

PUP PROVIDER

connection

Q3 2011



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COMING SOON: ALL-IN-ONE REFERRAL & PRE-AUTHORIZATION FORMS

PUP is in the process of combining Referrals and Pre-Authorizations into one convenient form. With the new forms, you will be able to type directly into the document and fax back or submit on the web. Thank you for your cooperation during this transition process.

NAVIGATE YOUR MEDICARE

PUP
Physicians United Plan

Referral and Prior Authorization Request Form

Authorization Number: _____ (Valid for 90 days from date of request)

Fax Request to 1-866-440-4628

PCP TO SPECIALIST REFERRAL or PRIOR AUTHORIZATION
(to be filled out by PCP office only)

EXPEDITED (select requested ONLY if the member's life, health or ability to regain maximum function is jeopardized. DO NOT use this form for authorizations that need immediate response (urgent). Please call 1-866-775-1372)

This form may be returned unprocessed if not completely filled out with all requested information

Member Information

Member ID#: _____ Member Name: _____

Member DOB: / / County: _____ Request Date: / /

PCP or Requesting Provider Information

Tax ID # or NPI #: _____ Provider type: PCP Specialist

Provider Name: _____ Contact Name: _____

Group / Facility Name: _____

Phone #: _____ Fax #: _____

Referred To or Servicing Provider Information

Provider or Facility Name: _____ Tax ID # or NPI #: _____

Specialty: _____ Contact Name: _____

County: _____ Phone #: _____ Fax #: _____

Service Requested (Must Choose One)

- | | | | |
|---|--|--|---------------------------------------|
| <input type="checkbox"/> Specialist Referral | <input type="checkbox"/> Out-of-Network | <input type="checkbox"/> Observation | <input type="checkbox"/> Therapy: |
| <input type="checkbox"/> Free Standing Facility | <input type="checkbox"/> In-Office | <input type="checkbox"/> Hospice | <input type="checkbox"/> Physical |
| <input type="checkbox"/> Rehab Facility | <input type="checkbox"/> Dialysis | <input type="checkbox"/> Of Hospital | <input type="checkbox"/> Occupational |
| <input type="checkbox"/> SNF | <input type="checkbox"/> Inpatient Admission | <input type="checkbox"/> Specialty DME | <input type="checkbox"/> Speech |

Planned Date of Service: From / / To / /

Primary ICD-9 Code: _____ Description: _____

CPT / HCPC Code	Description of Procedure or Service	frequency or # of Visits

Comments: _____

This request cannot be processed without supporting clinical documentation such as office visit notes, pertinent laboratory data, prior treatment notes, etc. Receipt of this referral does not guarantee reimbursement. Reimbursement is subject to benefit coverage and patient eligibility at the time service is rendered.

CONFIDENTIALITY NOTICE: This facsimile (only) e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information or otherwise be protected by law. Any unauthorized disclosure, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

NEW PRIOR AUTHORIZATION PROCESS

for Radiation Therapy and Diagnostic Cardiac Imaging Services through HealthHelp's RadConsult™ program

Effective August 1, 2011 PUP will begin using RadConsult™ to evaluate requests for, and to authorize radiation therapy and diagnostic cardiac imaging procedures, including cardiac catheterizations (2D/3D conformal radiation, IMRT, brachytherapy, stereotactic radiation therapy, and proton-beam procedures). If you currently request authorizations for high-tech diagnostic imaging procedures, you're already familiar with HealthHelp's RadConsult™ program - which uses the application of clinical criteria to improve health care and patient safety while reducing costs.

What this new process means for your office

Please note: Effective August 1 you must submit your authorization requests directly to HealthHelp (either via HealthHelp's secure online site, phone or fax) for the following procedures:

- Outpatient non-emergent diagnostic cardiac catheterization services,
- Left heart catheterization with selective coronary angiography
- Left heart catheterization with selective coronary angiography and left ventricular angiography
- Right heart catheterization
- Right heart catheterization and left heart catheterization with selective coronary angiography
- Left ventricular angiography

If you are currently requesting authorizations for high-tech diagnostic imaging procedures, you can continue to follow the same process for radiation therapy and cardiac catheterizations authorizations.

About RadConsult™

RadConsult™ provides real-time decision support for physicians ordering radiation therapy and diagnostic cardiac imaging, addressing the modality used for delivering these procedures and ensures that the Member is not under or over treated.

Authorization requests may be submitted in the following ways:

- **Phone:** 1-866-773-1072
- **Fax:** 1-866-787-3310 – please see PUP's Provider Quick Reference Guide to obtain a Request Form
- **Web:** www.healthhelp.com/PUP

Thank you for helping to ensure PUP Members are getting the appropriate treatment in a timely manner. We appreciate your cooperation with this addition to the Prior Authorization process. If you have any questions, please contact your dedicated Provider Relations Representative or Provider Relations at 866-427-9152 option 4.



