

April 2003

METROMONITOR

METROPLUS HEALTH PLAN, INC. PROVIDER NEWSLETTER

A Message from the Medical Director

At MetroPlus we are very excited to have been awarded a license to operate as an HIV Special Needs Plan. We have been working closely with the AIDS Institute to develop our programs and systems to implement this program. In addition, with your help, we have continued to grow at a rapid pace. We have now well over 150,000 Members. With that growth, our staff has also grown so we will be moving a number of our departments to a new location as of Monday April 7th. Please make note of our contact numbers so that you can reach us. As always, we look forward to hearing from you.

Best Regards,
Arnold Saperstein, M.D.

CHANGE OF ADDRESS AND PHONE NUMBERS FOR METROPLUS DEPARTMENTS

Effective Monday, April 7, 2003, the following departments of MetroPlus Health Plan, Inc. are being relocated: Office of the Medical Director, Claims, Provider Relations and Contracting, Credentialing, Quality Management and Utilization Management.

All correspondence to these departments should be addressed to:

MetroPlus Health Plan, Inc.
160 Water Street
12th Floor
New York, NY 10038

With the exception of Provider Relations, Contracting and Credentialing, all departments will keep their current phone and fax numbers:

- ❖ Claim Processing:
Phone: (212) 597-8800/ Fax: (212) 597-8789
- ❖ Quality Management:
Phone: (212) 597-8934/ Fax: (212) 597-9701
- ❖ Utilization Management:
Phone: 1-800-303-9629 or 1-212-597-8900
Fax: 1-212-597-8901 or 1-212-597-8902
- ❖ Partnership in Care:
Phone: (212) 597-8638/ Fax: (212) 597-8901
- ❖ Fax Recall: (212) 730-6555.

As of Friday, **April 4th**, the current numbers for the **Provider Relations, Contracting and Credentialing Department** will change as follows:

- **Main number:** (212) 908-8883
- **Fax Number:** (212) 908-8885
- **Provider Relations Representatives:**
 - ❖ **Bronx**, Yvon Magny : (212) 908-8886
 - ❖ **Brooklyn**, Jean Pericles: (212) 908-8890
 - ❖ **Brooklyn/Manhattan**, Hopeton Gordon: (212) 908-8889
 - ❖ **Queens**, Tanisha Latimer-Mason: (212) 908-8887
- Robert Ettinger, **Director, Provider Relations & Contracting:** (212) 908-8880

- Mark Barrett, **Contracting Manager:** (212) 908-8881
- Marinela Ionita, **Contracting Administrator:** (212) 908-8882
- Michelle Lanham, **Administrative Assistant:** (212) 908-8883
- Elaine Levine, **Credentialing Coordinator:** (212) 908-8891
- Ann Nurse, **Provider Relations Specialist:** (212) 908-8895
- Adna Pinteá, **Project Manager:** (212) 908-8888
- Marva Sylvester-James, **Clerical Support:** (212) 908-8884
- Yolanda Thompson, **Credentialing Manager:** (212) 908-8893
- Ethel Waller, **Credentialing Coordinator:** (212) 908-8892

If there are any questions about any of these changes, please call Maritza Hernandez, in the Office of the Medical Director, at (212) 597-8938. If you need assistance contacting MetroPlus staff in any department, please call the front desk at (212) 597-8600.

METROPLUS TO OPERATE AS HIV SPECIAL NEEDS PLAN

MetroPlus Health Plan will soon be designated as an HIV Special Needs Plan (SNP). As you may know, the SNP program has been designed by the State Department of Health AIDS Institute to offer insurance coverage through a managed care plan to Medicaid recipients who are HIV-positive and to their children under the age of nineteen.

The State Department of Health initiated an ad campaign in January of this year to promote the SNP program, so your patients may come to you with questions. As always, MetroPlus is here to help you and your patients. If you need assistance answering your patients' questions, do not hesitate to call us at (212) 597-8638. Patients interested in joining the SNP may also request information directly from the MetroPlus Marketing Representative at your facility. They

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can also call our member eligibility department at 1-800-475-METRO or NY Medicaid CHOICE at 1-800-505-5678 for more information.

HIV SNP Members will have an HIV Specialist acting as their Primary Care Provider; they will receive case management services, treatment adherence services, prevention and risk reduction education, and coordination of services.

