



METROMONITOR



PROVIDER NEWSLETTER

A MESSAGE FROM THE MEDICAL DIRECTOR

This issue contains the results of our 2001 Quality Assurance Reporting Requirement (QARR) study and highlights both areas in need of improvement, as well as our areas of success for this year. Our fourth annual QARR awards ceremony was held on October 30, 2002, when we recognized our best performing Providers and networks. We are also pleased to share the names of these sites and networks in the chart on page two.

Over this past summer, we visited many of your offices and we are now beginning to address many of your concerns voiced. We know that you depend on your roster of eligible members and we are pleased to be able to get them out to you earlier beginning with next month's roster. We have also extended our member services hours and will be looking at other suggestions made over the next few months.

Best Regards,
Arnold Saperstein, M.D.

LEAD POISONING SCREENINGS

The New York City Department of Health and Mental Hygiene (DOHMH) recently published the *Surveillance of Childhood Blood Lead Levels in New York City* regarding mandatory reporting during 1995-2000. Some of the findings include:

- Eighty percent of children are tested for lead poisoning before their third birthday.
- Only fifty-six percent of one and two year old children receive blood lead tests.
- The rate of newly identified elevated blood lead levels in children aged six months to six years declined by sixty-four percent.
- Between 1983 and 2000, the number of children newly identified with blood lead levels requiring immediate medical intervention declined by ninety-two percent.
- More than two thirds of lead poisoned children receiving environmental intervention from DOHMH's Lead Poisoning Prevention Program were Hispanic or non-Hispanic black.
- Some areas of Queens (Jamaica and Flatbush) and Brooklyn (East New York, Bedford Stuyvesant, Crown Heights, Downtown, Brooklyn Heights, Park Slope, Williamsburg, Bushwick, and East Flatbush) have higher rates of children requiring environmental intervention and monitoring.

DOHMH recommends that Providers test all children under the age of 6 who:

- Live in or regularly visit a home or any other place built before 1960 that has peeling or chipping paint, or that has recent, ongoing, or planned renovation;
- Have a sibling, housemate, or playmate with an elevated blood lead level or who comes into contact with an adult whose job or hobby may involve exposure to lead;
- Whose families spent considerable time abroad or recently arrived from a country where they may have been exposed to lead;

In addition, Providers should test all children who are over six years of age and have developmental delays, exhibit

ingestion of non-food substances, or have extensive hand-to-mouth activity.

New York State law mandates that Providers screen all children for lead poisoning at one year of age and again at two years of age.

NEW HOURS FOR METROPLUS MEMBER SERVICES DEPARTMENT

The Member Services Department is now available Monday through Friday between 8:00 A.M. and 8:00 P.M. and on Saturdays between 8:00 A.M. and 7:00 P.M. To speak to a Member Services Representative, please call **1-800-303-9626 (TDD: 1-800-881-2812)**.

MEMBER ROSTER MAILINGS TO COMMUNITY PRIMARY CARE PROVIDERS (PCPs)

Beginning January 2003, MetroPlus Participating Community PCPs will receive the Member rosters on the second business day of the month.

The Member roster, distributed monthly to Participating PCPs, contains key information about Members. However, because of frequent changes in Member status, information on the roster may not be accurate after the date of printing. Please note that some Members may be assigned to your panel but not appear on the roster. PCPs must verify the Member's eligibility before all non-emergent visits by using the Fax Recall system. To use the Fax Recall system, available twenty-four hours per day, Monday through Saturday, call the designated fax recall number at (212) 730-6555 and select the fax recall option from the menu. A fax containing the Member's eligibility status will be sent back to you within one minute.

Participating Providers may also verify the Member's eligibility by calling the Member Services Department.

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 or E-mail pintea@nychhc.org.

2001 QARR RESULTS

The 2001 New York State Quality Assurance Reporting Requirement (QARR) results have been published. MetroPlus scored at or above the state average on the majority of the effectiveness of care indicators this year.