PUP'S CURRENT HIGH-RISK MEDICATION AND DIABETES TREATMENT MEASURES

High-Risk Medication (HRM) Measures

PUP is tracking higher than the national average of all contracts for the number of enrolled beneficiaries with at least one high risk medication.

According to a literature review commissioned by the Academy of Managed Care Pharmacy (AMCP) and the National Committee for Quality Assurance (NCQA), the use of potentially inappropriate medications (PIM) is a risk among the Medicare population.

Medications that should generally be avoided in elderly consumers include:

- Barbiturates
- Belladonna Alkaloids
- Chlorpropamide, Diabinese (used to treat type 2 diabetes)
- Dicyclomine

Please consider the medical necessity for these drugs and discuss their use with Members; consider replacement or discontinuation if possible.

The latest Patient Safety Report was released by CMS on June 1st reflecting services from January 1 – April 30, 2011.



Diabetes Treatment (DT) Measures

For the first quarter of 2011, PUP is trending 4% higher than the average of all other Part D plans.

The Diabetes Treatment (DT) measure examines the percentage of health plan Members diagnosed with diabetes who are receiving treatment for hypertension with an ace inhibitor (ACEI) or with an Angiotensin II Receptor Blocker (ARB). The DT rate is further defined by the percentage of Part D Members dispensed a diabetes prescription while also receiving an ACEI or ARB medication.

PUP will be providing feedback with detailed individual reports in the upcoming months. As always, PUP encourages all providers to consider established clinical practice guidelines, including the use of ACEI/ARB for the protective renal effects for Members with diabetes.

Did you know?

High-Risk Medication and Diabetes Treatment measures contribute to a health plan's Part D Star Rating and are posted for public viewing on the Medicare Plan Finder website at www.medicare.gov.

Helpful Tool: Geriatric Medication Appropriateness Evaluation Tool
www.partnersrx.com/_downloads/education/providers/GeriatricMedicationAppropriateness.pdf

Additional Provider Resources:

Diabetes Care. January 2011, Vol. 34, supplement S11-S61. Standards of Medical Care in Diabetes – 2011. doi: 10.2337/dc11-S011
Agency for Healthcare Research and Quality (AHRQ), National Guideline Clearinghouse. Standards of Medical Care in Diabetes. V. Diabetes Care. <http://guideline.gov/content.aspx?id=25331&search=diabetes>

CMS GUIDELINES: MARKETING IN A PROVIDER SETTING

The Centers for Medicare and Medicaid Services (CMS) has detailed guidelines on what a plan's participating providers may or may not do to market the health plan. The CMS Marketing Guidelines also restrict a plan's marketing activities in the health care settings.

CMS Provider Marketing Guidelines prohibit providers from:

- Offering sales/appointment forms
- Accepting enrollment applications
- Making phone calls or persuading beneficiaries to enroll in a particular plan based on financial or any other interest
- Mailing marketing materials on behalf of plans
- Health screenings as a marketing activity
- Offering anything of value to persuade beneficiaries to select you as their PCP (or to enroll in a particular plan)
- Accepting compensation directly or indirectly from the plan for enrollment activities
- Distributing materials/applications in an exam room setting



PUP is committed to compliant Marketing practices and encourages you to stay updated. We have posted the CMS Provider Marketing guidelines for you on the Provider Portal of our website. For more information, please visit www.UaskPUP.com/providers, click on "Reference and Documentation" and scroll to "Provider Marketing Guidelines."

Facing the Cultural Competency Challenge

Provider-Patient relationships in today's health care setting

Are you aware of the Cultural Competency challenge that faces provider-patient relationships? This challenge can be due to language or cultural barriers. Without an understanding of Cultural Competency, patient communication, patient compliance with treatment protocol and health outcomes may be hindered. Culture and language may influence:

- Health, healing and wellness belief
- How illness, disease and their causes are perceived by patients
- Attitudes toward health care providers
- Delivery of health care services from a provider (the provider may see only their own limited set of values)

PUP encourages you improve your ability to provide culturally and linguistically appropriate services. Please use the websites below to view some helpful resources.

The Provider's Guide to Quality and Culture:

<http://erc.msh.org/mainpage.cfm?file=1.0.htm&module=provider&language=English>

What is Cultural Competence?

<http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=2&lvlid=11>

IMPORTANT REMINDERS



Part D Prior Authorization Drugs

PUP would like to remind you of the importance of submitting Prior Authorization for Part D drugs in a timely manner to avoid delay in the Member receiving their medication(s).

Please send all Part D Prior Authorization requests to Partners Rx: 1-888-980-8764.

For more information, please review the Quick Reference Guide, located on the Provider portal of our website.

The Deadline to Submit Patient Office Visit (POV) Forms is June 30th, 2011

Earlier this year PUP distributed guidelines for POV forms, which serve to manage chronic conditions for the current calendar year.

The forms are pre-populated with Member information and their chronic conditions. After documenting progress, the form is to be signed, credentialed and faxed to PUP's Medical Coding department at 407-215-2585 or 1-888-856-8527.