Enrolling in the SNP is simple and completely voluntary. Patients will be required to complete a New York Medicaid CHOICE form (also known as a MAXIMUS form), indicate their Client Identification Number and that they want to join the MetroPlus HIV SNP. The application is brought to MetroPlus by the Marketing Representative and our staff will contact you, the Provider, to validate the HIV status. Once we have that information, we notify MAXIMUS that the patient qualifies to become a SNP Member. The patient's name will be added to the MetroPlus HIV SNP Member roster and will become eligible to receive care through MetroPlus. As there is no lock-in period or auto-assignment, SNP Members will be entitled to expedited disenrollment if they change their mind about enrollment in the SNP.

Enrollment is open to all HIV-positive individuals and to their children under the age of nineteen, regardless of the children's HIV status. The non-infected spouse of the HIV-positive Member may not join. If a SNP Member gives birth during her enrollment in the SNP, the child will automatically be enrolled in the SNP of the mother. The mother then has the choice of leaving the child in the SNP or asking that the child be moved to a Medicaid managed care plan or Medicaid fee-for-service.

For patients who wish to enroll in the HIV SNP, the Provider will have to validate their status by providing any one of the following documents: HIV antibody screen assay, a viral identification assay (p24 antigen assay, viral culture, DNA polymerase chain reaction (PCR), or CD4 level measurement of less than 200. Please keep in mind that we cannot enroll patients in the HIV SNP until we receive this documentation.

To help HIV SNP Providers with the care of their patients, MetroPlus offers a number of outreach programs, such as our Peer Educator Project, which facilitates access to support services through a peer educator; we also have outreach staff to assist Members in making and keeping appointments. Our case management staff is available to assist you in the overall coordination of care and to enhance Members' access to services. We have also contracted with Community Service Network to assist us with the orientation of new HIV SNP Members and with helping Members who fail to keep their appointments. MetroPlus will refer Members to you, help link your patient with services they might need, help arrange services outside of the NYC Health and Hospitals Corporation, if necessary, provide utilization data and perform QA studies, and provide educational offerings.

MetroPlus' goal is to provide cost effective, high quality care for all HIV-positive individuals and their children.

ADDITIONAL RESPONSIBILITY FOR PRIMARY CARE PROVIDERS

As part of the Primary Care Providers' role to coordinate and maintain continuity of care for your MetroPlus Members, please make sure that you refer your Members for at least one dental visit a year and that you encourage them to keep their dental appointments.

PROVIDER MANUAL REVISIONS

As you know, the MetroPlus Provider Manual has been revised recently. If you have any questions about the changes made, please contact your Provider Relations Representative:

- ❖ **Bronx**, Yvon Magny at (212) 908-8886
- ❖ **Brooklyn**, Jean Pericles, at (212) 908-8890
- ❖ **Brooklyn/Manhattan**, Hopeton Gordon, at (212) 908-8889
- ❖ **Queens**, Tanisha Latimer-Mason, at (212) 908-8887.

For HHC providers, the Manual is accessible via the MetroPlus Intranet, at <http://mhp.nychhc.org>. Although we will always inform you when we make changes or revisions to the Manual, we recommend that you refer to the Intranet version of the Manual whenever possible, as this document will be continuously updated and will always reflect the latest information.

To facilitate your access to news and announcements from us, and to reduce the distribution time of this newsletter, we would like to start E-mailing the MetroMonitor to our Providers who have access to the Internet. **If you have an E-mail address and would like to receive the MetroMonitor via E-mail, please E-mail pintea@nychhc.org your request and we will add you to our distribution list.**

Like the Provider Manual, all editions of the MetroMonitor are made available to our HHC Providers on the MetroPlus Intranet website, at <http://mhp.nychhc.org>.

CHANGE OF ADDRESS NOTICES FOR PRIMARY CARE PROVIDERS

To help us ensure that our Members receive continuous care and that they are correctly assigned to your panels, please make sure that you keep us and your patients informed of any temporary or permanent office address changes or of additions of any new sites to your practice.

Please make sure that your Members are informed in writing of any changes and that they know how to reach you. These changes should also be communicated to your Provider Relations Representative or to the Provider Relations Department directly at (212) 908-8883. Please make every effort to notify us of these changes before they occur.

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) 908-8883** or E-mail pintea@nychhc.org.