

NETWORK*Connect*

For Louisiana Healthcare Connections Provider Partners

WINTER 2014

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Dear Valued Provider:

Welcome to the third edition of **NETWORKConnect**--your source for helpful information, Bayou Health news and network-related updates.

This issue features our commitment to quality and improvement and compiles all required notices and practices for ease of reference. In this issue:

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Your Plan for Success

Toll Free: **1-866-595-8133**

TDD/TTY (deaf and hearing loss number):
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8585 Archives Avenue, Suite 310
Baton Rouge, LA 70809

www.LouisianaHealthConnect.com

Practitioner Rights

CREDENTIALING & YOU

All providers and practitioners have the right to be informed of the status of their credentialing/re-credentialing application upon request. During the credentialing and re-credentialing process, **Louisiana Healthcare Connections** obtains information from various sources (state licensing agencies and National Practitioner Data Bank) in order to appropriately evaluate applications. Providers and practitioners have the right to review any primary information source **Louisiana Healthcare Connections** collects during this process. **NOTE:** this excludes the release of references, recommendations or other peer review-protected information.

Should a provider or practitioner believe any of the information used in our credentialing/re-credentialing process to be erroneous, or if any information gathered as part of the primary source verification process differs from what the provider or practitioner submitted on their application, they have the right to correct any false information submitted by another party. For release of information, a written request must be submitted to the Credentialing Department at the e-mail address noted below. Upon receipt of this information by mail, the provider or practitioner has thirty (30) days in which to provide a written explanation to the **Louisiana Healthcare Connections** Credentialing Department detailing the error or the difference in information. A Credentialing Committee comprised of physicians, plan and corporate staff will include corrected information as part of the credentialing/re-credentialing process.

All requests for **credentialing status** should be submitted by contacting your **Louisiana Healthcare Connections** Provider Relations Specialist at the e-mail address noted below:

HEATHER DEHAVEN

Provider Relations Specialist
(North Louisiana)

E-mail: hdehaven@centene.com

AKIKO BARROW

Provider Relations Specialist
(Baton Rouge Metro Area)

E-mail: akbarrow@centene.com

DANIELLE DALCOURT

Provider Relations Specialist
(Lafayette/Southwest Louisiana)

E-mail: ddalcourt@centene.com

All requests to **release information** are to be submitted in writing via e-mail to the Credentialing and Provider Data Management Department at: LouisianaPDM@Centene.com.

Review of Denials

DENIAL REVIEW PROCESS

Denials may be discussed with VPMA Chief Medical Director David Thomas, MD, PhD or an appropriate practitioner reviewer at the treating practitioner's request. You may call the Grievance and Appeals department to request for peer-to-peer reviews at **1-866-595-8133**.

Member Satisfaction Results

OUR MEMBERS, YOUR PATIENTS

As part of our ongoing commitment to quality and improvement, we conduct annual member satisfaction surveys. Is Louisiana Healthcare Connections providing your patients with the care they need, when they need it and how they need it? Are they satisfied? How can we better serve them?

The results from our 2013 Member Satisfaction survey are in and we want to share them with you.

Room For Improvement

Adult members surveyed said Louisiana Healthcare Connections had "room for improvement" on delivering customer service, assisting them with care needs and providing them with more health care information.

Pleased With Providers

Adult members also said, overall, they were pleased with their PCPs and specialists. However, they felt their doctors could provide more information about health prevention and wellness, include them more in healthcare decisions and better assist with care coordination.

Special Care Is Good

We also surveyed the parents of children with illnesses that never go away. These are members who will need special care for most of their lives. In general, they felt our customer service was good and their children were receiving the care they needed. In addition, they were happy with their specialist and most were pleased with their PCPs.

Our Commitment To Members

In 2014, we will communicate more often with our members and do a better job of listening to their needs and concerns. And we will work with you, our providers, to ensure more information about health screenings and community resources for members is available. For our child members with long term illnesses, our goal is to assist them by working closer with you in order to improve their overall quality of life.

Geographic Standards

NETWORK ACCESS & ADEQUACY

Louisiana Healthcare Connections is committed to providing adequate healthcare services for all of our members across the state and we are required to develop, maintain and monitor the effectiveness of our network. We have achieved network adequacy through our contracted network of providers and continue to maintain and monitor the network through various tracking methods. Our networking team produces quarterly geographic access reports which are provided to DHH. These reports ensure members have access to a primary care physician within 10 miles in an urban parish and within 30 miles in a rural parish. DHH also requires 75% of our members have access to a specialist within 60 miles. Since implementation, we have remained compliant with our contractual requirements regarding provider accessibility and adequacy.