PUP encourages you to see those Members who are due for a face-to-face visit by the end of the month. The assessments may also be based on a previous office visit conducted this year.

Important Documentation Reminders:

- Please address & document each chronic medical condition yearly
- Documentation should support active treatment
- Records should be signed, dated and credentialed
- Terms like "probable," "suspected" or "rule out" are not concrete and should only be used when no definitive diagnosis is available

For a full list of reminders, please review your PUP Reference of Common Risk Adjustment Codes for Primary Care pamphlet. If you would like a new copy, please contact your Provider Relations Representative.

Customized Provider Education Available

PUP is committed to strengthening our partnership with you through extended educational sessions. PUP Health Services team members are available to present a customized educational experience for you and your staff on subjects such as Medical Risk Adjustment, Health Risk Assessments and Medical Documentation Guidelines. You can choose a time and location that works best for you.

Please contact Mary Hewitt at mhewitt@pupcorp.com to learn more about this opportunity.

Members Can Use Their Gym Benefits Nationwide

While encouraging Members to keep a healthy, active lifestyle, don't forget to mention that their PUP gym benefits can be used at over 11,000 SilverSneakers participating locations Nationwide. By simply showing their PUP Member ID Card and SilverSneakers ID card, Members can continue their exercise regimen, even during their summer travels. For more information, visit www.silversneakers.com.

New Online Resources Available from the Office of Inspector-General (OIG)

Visit www.oig.hhs.gov to view the following free resources available to physicians:

- Provider Compliance Training – free, high-quality training sessions for medical providers
- A Roadmap for New Physicians – an antifraud guidance booklet
- Most Wanted Fugitives List – captured & missing individuals wanted for fraud and abuse

PUP is committed to preventing Fraud, Waste and Abuse.



EFFECTIVE AUGUST 1, 2011,
UNIVITA HEALTH SOLUTIONS
WILL BE THE EXCLUSIVE PROVIDER
OF ALL HOME HEALTH AND
INFUSION THERAPY SERVICES



Our Accountable Home Care Program offers a single point solution for managed care plans, their members and providers. We provide these services to geriatric, adult and pediatric populations throughout the entire state of Florida and Georgia.

Our comprehensive services include:



Skilled Nursing Services

- Manage and monitor a network of licensed and accredited home health agencies
- Therapy Services (PT, OT, ST)
- Nursing
- Medical Social Work
- Home Health Aides



Home Infusion Services

- Wholly owned, full-service infusion, compounding and specialty pharmacy
- Antibiotics, Antiviral and Chemotherapy
- TPN and Enteral Nutrition
- Infusion and Injectable Therapies
- Joint Commission Accredited



Home Medical Equipment

- Wholly owned by Univita
- Respiratory Equipment (CPAP/BIPAP, Oxygen, etc.)
- Mobility Aids (Wheelchairs, Walkers, Canes, etc.)
- Disposables and Supplies
- Joint Commission and ACHC Accredited

Univita offers additional programs that focus on patients with complex health problems from hospital to home therefore reducing re-hospitalizations.

Learn more at: www.univitahealth.com
Contact us at: (855) 224-2558

Univita Health Solutions is a current PUP provider and will be PUP's exclusive provider of all Home Health & Infusion Therapy services.

What this means for your office:

You can begin sending your requests to Univita immediately. Effective August 1, you will no longer be able to contact any Home Health Agency directly. For Members who need home health care for any reason (considering it is a covered service), you must call Univita directly. They provide the following services:

1 Coordination for all Home Health needs

- Nursing Care
- Medical Social Work
- Skilled Nursing Visits
- In-Home Therapy Services
 - Physical Therapy
 - Occupational Therapy
 - Speech Therapy

2 Coordination of Home Infusion Services

- Antibiotics, Antiviral and Chemotherapy
- TPN and Enteral Nutrition
- Infusion and Injectable Therapies

Please note: Univita is PUP's existing provider of Durable Medical Equipment (DME). These services and all the services listed above have always required authorization.

Univita is now accepting requests - Fax yours today!

There's no hassle and no extra forms. You can request any of these services by faxing your orders and supporting documents directly to Univita at 1-888-914-2202.

Call Univita to learn more about these services at 1-855-224-2558 or visit their website at www.univitahealth.com.

Please share this important information with your staff, including Authorization and/or Referral Coordinators, Billing Department, Medical Assistant Staff and Office Managers/ Practice Administrators. If you have any additional questions, please contact your PUP Provider Relations Representative or call 1-866-427-9152 option 4.

Thank you for being a valued PUP Provider!

OUR NETWORK TEAM IS HERE TO SERVE YOU

We provide physician orientations and inservices. Please feel free to contact our Network Management Department to schedule a visit. We look forward to hearing from you.

Michele Boek, *Director, Provider Relations*
mboek@pupcorp.com or 407-595-6550

PROVIDER RELATIONS REPRESENTATIVES:

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Physicians United Plan™

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