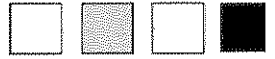


# Provider BULLETIN

FEBRUARY 2009



**This Bulletin applies to:**

- Medi-Cal
- Medicare
- Healthy Families

## New Benefit for 2009

### Alliance CompleteCare Members

Alliance CompleteCare, our Medicare Advantage plan, is offering a great new member benefit, effective January 1, 2009. Once every quarter, members can order \$20 worth of over-the-counter (OTC) health care items listed in the "OTC Benefit Catalog." The selection includes an array of items, from acne treatments to vitamins, all free of charge. Members call our Care Advisor Unit to place their orders, which are mailed to them at no cost. The benefit is available now to existing Alliance CompleteCare members and starts the quarter following enrollment for new members.

#### WHAT'S INSIDE:

**New OTC benefit for Alliance CompleteCare**



**Alliance CompleteCare's benefits for providers**



**Take our survey to enter drawing for prize**



**Tips to boost your HEDIS rates**



**Singulair under review by FDA**



**Stop fraud & abuse**

## Don't Miss Out...

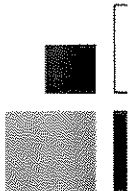
### Alliance CompleteCare has benefits for providers

Alliance CompleteCare includes benefits for both dual eligible patients and their providers. Call Provider Relations today at 510-747-4510 to find out how you can join the Alliance CompleteCare network and take advantage of its rewards. Providers in the Alliance CompleteCare network, get:

- + Higher reimbursement than Medicare/Medi-Cal fee-for-service
- + Simplified billing—no need to bill Medicare and Medi-Cal separately
- + Faster turnaround time on provider reimbursements
- + Online provider portal to verify member eligibility and check the status of claims

ALAMEDA  
**Alliance**  
FOR HEALTH

Health care you can count on.  
Service you can trust.






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## Take Our Survey to Enter a \$25 Starbucks Card Drawing!



Complete our short survey below to enter your name in a drawing for a \$25 Starbucks gift card. Your answers will help us with our provider communications. The survey is quick, easy, and will help us greatly. **Fax your completed survey to the Alliance at 510-747-4508 no later than Tuesday, March 24, 2009. Limit one entry per office.**

Provider name: \_\_\_\_\_

Practice location address: \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

1. Who in your office reads the Provider Bulletin?  Please check all that apply:  
 Administrative Assistant or Secretary    Medical Assistant    Nurse    Doctor  
 Other: \_\_\_\_\_
2. Does your office visit the Alliance Web site, [www.alamedaalliance.org](http://www.alamedaalliance.org)?  
 Yes    No   If no, why not \_\_\_\_\_
3. Does your office visit the Alliance CompleteCare Web site, [www.alliancecompletecare.org](http://www.alliancecompletecare.org)?  
 Yes    No   If no, why not? \_\_\_\_\_
4. What is your office email address?  
\_\_\_\_\_
5. How does your office prefer to get the Alliance Provider Bulletin?  Check one:  
 Fax    Email    Alliance Web site

**Fax your survey to: 510-747-4508  
ATTN: Alliance Provider Services**



## Accurate Documentation Boosts HEDIS Rates

Your documentation of services in patient medical records directly affects the Alliance's HEDIS (Health Effectiveness Data Information Set) scores. Data from patient encounters, claims, and medical record reviews show the rates at which Alliance members receive recommended services. Your documentation is used to assess the quality of care that Alliance members receive. Published annually, HEDIS outcomes enable consumers to compare the Alliance to other health plans in Medi-Cal, Healthy Families, and Medicare Advantage Special Needs Pla

Follow the guidelines listed below to ensure accurate documentation that reflects the quality of care you provide:

- **Submit complete encounter data, correctly code office visits, and keep comprehensive chart records.**
- **Childhood and Adolescent Immunization** - Document the immunization record and update the Immunization Registry.
- **Prenatal and Postpartum Care** - Only visits while enrolled can be used for HEDIS. Postpartum visit must occur between 21 and 56 days after delivery.
- **Controlling High Blood Pressure** - Document adequate control of blood pressure for members with hypertension.
- **Beta Blocker Treatment After a Heart Attack** - Document that members aged 35+ received a prescription for beta-blockers upon discharge.
- **Comprehensive Diabetes Care** - Document:
  - HbA1c tested in 2008
  - Lipid profile screening in 2007 or 2008
  - Dilated eye exam performed in 2008 or a negative eye exam in 2007.
  - Nephropathy screening performed or evidence of nephropathy in 2008
- **Cholesterol Management for Patients with Cardiovascular Disease** - Evidence of cholesterol screening with a level less than 100mg/dL in 2008 for members discharged in 2007 after an AMI, CABG, PTCA, or a diagnosis of ischemic vascular disease.
- **Cervical Cancer Screening** - Document both the test date and the result or finding for one or more Pap tests during 2008 or since 2006.
- **Colorectal Cancer Screening** - Evidence of screening members age 51-80 for colorectal cancer in 2008.
- **Well Child Visits in the first 15 months and the 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup>, and 6<sup>th</sup> year of Life and Adolescent Well Care Visits** - Document each visit with evidence of:
  - Health and developmental history
  - Physical exam
  - Health education/anticipatory guidance



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## **Singulair Under Review by FDA**

The FDA is investigating a causal relationship between Singulair and behavior/mood changes, suicidality (suicidal thinking and behavior), and suicide. They have not yet reached a conclusive decision. Until further information is available, health care professionals and caregivers should monitor patients taking Singulair for warning signs. You can read the FDA Center for Drug Evaluation and Research announcement concerning the ongoing safety review of Montelukast (Singulair) at: [http://www.fda.gov/Cder/drug/early\\_comm/montelukast.htm](http://www.fda.gov/Cder/drug/early_comm/montelukast.htm).



## **You Can Stop Fraud & Abuse**

The Alliance promotes prevention, detection, and resolution of fraud, abuse, and unlawful activities\*. If you know of possible unethical business practices or potential illegal activity regarding our health plan, our providers, vendors, or members, you can report it by contacting:

- Alameda Alliance for Health Compliance Officer: 510-747-6189
- Alameda Alliance for Health Compliance Hotline: 510-747-4576; or
- For Medi-Cal: Call the Department of Health Care Services Medi-Cal Fraud Reporting Line at 1-800-822-6222

Health care fraud costs taxpayers millions of dollars each year and can endanger the health of our community. We appreciate your help fighting health care fraud and abuse.

\*The Alliance is committed to complying with all applicable federal and state laws addressing false claims, including the Federal False Claims Act, the California False Claims Act and the Deficit Reduction Act of 2005 (Section 6032).