



Provider Report™

New Adult Immunization Schedule

Each year, the Advisory Committee on Immunization Practices (ACIP) reviews the immunization schedule for adults. The 2008 schedule was issued in June 2007 and is available online at the CDC website at cdc.gov/vaccines/recs/schedules/adult-schedule.htm. The recommendations appear in chart form, followed by essential footnotes summarizing indications for each listed vaccine. There's even a version called Shots 2008 you can download to your Palm/Pocket PC handheld.

The schedule consists of two charts: One shows the schedule by vaccine and age group; the other shows vaccines that might be indicated for adults based on medical and other indications. Not all vaccines are recommended based on medical indications.

Some of the changes in this year's schedule:

- The varicella vaccine—two doses of single-antigen vaccine—is now recommended for all adults without evidence of immunity to varicella unless they have a medical contraindication. Birth before 1980 is not evidence of immunity. Varicella vaccine is now recommended for HIV-infected persons with CD4 + T lymphocyte counts of 200 cells/microLiter or more.

- A single dose of the zoster vaccine, to protect against shingles, is now recommended for adults age 60 or older.

- The three-dose human papillomavirus (HPV) vaccine series is recommended for females through age 26.

Check out more immunization information for healthcare professionals on the website immunize.org.

Strategies to Boost Child Immunization Rates

Five easy steps to incorporate into your office practice.

In 2006, 77 percent of U.S. children ages 19 to 35 months received their recommended routine vaccinations. To help meet the *Healthy People 2010* goal of 80 percent vaccination rate, you, as a healthcare provider, must deal with the challenge of convincing parents to keep up with the growing number of vaccines on the recommended list—and the growing price tag.

Because much of the disparity in vaccination rates among ethnic/racial groups is associated with income differences, providers can help by making sure patient costs are minimized. One way is to provide free vaccines to eligible children through the CDC's Vaccines for Children program.

Are you taking advantage of existing opportunities to improve immunization rates in your practice? Here are some strategies that work:

Reduce barriers to immunization: Accept walk-ins. Offer after-hours or weekend clinics. Provide child care. Post information about transportation assistance and financial aid.

Seize the moment: Make staff review of patients' immunization records at every visit, including acute-care visits, a standing order. Give multiple and combination vaccines when possible. Use prenatal visits to talk to parents about immunizations.

Educate parents: Discuss immunizations. Encourage questions. Provide handouts at appropriate reading levels.

Remind parents: Use telephone calls, postcards and e-mail to remind parents of upcoming immunizations and missed appointments. At each appointment, provide a written reminder of the next vaccination date. Generate a reminder/recall list using state- or community-based computerized registries, or immunization information systems.

Review for progress: Measure the effectiveness of your immunization efforts twice yearly using a report from an IIS or from a CDC-available Comprehensive Clinic Assessment Software Application. Discuss the results with your staff. Problem-solve to correct any deficiencies.

Web Resource

At cdc.gov/vaccines you'll find links to programs, publications, assessment software and more.

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EPSDT Referral Codes Reminder

In compliance with HIPAA Guidelines, CMS (Centers for Medicare and Medicaid Services) requires documentation of EPSDT Referral Codes when submitting Health Check screening code claims. EPSDT Referral Codes must be documented on all screening (EPSDT screens, EPSDT interperiodic screens, interperiodic vision and interperiodic hearing) claims. CMS defines a Health Check (EPSDT) referral as members scheduled for another appointment with the Health Check provider or a referral to another provider for further needed diagnostic and treatment services as a result of at least one health problem identified during the Health Check screen.

Condition Indicator: Health Check Referral? Document: Yes or No

CONDITION CODES ARE REQUIRED		
AV	Available—Not Used	The patient refused the referral
NU	Not Used	Must be used when the provider documents no referral
S2	Under Treatment	Patient is currently under treatment for referred diagnostic or corrective health problem
ST	New Service Requested	Referral to another provider for diagnostic or corrective treatment or scheduled for another appointment with screening provider for diagnostic or corrective treatment
The Condition Codes must be entered in box 19 of the CMS 1500 Form		

When filing through the Web Portal, referral and condition codes should be entered in the electronic fields information section.

Provider Relations: New Name and New Internal Structure

Peach State Health Plan's Provider Relations Department has a new internal structure and a new name, *Provider Solutions*. We redesigned our internal structure to better meet the needs of our provider partners and improve service levels and response times. The new structure includes regional Account Executives supported by a team of external and internal staff assigned to specific territories. Our new structure gives us additional resources and allows the plan to work more collaboratively with our providers to resolve issues and develop workable solutions in a more responsive manner.

