC must also register.

If you have questions about the ordering process or vaccine, please contact the Immunization Branch at (800) 252-9152. We invite providers to visit www.TexasFlu.org often for further information on the novel H1N1 flu situation in Texas and links to other helpful resources.



Community First Health Plans Ultrasound Policy for Pregnancy

Effective **November 1, 2009**, Community First Health Plans will cover **one** routine two dimensional (2D) standard obstetrical ultrasound examination during pregnancy.

Should a Community First member require more than the **one** covered 2D obstetrical ultrasound, authorization must be obtained and documentation of medical necessity will be required at the time the authorization is requested.

Not obtaining authorization beyond the **one** covered routine 2D standard obstetrical ultrasound will result in a denial.

Note: Three Dimensional (3D) Ultrasounds and Four Dimensional (4D) Ultrasounds are not covered benefits for any benefit program offered by Community First Health Plans.

If you have questions, please contact Health Services Management at (210) 358-6050.

2009 Provider Orientations

Community First will host several 2009 Provider Orientations throughout the month of October. Our knowledgeable Provider Relations Representatives will present the latest updates and information about our Commercial HMO, Medicaid STAR, CHIP and CHIP Perinatal products. Topics to be covered include: Electronic claims submission, claim appeals, and access to our

PCP Orientations

Tuesday, October 6, 2009
Wednesday, October 14, 2009
Thursday, October 22, 2009
Wednesday, October 28, 2009

Behavioral Health Orientations

Wednesday, October 7, 2009
Tuesday, October 27, 2009
Thursday, October 29, 2009

Specialist Orientations

Tuesday, October 13, 2009
Thursday, October 15, 2009
Tuesday, October 20, 2009
Thursday, October 22, 2009

Ancillary Orientation

Thursday, October 8, 2009
Wednesday, October 28, 2009

For more information, please contact Network Management at (210) 358-6200.

Texas Health Steps Changes – Effective September 1, 2009

Periodicity Schedule - Four new checkups have been added to the Texas Health Steps Periodicity Schedule for the following ages:

New Required Checkup Ages			
3 - 5 days old	30 months	7 years	9 years

Please contact your Community First Provider Relations Representative if you require a copy of the new periodicity schedule. You may also obtain the updated schedule by visiting the Texas Medicaid & Healthcare Partnership's (TMHP) Internet web site for the Texas Medicaid Program. Select TMHP News Article "THSteps Preventive Care Medical Checkups Benefits to Change," at: <http://www.tmhp.com/txtlstvw.aspx?LstID=b48ca997-4760-4d81-9401-5f92a493dd5d>.

Developmental Screening - For clients 9 months through 4 years of age, the Texas Health Steps medical checkups must include a standardized developmental screening. Beginning September 1, 2009 - August 31, 2011, providers may utilize any standard developmental screening tool. However, procedure code S-96110 may be billed, as a Texas Health Steps medical service **only** when the following conditions are met:

- Service may be billed once per day, per client, by the same provider or provider group when submitted for the same date of service as a checkup, exception-to-periodicity checkup, or a follow-up visit
- Provider must utilize one of the following tools:
 - Ages & Stages Questionnaire (ASQ),
 - Ages & Stages Questionnaire-SE (ASQ-SE),
 - Parents' Evaluation of Developmental Status (PEDS)
 - Modified Checklist for Autism for Toddlers (MCHAT) - Note: procedure code 96110 with modifier U6 must be billed for this tool

A standardized developmental screen is not required at other checkups for a client birth through 6 years of age; however, a review of milestones and mental health is required and is not considered as a separate service.

Providers should follow the updated periodicity schedule to identify when these screenings should take place. Exceptions to the periodicity schedule include:

- If a developmental or autism screening is required but missed, the provider must complete the missed standardized screening at the next checkup.
- Provider must also complete a standardized screening when seeing a client who is 6 months – 6 years old for the first time.

Please contact your Provider Relations Representative at (210) 358-6200 if you have any questions regarding the utilization or billing of the standardized screening tool.

Provider Incentive Program Continues

Pregnancy outcomes can be positively influenced by early access to prenatal care, compliance with scheduled office visits and prompt recognition and intervention for potentially high-risk situations. Community First Health Plans is committed to addressing these issues at large through our Healthy Expectations prenatal program. The Healthy Expectations program provides outreach, risk assessment, education and community referrals for our pregnant members.

Community First has a Provider Incentive Program that has been successful to date, however not all OB/Gyn providers are currently participating. Community First is requesting your assistance in facilitating the enrollment and encouraging participation of eligible Community First* members into our Healthy Expectations prenatal program by completing a survey on any Community First member you determine to be experiencing a high-risk pregnancy. For each eligible Community First enrolled woman in your practice who participates in the Healthy Expectations program, you will receive:

- **\$15** for each unduplicated member survey faxed to **(210) 358-6159**
Attention: Mindy Garcia
- **\$15** for each woman assigned to your panel that remains in the program until delivery

*NOTE: This incentive payment program applies only to our members in the Medicaid and fully funded HMO and PPO products. Members who participate in an Administrative Services Only (ASO) health plan, which does not provide funding for the prenatal incentive program, are not eligible. Although incentive reimbursement is not available, most of the women enrolled in ASO plans are eligible for the education and support provided by the program. Community First encourages you to submit a member survey on these women.

ASO health plans that may join Healthy Expectations:

- University Health System

The Member Survey is available in English and Spanish at our website at www.cfhp.com. Click on the "Physicians and Providers" section and choose the "Healthy Expectations Program".

If you have any questions about the Healthy Expectations prenatal program or incentive plan eligibility, contact Mindy Garcia at (210) 358-6308.



New Online Toolkit for the Pediatric Medical Home



Last month the National Center for Medical Home Implementation launched an online Building Your Medical Home toolkit to help pediatricians develop a pediatric medical home and meet the NCQA recognition requirements. The Toolkit contains downloadable tools to support implementation in six different areas:

- Care Partnership support
- Clinical care Organization
- Care Delivery Management
- Resources and Linkages
- Practice Performance Measurement
- Payment and Finance

The National Center for Medical Home Improvement is a cooperative agreement between the Maternal and Child Health Bureau of HRSA in HHS and the American Academy of Pediatrics. Development of the Toolkit was led and managed by Jeanne McAlister, Director of the Center Foundation in New Hampshire. More information is available at www.medicalhomeinfo.org.

13019-0909



COMMUNITY FIRST
HEALTH PLANS

Keeping Our Commitment to You

Community First has a New Web Site!

Community First has completed several upgrades to our Web site. Please visit us at www.cfhp.com to see our new look.

We've redesigned the Web site to make navigation easier, including finding information such as "Who is your Provider Rep?" and "Important Information." Additionally, this new design will allow for easier access to the secure Provider Portal and other features which are beneficial to our providers. While our look may be changing, our commitment to putting you first remains our #1 priority. We hope you will enjoy this new improvement to our Web site.



COMMUNITY FIRST
HEALTH PLANS

Keeping Our Commitment to You

12238 Silicon Drive, Suite 100
San Antonio, TX 78249

PRSR STD
U.S. POSTAGE
PAID
SAN ANTONIO, TX
PERMIT #4043