



# SOUTH FLORIDA Community Care Network

Memorial Healthcare System • North Broward Hospital District • Public Health Trust

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## BROWARD HEALTH

Welcome to the third edition of SFCCN *TalkingPoints*, focused on assisting providers with utilization management; quality/risk management, preauthorization and claims decisions, facilitation/coordination of care and doing what's right for each enrollee.

### Focus on Provider Performance

The SFCCN/**Broward Health** subnetwork is committed to creating a partnership with providers to improve performance with all aspects of quality care relating to the members enrollees. This year the Florida Medicaid Legislators have made some changes that will affect services provided to members/enrollees.

We would like to share these important tips that will affect the performance measures for Well-Child visits. The goal is to increase the number of children who received six or more well-child visits with primary care providers by 15 months of age. HEDIS defines a well-child visit as a history (both physical and developmental), a physical examination, and anticipatory guidance/health education at each visit. By now all providers are familiar with CHCUP policy requiring face to face visits that also include a nutrition and development assessment, dental,

vision and hearing screening, immunizations and lab work (e.g. blood lead testing). One critical reminder is that all lead screenings require a blood test in order to meet compliance with the federal mandate.

The Department of Health Florida Newborn Infant Screening Program has recently announced that the Florida Newborn Screening Results (FNSR) website is available for providers to access newborn screening results online. For more information about Florida Newborn Screening, visit: <http://doh.state.fl.us/cms/nbscreen.html> or register at <https://www.fnsr.net>.

Thank you for partnering with the SFCCN/**Broward Health** subnetwork to improve the health of members/enrollees, families and the community we serve.

### Utilization and Medical Management Highlight

Many of our hypertensive enrollees are not reaching the target goal for blood pressures to be below 140/90. This was identified in our recent 2008 HEDIS results. It is critical that the providers perform regular assessments to support our enrollees' control of high blood pressure for enrollee's ages 18 – 85 years old. Some suggestions to assist in achieving this goal are:

- Evaluate, treat and monitor high blood pressure
- Educate enrollees about the importance of high B/P control
- Document plan of care to include medication, diet and exercise
- Appropriate follow-up for enrollees with poorly controlled high blood pressure

### Claims Management Update

Did you know that the SFCCN/**Broward Health** subnetwork Provider Relations Staff can conduct a personalized provider education and training program to fit you and your staff needs? For additional information contact our Provider Services Department at 800-988-5640 or 954-767-5600 option 3, if you have any questions.

- Locating the Provider Referral Directory online is easy; go to [www.sfccn.org](http://www.sfccn.org) for Broward Health and Memorial Healthcare System.
- In order to be paid for an office visit and laboratory (i.e. urinalysis) done in your office on the same day, the CMS1500 Claim Form must be done in the following order:
  - Office visits must be on line 1
  - Other testing on line 2; 3; 4; 5; or 6

### Transportation Services

- SFCCN Enrollees who are qualified to receive non-emergency transportation should call our transportation provider, LogistiCare: PSN – Reservation – 1-866-306-9358 CMS T21 – Reservation – 1-866-429-8529  
CMS T19 – Reservation – 1-866-250-7455

# Critical Reminders: Performance Improvement

- CHCUP providers may only bill for one visit, per Medicaid child, per provider, per day. This visit may be a CHCUP visit or a sick visit. It is critical that the federally required referral code be appropriate for the diagnosis code for Child Health Check-Ups.
- Dental referrals are required beginning at 3 years of age and earlier if medically indicated. Enrollees/members needing routine care by a dental provider do not require a referral.
- Annual birthday cards are sent to your members/enrollees as a reminder to them to get preventive screening.
- We encourage you to follow-up on Cervical Cancer Screening for enrollees/members between the ages of 21-64 years old.
- We suggest you take the time to review the American Diabetic Association (ADA) Practice Guidelines that support Comprehensive Diabetes Care initiatives which include tests and exams for HbA1c; Retinal Eye Exam; Blood Pressure Testing and Control; LDL-C Screening and Control for Nephropathy.
- Coming soon, the updated SFCCN website at [www.sfccn.org](http://www.sfccn.org) will provide all educational materials created as a result of our 2008 HEDIS performance measures and quality initiatives to improve the target goals established by AHCA.
- If you have a member/enrollee with a chronic or serious medical condition such as diabetes, high blood pressure, heart failure, asthma, HIV/AIDS or pregnant, we are here to help. Our Disease State Management (DSM) Programs will help you in the management of these chronic diseases for your member/enrollee. To talk to one of our DSM care managers, call 954-767-5566.

## Update from SFCCN – Broward Health Open Access

- The SFCCN will permit self-referral for the following services:
  1. County Health Department Services
  2. Family Planning Services
  3. Federally Qualified Health Centers (FQHCs) for select FQHC services
  4. School-based Medicaid Services
  5. Dermatology services (5 visits/calendar year) \*
  6. Chiropractic services (10 visits/calendar year) \*
  7. Podiatry services (4 visits/calendar year) \*
  8. Gynecology - access for one annual visit and medically necessary follow-up care for a condition(s) detected at that visit.
- Must use In-Network Providers (refer to the Specialist listing)
- Additional Visits require prior authorization

## Behavioral Health

- If you have enrollees who present with signs and symptoms of depression or/a behavior health related medical illness, please refer member/enrollees to UMBH at 1-800-294-8642.



### Update

**For answers to your questions please visit the sites below:**

<http://ahca.myflorida.com>

<http://mymedicaid-florida.com>

[http://www.baccinc.org/medi/opening\\_page.htm](http://www.baccinc.org/medi/opening_page.htm)

*"We believe Working Together means Winning Together" Prepared By: M. Wright-Grant.R.N.,MHM*

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