Following are areas in which performance improvement is needed along with our reminders and recommendations regarding improvement:

- **Child Health Plus (CHP) Members Annual Dental Visit Rate** (results not shown below): Primary Care Providers (PCPs) are asked to refer Members for at least one dental visit a year and to encourage dental appointment attendance.
- **Medicaid Members Well Child Visit Rates:** PCPs are reminded to submit claims for all encounters and to use the appropriate Well Child visit codes. Also, unborn Members are now on our rosters for your use in billing when seeing a newborn Member.
- **Childhood Immunizations for CHP Members:** PCPs are responsible for documenting the Member's entire immunization history, even if immunizations were given elsewhere. With the exception of the HepB vaccination given at birth, immunizations should not be given before the forty-second day of life. At least one HepB vaccine should be given between the sixth month and the second birth dates.

- **Optimal Contact with a Provider for Anti-depressant Medication Management Rate** (results not shown below): When antidepressants are prescribed for a new episode of major depression, the Member should have at minimum three follow-up appointments with a PCP and/or a behavioral health Provider during the eighty-four day acute treatment phase.

- **Use of Appropriate Medications for Asthma for CHP Members:** According to national guidelines, Members are considered to have moderate to severe/persistent asthma if they have one Emergency Room visit or one inpatient admission or four asthma outpatient visits with two asthma dispensing events during a calendar year. In these cases, the expectation is that the Member will be prescribed a long term control medication. Long term control medications are inhaled corticosteroids, nedocromil, cromolyn sodium, leukotriene modifiers and methylxanthine.

As in previous years, awards were given to the highest achieving MetroPlus Participating Providers at the fourth annual QARR awards ceremony held on October 30th at the New York City Health and Hospitals Corporation headquarters.

	Best Participating Site Performance		Best Participating Network Performance		MetroPlus Results		State Health Plan	
	Medicaid	CHP	Medicaid	CHP	Medicaid	CHP	Medicaid	CHP
Access to Primary Care/ Preventive Health:								
Children ages 1-11	International Pediatrics Plus 95.9%	Stat Medical 91.2%	South Manhattan HN* 82.5%	Queens HN 68.9%	74.9%	56.7%	Not available	
Adults ages 20-64	Ida G. Israel Community HC* 88.5%		South Manhattan HN 79.1%		74.8%		Not available	
Seniors over 65	Gouverneur DTC 85.2%		North Bronx HN 82.6%		74.8%		Not available	
Pediatric Service Indicators								
Childhood Immunizations Combo II	Queens HC 82.6%	Elmhurst HC 66.7%	Queens HN 71.6%	North Brooklyn HN 80.0%	64.0%	55.1%	Not available	
Lead Screening	Bellevue HC 100.0%	Lincoln Medical & Mental HC 90.0%	South Manhattan HN 96.1%	Southern Brooklyn/ Staten Island HN 83.3%	87.6%	80.1%	76.0%	70.0%
Well Child Visits 15 months (Medicaid only)	Bellevue HC 80.3%	Not applicable	South Manhattan HN 64.2%	Not applicable	47.8%		Not available	
Well Child Visits Ages 3-6	Woodhull Medical & Mental HC 82.2%	Gouverneur DTC 91.7%	North Brooklyn HN 77.9%	Queens HN 77.1%	67.1%	75.9%	Not available	65.0%
Adolescent Well Care ages 12-21	Judson HC 60.6%	Kings County HC 66.7%	North Brooklyn HN 46.3%	South Manhattan HN 59.6%	35.3%	48.7%	Not available	41.0%
Women's Health Indicators for Medicaid Members only								
Cervical Cancer Screening ages 21-64	Segundo Ruis Belvis DTC 88.2%		Coney Island 78.1%		77.9%		74.5%	
Timely Prenatal Care	Elmhurst HC 94.1%		North Brooklyn 90%		83.5%		76.0%	
Check-ups after Delivery	Elmhurst HC 88.2%		South Manhattan 75.4%		63.3%		59.0%	
Disease Management Indicators: Use of Appropriate Asthma Medications (Medicaid only)								
Ages 5-9	Morrisania DTC 81.6%		North Bronx 70.3%		57.7%		60.0% (with ages 10-17)	
Ages 10-17	Segundo Ruis Belvis DTC 65.4%		North Brooklyn 59.1%		57.7%		60.0% (with ages 5-9)	
Ages 18-56	Coney Island HC 85.4%		Coney Island HC 81.6%		70.6%		66%	

*HC= Hospital Center

*HN= Health Network