Jonna Kirkwood is the new Vice President of Provider Solutions and Kimberly Weakley is the Manager of Provider Solutions. Under the new structure there are four Account Executives throughout the three regions we serve; two in Atlanta and one in the Central and Southwest region. Each team is assigned to a specific territory and includes an Account Executive, two Provider Specialists and a Provider Coordinator. The Account Executives serve as supervisors for their regions and have oversight responsibility for their teams. In addition to the Account Executive teams, there are designated Trainers in each region who handle provider orientations and training seminars and develop educational and plan resource materials. These individuals are responsible for coordinating seminars and training sessions.

Please review the updated Provider Solutions Territory listing that includes the team assignments for each territory. Please be sure to refer to this document, as your provider contacts may have changed as a result of the new structure. This updated listing is also available on our website at pshp.com under the Provider News & Events section.



Albany
 2810 Meredyth Drive
 Suite B
 Albany, Georgia 31707
 Main#: 229-430-5829
 Fax#: 229-435-6953

Atlanta
 3200 Highlands Parkway SE
 Suite 300
 Smyrna, Georgia 30082
 Main #: 678-556-2300
 Fax#: 877-683-3155

Columbus
 707 Center Street
 Suite 120
 Columbus, GA 31902
 Main#: 706-571-5840
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Macon
 577 Mulberry Street
 5th Floor, Suite 580
 Macon, GA 31202
 Main#: 478-738-8540
 Fax: 478-741-4180

Provider Relations Department - Territory List

Provider Relations Specialists	Territories	Contact/ Fax Numbers & Email Address
Charisse Rogers Account Executive	IPA/PHO:TCHN,Tanner-Health West, CHOA	Office#: 678-556-2308 Fax#: 877-683-3155 Email: crogers@centene.com
Debra Bailey	Butts, Cherokee, Haralson, Henry, Jasper, Newton, Rockdale IPA/PHO: Kids First, Choice -South Side/West End FQHC, IPA of GA (Atlanta)	Office#: 678-556-2351 Fax#: 877-683-3155 Email: dbailey@centene.com
Rhobie Lewis	Bartow, Carroll, Cobb, Douglas, Paulding, Spalding IPA/PHO: Tenet, Cobb/Douglas FQHC, Medical College of Georgia, Harbin Clinic	Office#: 678-556-2386 Fax#: 877-683-3155 Email: rlewis@centene.com
Diane Conner	Provider Solutions Coordinator	Office#: 678-556-2300, ext. 62810 Fax#: 877-683-3155 Email: dconner@centene.com
Account Executive (Open)	IPA/PHO: Emory Clinic, Emory Crawford Long, Grady	Office#: 678-556-2300, ext. 62810 Fax#: 877-683-3155 Email: dconner@centene.com
Fulinia Williams	Barrow, Clarke, Forsyth, Gwinnett, North Fulton, Walton IPA/PHO: Health Care Alliance, Gwinnett PHO, CAAP	Office#: 678-556-2311 Fax#: 877-683-3155 Email: fwilliams@centene.com
Cheryle Hartman	Clayton, Coweta, DeKalb, Fayette, South Fulton, Pickens IPA/PHO: Longstreet Clinic, DeKalb PHO, Southern Crescent Health Network	Office#: 678-556-2366 Fax#: 877-683-3155 Email: chartman@centene.com
Sherry Passmore	Provider Solutions Coordinator	Office#: 1-706-571-5840 Fax#: 1-706-596-0395 Email: spassmore@centene.com
Melissa Nichols Account Executive	IPA/PHO: MCCG/CGHN, Evergreen, Columbus Regional, Crisp Regional.	Office#: 1-478-738-8543 Fax#: 1-478-741-4180 Email: mnichols@centene.com
Debi Crawford	Central/Columbus: Chattahoochee, Crawford, Harris, Heard, Lamar, Macon, Marion, Meriwether, Monroe, Muscogee, Peach, Pike, Talbot, Taylor, Troup IPA/PHO: Evergreen, CPA, Genesis ,Flint River FQHC, Monroe Hospital Physicians, Peach Regional Physicians,	Office#: 1-706-571-5857 Fax#: 1-706-596-0395 Email: dcrawford@centene.com
Jodi Coleman	Baldwin, Bibb, Bleckley, Dodge, Dooly, Houston, Johnson, Jones, Laurens, Pulaski, Telfair, Truetlen, Twiggs, Upson, Wheeler, Wilcox, Wilkinson IPA/PHO: Oconee Medical Group, IPA of GA (Central), Taylor Regional PHO, Dodge Co. Physicians, CGMNC, PAMG, URPO	Office#: 1-478-738-8546 Fax#: 1-478-741-4180 Email: jocoleman@centene.com
Jennifer Morris	Provider Solutions Coordinator	Office#: 1-478-738-8540 Fax#: 1-478-741-4180 Email: jemorris@centene.com
Brandi Bickhem Account Executive	IPA/PHO: Phoebe Health Partners, Archbold	Office#: 1-229-430-5852 Fax# 1-229-435-6953 Email: bbickhem@centene.com
Jill McCrary	Southwest: Atkinson, Ben Hill, Berrien, Calhoun, Clinch, Coffee, Cook, Dougherty, Echols, Irwin, Lanier, Lee, Lowndes, Sumter, Tift, Turner, Worth IPA/PHO: SGHA, SGPA, SGPN	Office#: 1-229-430-5856 Fax# 1-229-435-6953 Email: jmccrary@centene.com
Donna Hendley	Southwest: Baker, Brooks, Colquitt, Decatur, Early, Grady, Miller, Mitchell, Quitman, Randolph, Schley, Seminole, Stewart, Terrell, Thomas, Webster IPA/PHO: Affinity, Albany Primary Care	Office#: 1-229-430-5851 Fax# 1-229-435-6953 Email: dhendley@centene.com

