

# METROMONITOR



The Provider Newsletter of  MetroPlus Health Plan, Inc.

## A Message from the Medical Director

*We are very pleased that enrollment is now underway for Family Health Plus. In addition to Medicaid eligible members, MetroPlus now offers coverage for children that are uninsured and adults that are not eligible for Medicaid, but meet income requirements. Our enrollment this past month has reached almost 88,000. We encourage you to speak with your patients and staff regarding their options for coverage. We have included a brief article on Provider Marketing Guidelines to ensure compliance with the New York City Department of Health requirements.*

*We are also pleased to be participating again with The New York City Health and Hospitals Corporation on the Breast Health Awareness Month initiative offering free mammography screening and education. You will also find a summary of our resident use policy as required by the New York State Department of Health, and a look into our provider relations department. As always, we hope this newsletter finds you well, and look forward to any feedback or suggestions you might have.*

Best Regards, Arnold Saperstein, M.D.

## Spotlight on Provider Relations

Robert B. Ettinger has been the Director of Provider Relations and Contracting at MetroPlus for the past two years. Robert came to MetroPlus after spending two years at NYLCare Health Plans in their corporate office in New York City in Planning and Analysis and as Director of National Contracting for NYLCare's Avanti Health System. Prior to joining NYLCare, Robert worked with Aetna Health Plans as Director of Network Management for the New York Region and served as an internal consultant in contracting and network management for Aetna's Northeast Region. Robert started his career in Managed Care over 15 years ago with the Travelers Health Network of New York as a Provider Relations Representative.



At MetroPlus, Robert is directly responsible for Provider Relations, Contracting and Credentialing. During his two years at MetroPlus, Robert's staff has revamped the Provider Relations orientation and service program in order to improve communications with MetroPlus participating providers. The contracting staff has increased the size of the network to include many more Primary Care Physicians in the community and key Specialists through Agreements with hospitals such as Lutheran Medical Center, SUNY Downstate and NYU Medical Center. Recently, the credentialing department staff developed a delegated credentialing process that conforms to NCQA guidelines and has been successfully instituted in the majority of our network.

Robert's goals for his department and staff are to offer exceptional customer service through frequent, open communication and to make sure that the provider's experience with MetroPlus is positive for them and our Members. Annual surveys of our Participating Providers and Members assist us in making sure that we are on the right track.

If you have comments or would like to share your experiences with us, please contact your Provider Relations Representative. You may also reach Robert at 212-730-3099 or by email at [ettinr@nychhc.org](mailto:ettinr@nychhc.org).

**CORRECTION:** In the March *MetroMonitor*, Bronx Provider Relations Representative Yvon Magny's phone number was listed incorrectly. His correct number is 212-730-3074.

## Reminder – Fax Recall System

The MetroPlus fax recall system is an easy and accurate way to verify member eligibility. The system can be accessed directly by calling 1-212-730-6555. Follow the instructions given. A fax containing the member's eligibility status will be sent back to you within one minute. If you have any questions about the fax recall system, please refer to your MetroPlus Provider Manual or call your Provider Relations Representative. All providers are encouraged to use the fax recall system.

**We want to hear from you!** If you have ideas or suggestions for the next issue of the MetroMonitor please call the MetroPlus Provider Relations Department at 212-730-3206.



## Protocol for the use of Residents

To assure that quality care is provided to all MetroPlus members, the following guidelines must be met when Residents participate in the care of our members.



- Residents shall be part of a patient care team headed by a MetroPlus credentialed and participating attending physician;
- Only credentialed physicians or nurse practitioners on the team may have panels of Members (MetroPlus does not credential residents);
- Residents may perform visits with Members but the majority of visits must be under the direct supervision of the Member's PCP;
- Members shall be made aware of the Attending/ Resident relationship, including their choice and/or right to be cared for directly by their PCP;
- The Residency program with which the Resident is affiliated must be accredited;
- The quality of care provided through the Residency program must be the same for all patients, regardless of their insurance status;
- Attending Specialists must be available for emergency consultation and care during non-clinic hours;
- Resident training sites must produce legible consultation reports;
- Members requiring ongoing Specialty care must be cared for in a continuity of care setting conforming to the following requirements:
  1. The attending PCP and Resident must have regular hours in the continuity of care and be together the majority of the scheduled time;
  2. Residents must spend 20% of the total training time in the continuity of care setting and no less than 10% of training time in any training year must be spent in a continuity of care site;
  3. Attending physicians must be present in patient care/supervisory activities a minimum of 16 hours in order to have four Residents on a team (within 24 hours a week to have six Residents on a team, and with 32 hours a week to have eight Residents on a team).



## Breast Health Awareness Month

MetroPlus, along with the New York City Health & Hospitals Corporation (HHC), has declared May to be Breast Health Awareness month. Mammogram screening is an integral part of primary health care for women ages 40 and over. The goal of the Breast Health Initiative, implemented at every HHC Hospital and Diagnostic & Treatment Center in 1994 as part of the Women's Health Initiative, is the early detection and treatment of breast cancer.

Last year 4,162 women received breast health education and screening for cancer during the May Breast Health Initiative. Of these women, 76 (approximately 2%) were ultimately found to have cancer. This is a considerable increase over 1997 when the event began. That year, 614 women were screened and 75 (approximately 12%) were ultimately found to have cancer.

It is important that Providers encourage patients 40 years old and over to have an annual mammogram. By improving access to mammography screening, community information, outreach, and patient education, we can help keep women healthy. Throughout the month of May, mammograms, manual breast exams, patient education, and information will be offered free of charge (or at low cost) to the community at HHC facilities. For more information on how your patients can receive a free mammogram in the month of May, please contact MetroPlus at 212-597-8681.

## Provider Marketing Guidelines

MetroPlus would like to clarify guidelines surrounding marketing by our Participating Providers.

- MetroPlus does not require our Participating Providers to distribute MetroPlus prepared communications to their patients. If a provider wishes to distribute information, it can be requested from Provider Relations or Marketing.
- Participating Providers may display marketing materials of their contracted Managed Care Organizations (MCOs) provided that appropriate notice is conspicuously posted listing all MCOs with whom the Provider has contracts.
- Participating Providers may communicate with their patients about their managed care options in order to determine the MCO that best meets the needs of the patient and their family. Providers must inform their patients of all MCOs with whom they have a contract.
- Providers must inform their patients in the event they are no longer affiliated with a particular MCO but remain affiliated with other participant MCOs.