

**MetroPlus Members must secure appointments within the following time guidelines:**

Emergency Care	Immediately upon presentation
Urgent Medical or Behavioral Problem	Within 24 hours of request
Non-Urgent "Sick" Visit	Within 48 to 72 hours of request, as clinically indicated
Routine Non-Urgent, Preventive or Well Child Care	Within 4 weeks of request
Adult Baseline or Routine Physical	Within 12 weeks of enrollment
Initial PCP Office Visit (Newborns)	Within 2 weeks of hospital discharge
Adult Baseline or Routine Physical for HIV SNP Members	Within 4 weeks of enrollment
Initial Newborn Visit for HIV SNP Members	Within 48 hours of hospital discharge
Initial Family Planning Visit	Within 2 weeks of request
Initial Prenatal Visit 1st Trimester	Within 3 weeks of request
Initial Prenatal Visit 2nd Trimester	Within 2 weeks of request

Initial Prenatal Visit 3rd Trimester	Within 1 week of request
In-Plan Behavioral Health or Substance Abuse Follow-up Visit (Pursuant to Emergency or Hospital Discharge)	Within 5 days of request, or as clinically indicated
In-Plan Non-Urgent Behavioral Health Visit	Within 2 weeks of request
Specialist Referrals (Non-Urgent)	Within 4 to 6 weeks of request
Health Assessments of Ability to Work	Within 10 calendar days of request
Therapeutic or Medication Follow-up Visit (Pursuant to Inpatient Mental Health or Substance Abuse discharge)*	Within 1 week of discharge

\*Members missing post-discharge appointment must be contacted by phone and/or writing.



**REMINDERS**

**MetroPlus Compliance Hotline**

MetroPlus has its own Compliance Hotline, 1-888-245-7247. You may call this line to report fraud or abuse, illegal activities, and questionable activity. You may choose to give your name or you may report anonymously.

**MetroPlus Medicare Plans**

MetroPlus offers the following Medicare Advantage Prescription Drug (MAPD) Plans\* which provide all the coverage of Original Medicare plus Part D prescription drug coverage. Eligibility requirements differ by plan.

- MetroPlus Advantage Plan (HMO)
- MetroPlus Select Plan (HMO)
- Medicare Partnership in Care Plan (HMO)
- MetroPlus Platinum Plan (HMO)

\*For members who live in Manhattan, Brooklyn, Queens and the Bronx and do not have End-Stage Renal Disease (ESRD).

**Changes to Your Demographic Information?**

Notify MetroPlus of any changes to your demographic information by calling your Provider Service representative. Changes can also be faxed in writing on office letterhead directly to MetroPlus at 212 908-8885 to the attention of Provider Contracting.

**MESSAGE FROM CMO:**

MetroPlus is offering a new Medicare Advantage plan, starting January 1, 2011. The new plan, MetroPlus Choice Plan (HMO), provides all the benefits of Original Medicare, plus extra coverage and is open to all Medicare beneficiaries. To join our plan, a beneficiary must live in our service area (Manhattan, Brooklyn, Bronx or Queens) and have Medicare Part A and Part B. The Choice plan does not include prescription drug coverage.

Information about Choice and our existing Medicare plans can be found on the MetroPlus website at [www.metroplus.org/medicare-health\\_plans.php](http://www.metroplus.org/medicare-health_plans.php) or you can call 1-866-986-0356. MetroPlus looks forward to continuing our relationship with our valued providers as we continue to expand our product offerings to best serve our members.



## IMPORTANCE OF DENTAL CARE

MetroPlus encourages its providers to talk to their patients about the importance of dental care. Good oral health is an important component of good overall health. It can help improve birth outcomes, keep children from developing painful cavities and prevent seniors, and those with chronic health conditions, from developing life-threatening complications. For additional resources on dental care you can visit the New York State Department of Health Bureau of Dental Health at: <http://www.nyhealth.gov/prevention/dental/> or the New York City Department of Health and Mental Hygiene at: <http://www.nyc.gov/html/doh/html/hca/oralhealth.shtml>.

Providers can assist MetroPlus members attempting to access dental services by referring them to the appropriate phone number, depending on the member's plan.

- Medicaid members: call the Medicaid Referral Line at 1-800-541-2831
- Child Health Plus, Family Health Plus, Medicare Advantage members: call DentaQuest (formerly Doral Dental) at 1-800-508-2056 or visit [www.dentaquestgov.com](http://www.dentaquestgov.com)

Members can also call MetroPlus Customer Services at 1-800-303-9626.

## PEDIATRIC VISION SCREENING

As you know, when children enter New York City Schools parents must submit a "Child & Adolescent Health Exam Form" (form number CH-205). If the child has reached his or her fourth birthday, the health care provider is expected to provide a vision assessment which includes a separate visual acuity measurement for each eye and an evaluation for strabismus. A recent review by the New York City Office of School Health records reveals that separate measurements of each eye were provided only about half the time. Furthermore, in most cases when abnormal measurements were reported, the "Follow-up Needed" box was not completed.



Vision problems in young children are very common and may interfere with learning to read. Of particular importance are the 2-4% of young children whose visual acuity is significantly different in the two eyes. These children are at risk for amblyopia, the leading cause of monocular blindness in children and younger adults. Early treatment (before age 6-7) is associated with better outcomes. We urge you to examine the visual acuity of every child and to record the individual eye measurements on the CH-205 form. Since many young children do not know their letters, you should consider having an alternate eye chart to use, if necessary. Children with a two line or greater difference between the eyes and those with significant myopia should be referred to an eye doctor for further evaluation. Doing so is likely to reduce the number of New York City residents with amblyopia related visual impairment.

## TELEPHONIC AND AFTER HOURS ACCESS STANDARDS FOR PCPS AND PARTICIPATING OB/GYNS

MetroPlus wants to take this opportunity to remind our provider community of the requirements for access and availability. This includes minimum office hour standards and timeframes for appointment scheduling. If a provider is planning on taking a vacation, it is that provider's responsibility to arrange for another participating MetroPlus provider to care for their members. Members should be directed to this covering provider for any services. It is also the provider's responsibility to make MetroPlus aware of any changes in office hours that could impact panel capacity.

- PCPs and Participating OB/Gyns are responsible for ensuring that Members have access to services twenty-four hours per day, seven days per week.
- PCPs and Participating OB/Gyn offices must provide a working telephone number for Members to access during normal business hours.
- Accommodations must be made for Members who cannot receive a return call. For PCPs and Participating OB/Gyns with a live voice answering service, the answering service should instruct Members that cannot receive a return call to remain on the telephone while the service attempts to reach the Participating Provider. If this service is not available, PCPs and Participating OB/Gyns must establish alternative arrangements.
- PCPs and Participating OB/Gyns must be on-call or designate a PCP or Participating OB/Gyn to provide on-call coverage to respond to Member concerns after hours, on weekends, and during short and long term leaves of absence.
- On-call Providers must return all phone calls within thirty minutes.
- PCPs and Participating OB/Gyns must provide MetroPlus with an after hours contact number at which a live person can be reached.
- PCPs and Participating OB/Gyns with office phones answered by an answering machine must have a message referring Members to a phone number answered by a person able to make a direct connection or alternative arrangements. Answering machines may also refer calls to the MetroPlus 24-hour Healthcare Hotline whose agents can contact the PCP or Participating OB/Gyn or make alternative arrangements.