Disease Management

CONTINUOUS HEALTH IMPROVEMENT

Nurtur is a health and wellness company dedicated to helping people transform their lives and well-being through best-in-class life and health coaching. As the disease management subsidiary of Centene, Nurtur administers Louisiana Healthcare Connections members in our chronic care management program. Louisiana Healthcare Connections disease management includes, but is not limited to, asthma, diabetes and congestive heart failure. To refer a patient for chronic care management, please contact a Louisiana Healthcare Connections Health Coach by calling **1-866-595-8133**, and asking for one of our case management team member.

UM Criteria / Communication / Affirmative Statement / Satisfaction

411: UTILIZATION MANAGEMENT (UM)

For all medical reviews, Louisiana Healthcare Connections utilizes McKesson InterQual. To request a copy of the criteria pertinent to a specific authorization, please contact the Louisiana Healthcare Connections Medical Management Department by calling **1-866-595-8133** and asking for one of our concurrent review team member.

Authorization requests may be made by phone to our UM staff, by fax or through our secure provider portal at www.LouisianaHealthConnect.com. Do you have a UM question or issue? To reach a UM representative, please contact Louisiana Healthcare Connections by calling **1-866-595-8133** and asking for our UM manager or UM team member.

Annually, all members involved in UM sign an "Affirmative Statement about Incentives" acknowledging they understand all UM decisions are based on appropriateness of care and health plan coverage of medical benefits. Louisiana Healthcare Connections **does not use** financial incentives to deny care or encourage decisions that may result in underutilization of care.

At least annually, Louisiana Healthcare Connections collects data specifically addressing provider satisfaction with our UM process. When analysis reveals areas of dissatisfaction or in need of improvement, we will take actions to improve on those areas utilizing provider education, revision of provider materials and/or staff re-training.

Preventive Behavioral Health Programs

PROACTIVE MENTAL HEALTH

In order to detect and address early signs of mental illness, Louisiana Healthcare Connections network providers may perform basic services such as screenings, prevention, early intervention, medication management, and referrals. Certain additional behavioral health services are also covered by Louisiana Healthcare Connections when the place of service is a Federally Qualified Health Center (FQHC). Behavioral health services performed by a behavioral health professional are considered specialty services and are managed by Magellan Health Services. For more information about our behavioral health programs, please visit www.LouisianaHealthConnect.com or call **1-866-595-8133** and ask for one of our Case Management team member.

QI Program

QUALITY CARE—FOR YOUR PATIENTS & THEIR FAMILY

Louisiana Healthcare Connections is committed to providing quality healthcare for your patients and their family. Our primary goal is to improve our members' health and assist them with any illness or disability. All of our programs are consistent with the National Committee on Quality Assurance (NCQA) and Institute of Medicine (IOM) priorities. To help promote safe, reliable healthcare, all programs include, at minimum:

- **Conducting a thorough check on in-network providers**
- **Monitoring member access to all types of healthcare services**
- **Providing programs for and education about general healthcare and specific diseases**
- **Sending reminders to members about annual tests such as adult physicals, Well-Child Check-Ups, cervical cancer screenings or breast cancer screenings**
- **Investigating any member concerns regarding care received**

An overview of our 2013 quality assessment can be found online at <http://www.louisianahealthconnect.com/for-providers/qi-program/2013-hedis-overview/>.

For any concerns about the care received from a provider or a service provided by Louisiana Healthcare Connections, members may call Member Services at **1-866-595-8133** Monday-Friday from 7:00 a.m. to 7:00 p.m. CST. To request a description of our Quality Improvement Program or assessment, practitioners may call **1-866-595-8133** and ask to speak with Quality Improvement.

Office Site Standards

PROVIDER OFFICE STANDARDS

Provider Relations routinely monitors provider office standards through site visits designed to assess the physical accessibility, overall appearance, patient waiting area, maintenance of medical records and risk management procedures. Random audits are augmented by member feedback concerning appropriate office site standards. How do we define "appropriate?" - based on observation of members: do the offices have adequate space to accommodate patients and can accommodate patients who are handicapped. Providers are scored and notified of their results with education on areas for improvement. Using what scale or metric? - PR site visit form. For additional questions concerning the Louisiana Healthcare Connections process for assessment of provider office standards, please contact your local Provider Relations Specialist at the e-mail address below.