Peach State Clinical Practice Guidelines

Peach State clinical practice guidelines are based on health needs and opportunities for improvement identified as part of the Quality Assurance Program Improvement (QAPI) program. The guidelines are based on valid and reliable clinical evidence formulated by nationally recognized professional organizations or government institutions, such as the NIH, or by a consensus of healthcare professionals in the applicable field. The guidelines consider the needs of the members, are adopted in consultation with network providers and are reviewed and updated periodically, as appropriate. The following Peach State clinical practice guidelines are available on the website:

- Detection of Chronic Kidney Disease

- Diagnosis and Management of Asthma
- Special Management Considerations in Pediatric Diabetes
- Treatment of Patients with Major Depressive Disorder
- Treatment of Patients with Schizophrenia

For a complete listing, please access our website at pshp.com. The guidelines are available to members upon request. Peach State utilization management, member education, coverage of services and other areas to which the guidelines apply are consistent with these guidelines. These guidelines are used for both preventive services and for the management of chronic diseases.

Health Checks Help

Health Check, otherwise known as the Early and Periodic Screening, Diagnostic and Treatment (EPSDT) program, is a program of comprehensive preventive health services available to Medicaid recipients younger than age 21 and PeachCare for Kids children younger than age 19. The program is designed to maintain health by providing early intervention to discover and treat health problems. Health Check is a preventive program that combines diagnostic

screening and medically necessary follow-up care for dental, vision and hearing examinations for eligible Georgia members under age 21. Health Check is reimbursed as a package of services, including age-appropriate vision and hearing, hematocrit and dip stick urine¹.

Georgia Health Check services include:

- Outreach and informing
- Screening in accordance with the Department of Community Health periodicity schedule
- Tracking compliance with Health Check requirements

Standards for providing Health Check services are explained in the Georgia Medicaid Policies and Procedures, Health Check Services Manual, ghp.georgia.gov, and in the Peach State Provider Manual online, pshp.com, in the Provider Resources section.

¹Georgia Department of Community Health. Division of Medical Assistance. Appendix J Fee for Service Billing Tips. 58.Part II Policies and Procedures for Health Check Services (EPSDT). Georgia Department of Community Health. Revised 01 Jan.2008.01Feb.2008 <ghp.georgia.gov/wps/output/en_US/public/Provider/MedicaidManuals/01-2008_healthcheck_v8.pdf>.

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Attention Providers
Remember to submit encounters and claims forms. EPSDT encounters and claims are due 120 days after services are rendered. Submit all claims and EPSDT encounters to: Peach State, P.O. Box 3030, Farmington, MO 63640.

Choices for a Healthy Life



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Smyrna, GA 30082

www.pshp.com

