



Provider Report™

Urgent Alert! Your Response Is Required

The responsibility of maintaining current credentials is a collaborative effort by the practitioners, providers and Credentialing Department of Peach State Health Plan (Peach State). In accordance with your executed contract with Peach State, the state, and NCQA guidelines, credentialed practitioners and providers are required to make sure all of their credentials are current. This ensures that providers in our network are qualified to provide services to Peach State members. If you are currently an active practitioner or provider who has been credentialed and have renewed your DEA, license, board certifications and/or malpractice insurance, please fax a current copy of this information to the Credentialing Department at 1-800-659-7509. Upon receipt of the information, your credentialing file will be updated. If you are unable to provide the documents by fax, you may mail them to the address below:

Peach State Health Plan
3200 Highlands Pkwy Ste 300
Smyrna, GA 30082
Attn: Credentialing Department
(Updated Credentials)

Care for Pregnant Members

Peach State Health Plan and its providers have a goal to help our pregnant members have a successful pregnancy and birth. Our providers do this by ensuring members are seen in the first 14 days of either enrollment or a request for an appointment is made. This facilitates our goals of identifying high-risk conditions early, educating members about prenatal and postpartum care and reducing pregnancy complications. In addition, providers can refer OB cases to our OB management program by completing the New Notification of Pregnancy form (see page 3 for details about the new form); fax the completed form to 1-866-681-5125. This allows us to provide outreach and encourage members to make and keep follow-up appointments. By working together, we promote positive birth outcomes and cost effective care for our pregnant members.

It's HEDIS Review Time

For easier data collection next year, assess patients now.



In early 2008, we will be joining the other health plans in reviewing HEDIS measures for our members. Now is the time to assess your patients for their preventive care needs and immunizations. It will make data collection next year easier for your office. We want to partner with you to make data gathering and review easier for you.

HEDIS Goals for 2008

Goal 1: Increase immunization

rates for members ages ≤ 35 months.

Goal 2: Increase well-child visits by members in the first 15 months of life.

Goal 3: Increase the number of diabetic members who receive all of the NCQA/American Diabetes Association recommended annual tests:

- HgbA1C
- LDL-C
- Testing for nephropathy
- Retinal eye examination

Goal 4: Use of appropriate medications for people with asthma. Documentation of healthcare services rendered and prompt submission (within 120 days of the date of service) of encounter(s), by all Peach State network providers will reduce the number of records requested from your office. If you need a list of measures that pertain to your practice, please contact the Quality Department now.

Did You Know? Our Provider Services Department is dedicated to supporting our provider community by supplying answers to the following questions:

- Network participation
- Member eligibility/verification
- Claim information
- Demographic changes

If you require assistance, please call us at 1-866-874-0633, Monday through Friday, 7 a.m. to 7 p.m.

2 Satisfaction Survey Gets Results

3 Our New Pregnancy Notification Form

4 Five Critical Preventive Health Services

Satisfaction Survey Gets Results

In response to your feedback, we are happy to report some exciting changes.

Each State conducted a provider survey three months after each region went live with members in 2006. Network providers from various specialties were mailed surveys in October and December. The return response rate was great. As a result of

your comments, Peach State has developed initiatives specific to enhancing services. We value the input of the provider community and the opportunity to expand our partnership. We hope you are seeing the benefit of our new activities.

IN RESPONSE TO YOUR CONCERNS, SOME OF THE ACTIONS WE HAVE TAKEN TO IMPROVE OUR SERVICES TO YOU INCLUDE:

Increasing the ability of providers to reach representatives by telephone	<ol style="list-style-type: none"> 1. Daily telephone review meetings. 2. Monitoring call queue at all times. 3. Identifying high-volume call times and increasing number of staff available. 4. Cross-training Member Service representatives to assist with call volume as needed.
Increasing the accuracy of representative responses to your questions	<ol style="list-style-type: none"> 1. Hiring a full-time quality assurance person to review calls. 2. Review of top five weekly issues and resolutions with staff. 3. Side-by-side reviews of staff. 4. Developing a call documentation template to standardize information gathered.
Increasing satisfaction with Provider Representatives who visit your office	<ol style="list-style-type: none"> 1. Improved frequency of visits. Representatives now make a minimum of 60 in-office visits per month. These visits include problem resolution, pre-credentialing visits, training and educational sessions. 2. Creation of additional external Provider Representative positions, allowing us to visit more providers each month.
Improving quality of the Provider Manual	<ol style="list-style-type: none"> 1. Added additional clarification regarding EPSDT, cultural competency, medical management procedures requiring consent forms, continuity of care procedures and case management information.

NurseWise® Patient Call Center Is Ready to Help

NurseWise provides a patient call center that is available 24 hours a day, 365 days a year to answer health questions. The nurse line is designed to improve access to health education and encourage members to make informed decisions about their health. In addition, the nurse line has NurseWise customer service representatives who provide after-hour answers to the health plan's routine questions about eligibility, benefits and provider networks. Most calls are received late in the day and on weekends, when the PCP's office is closed.

NurseWise Services include:

- Member Service and Provider Service Call Center
- Member Support and Health Coaching
- Disease Management
- Health Risk Assessments
- Nurse Triage and Crisis Management
- Medication Counseling
- Utilization Management
- Peer Support and Care Facilitation

NurseWise's Mission: To help people improve their health by changing their behavior. For questions about these services, please contact Member Services at 1-800-704-1484.

The Power of Prevention

Many health services are underused, despite their life-saving potential.

Underuse of preventive health services is costing lives. A new report from the Partnership for Prevention estimates that if utilization rates of just five relatively low-cost preventive services were increased from current rates to 90 percent, more than 100,000 lives could be saved each year in the U.S. (see chart below).

Of the 12 preventive services included in the report, seven are used by half or fewer of the people who should be using them.

Use of preventive services is highest among Non-Hispanic whites and lowest among Hispanic Americans for 10 preventive services, including smoking-cessation assistance, colorectal

cancer screening and pneumonia vaccination. Asian Americans rank the lowest in use of aspirin for prevention of heart disease and in screenings for breast, cervical and colorectal cancer. Increasing use of screenings for colorectal and breast cancer for people age 50 and older would save the most lives among African-Americans because of their higher mortality rates for those conditions.

The report, titled "Preventive Care: A National Profile on Use, Disparities, and Health Benefits," is available online at prevent.org. Click Reports & Resources, then look under "Clinical Preventive Services." Results for childhood immunizations are available at prevent.org/content/view/47/117.

PREVENTIVE SERVICE	CURRENT UTILIZATION RATE	LIVES SAVED ANNUALLY AT 90 PERCENT UTILIZATION
Daily aspirin taken by adults to prevent heart disease	Less than 50%	45,000
Smokers advised by healthcare professional to quit and offered assistance	28%	42,000
Up-to-date colorectal cancer screenings for people age 50 and older	Less than 50%	14,000
Annual flu shot for people age 50 and older	37%	12,000
Breast cancer screening within past two years for women age 40 and older	67%	3,700

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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



3200 Highlands Parkway SE
Suite 300
Smyrna, GA 30082

www.pshp.com