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E-mail: hdehaven@centene.com

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AKIKO BARROW

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Practice Guidelines

PROACTIVE MEMBER HEALTH

Preventive screenings are a covered benefit for our members. We want to partner with you to promote health and wellness to increase participation in all recommended health screenings. Starting in 2013 Q4, we implemented our Gaps in Care initiative. On a monthly basis, providers receive a report comprised of patient data and designed to assist you in achieving the 90% network participation rate (as required by our contractual agreement with DHH). Our preventative health and practice guidelines may be found in our Provider Manual and on online at www.louisianahealthconnect.com/for-providers/qi-program/practice-guidelines/.

Louisiana Healthcare Connections clinical and quality programs are predicated on evidence-based preventive and clinical practice guidelines. Whenever possible, Louisiana Healthcare Connections adopts guidelines that are published by nationally recognized organizations or government institutions as well as state-wide collaborative and/or a consensus of healthcare professionals in the applicable field. Louisiana Healthcare Connections providers are expected to follow these guidelines and adherence to the guidelines will be evaluated at least annually as part of the Quality Improvement Program. Following is a sample of the clinical practice guidelines adopted by Louisiana Healthcare Connections.

- **American Academy of Pediatrics:** *Recommendations for Preventive Pediatric Health Care*
- **American Diabetes Association:** *Standards of Medical Care in Diabetes*
- **Center for Disease Control and Prevention (CDC):** *Adult and Child Immunization Schedules*
- **National Heart, Lung, and Blood Institute:** *Guidelines for the Diagnosis and Management of Asthma and Guidelines for Management of Sickle Cell*
- **U.S. Preventive Services Task Force Recommendations for Adult Preventive Health**

Our most current version of adopted guidelines for clinical practice may be found online at www.LouisianaHealthConnect.com.



Appointment Access Standards

ENSURING TIMELY APPOINTMENTS

As part of our efforts to ensure members have access to primary and specialty care, we conduct informal surveys during on-site provider field visits and through random “secret shopper calls” to monitor appointment accessibility and provider availability as required by DHH (Department of Health and Hospitals). The appointment accessibility survey assesses, on average, how long it takes a member to obtain an appointment based upon their described or presented health condition. The provider availability survey determines how long it takes the provider to return a member’s call to request care. Providers determined to be out of compliance with DHH standards will receive notification and education from Louisiana Healthcare Connections and be reassessed. Following the reassessment, if the provider is determined to be out of compliance, the group or facility will be placed on a corrective action plan.

SCHEDULING & APPOINTMENT WAITING TIMES

In-network providers will maintain reasonable operation hours and will be available based on your medical needs. You should be given an appointment within the following timeframes:

TYPE OF APPOINTMENT	SCHEDULING TIME FRAME
DOCTOR (PRIMARY CARE PROVIDER)	
Routine, non-urgent or preventative care visits	Within six weeks
Non-urgent sick care (including walk in patients)	Within 72 hours or sooner if medical condition(s) deteriorates into an urgent or emergency condition
Urgent Care (including walk in patients)	Within 24 hours
Emergent or emergency visits	Immediately upon presentation
PREGNANT WOMEN	
Initial prenatal visits for <i>newly enrolled</i> pregnant women within their first trimester	Within 14 days of the postmark date from the member’s enrollment material
Initial prenatal visits for <i>newly enrolled</i> pregnant women within the second trimester	Within seven days of the postmark date from the member’s enrollment material
Initial prenatal visits for <i>newly enrolled</i> pregnant women within the third trimester	Within three days of postmark date from the member’s enrollment material
High risk pregnancies	Within three days of identification of high risk by Louisiana Healthcare Connections or maternity care doctor, or immediately if an emergency exists
Enrollees who become pregnant	Within 42 days
Specialty Care Providers	Within one month of referral or as clinically indicated
Lab and X-ray services	Not to exceed three weeks for usual and customary and 48 hours for urgent care or as clinically indicated.
Follow-up visits	In accordance with ER attending doctor (Primary Care Provider) discharge instructions.
In office waiting time for scheduled appointments	Not to exceed 45 minutes. If a doctor (Primary Care Provider) is delayed, patients shall be notified immediately. If the wait is to be more than 90 minutes, the patient shall be offered a new appointment.