

September 2006

HIV Update

The Challenges of Drug Resistance

Sanjiv Shah, MD

Two recent events have focused renewed attention on the treatment of HIV infection: the 25th anniversary of the first reported cases of AIDS, and the introduction of a new single dose triple combination tablet to treat HIV. From the earliest days of the epidemic when the thought that HIV infection was a "death sentence" and many people were afraid to go for testing so they wouldn't have to face that prospect, we've advanced to the current time when properly prescribed and diligently adhered with therapy can keep HIV infection suppressed and allow restoration of the immune system. Development of new treatment modalities called antiretroviral cocktails or HAART (Highly Active Anti-Retroviral Therapy), have given hope to everyone with HIV infection who has access to treatment. There should be no reason to avoid HIV testing since early detection and treatment can be effective and can prevent the spread of HIV.

While HIV treatment may be very effective, putting together the right combination of drugs must be done carefully. The availability of new combination drugs, like Atripla® the new 3 drugs-in-one pill, can make things easier, but there is no cookbook treatment for HIV. Some patients' HIV

develops resistance to many of the drugs available for treatment due to the transmission of drug resistant strains or selection for drug resistance due to incompletely suppressive therapy. Combination tablets may help prevent emergence of drug resistance by improving adherence. However, what may work against one person's virus may not work against another. The best way to ensure successful treatment is to tailor the drug combination to attack the member's particular virus (employing HIV resistance testing), and for the member to be adherent with therapy (maintaining a >95% compliance with dosing). Success in treatment is best achieved when the patient is on the right cocktail chosen by an experienced HIV Specialist and has supportive coordinated care.

Flu Shot Season Returns

Flu season is back and so is the need to vaccinate those at risk: people with HIV, Diabetes, Asthma and those over 65. MetroPlus has mailed Flu shot reminder postcards to these groups of members, and we recommend that all PCPs reach out to at-risk members and schedule an appointment for vaccination. This significant preventative step protects vaccinated members from catching the Flu and thus improves their quality of life.



NPI Deadline Approaches

All HIPAA covered entities (physicians, groups, hospitals, etc.) must use the National Provider Identification (NPI) to identify covered healthcare providers in standard transactions by May 23, 2007. Go to CMS (below) to get complete details on NPI and how to apply for an NPI. www.cms.hhs.gov/apps/npi/01_overview.asp



QARR "Prospective List" 2006

MetroPlus will be mailing the "Prospective List" for the upcoming Assurance Reporting Requirements (QARR) in September. The "Prospective List" is a list of members who may be due for care for whom we have not yet received a claim to document that the care was given. These members therefore are non-compliant for the QARR indicators (below) based on claims data for the first eight months of 2006: Breast Cancer Screening, Cervical Screening, Chlamydia ing, Well Child Visit (<15 months, 3-6 years & adolescents)

For members who have already received these services, please submit claims to MetroPlus with the appropriate codes. For the rest of the non-compliant members, use the report to outreach and provide them the needed care/preventive health screenings before December 31, 2006. Additionally, MetroPlus is sending reminders to adolescents aged 14-18 years old who have not had a well care visit in 2006.

If you have any questions about the report or need further information, or need assistance with member outreach, please call the MetroPlus Quality Management department at 1-212-908-8575.

To find a MetroPlus HIV Specialist Primary Care Provider go to www.metroplus.org and click "Find a Specialist". MetroPlus' HIV Special Needs Plan, called "Partnership In Care", ensures access to a HIV Specialist and coordination of care which is essential for the successful management of HIV. For more information call 1-800-597-3380.

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A Message from the Medical Director

In a recent collaborative workgroup, we conducted an informal study that showed that many providers were unaware of the Case/Disease Management Services offered by MetroPlus. Furthermore, a few weeks ago, I was shown a report that indicated only few providers have registered online in order to see their Quarterly Provider Profile online. I encourage everyone to familiarize themselves with our Case/Disease Management services and also the vast resources available to registered online users. -Arnold Saperstein, MD

Updated Quarterly Provider Profile Online

The latest edition of the Quarterly Provider Profile has been posted to our internet based Report Delivery System (RDS). The profile shows how a PCP has performed on various indicators for the previous period and also offers a list of members who may need to get the care indicated.

Providers must be registered users to log in to view the Provider Profiles. To register go to www.metroplus.org and click on "Providers" on the top of the page and then click on the registration button on the bottom left of page. Once registered and logged in, click on the "Report Delivery System" on bottom left of page and then click on "Quarterly Provider Profile".

Note this newsletter and all back issues are also available online.

MetroPlus Case Management Services

MetroPlus is committed to supporting the physician-member relationship by making sure that our Case and Disease Management programs meet both member and physicians' needs. MetroPlus' dedicated staff of experienced nurses and professionals ensures the wellbeing and health of our members. MetroPlus encourages all providers to refer all eligible members to one of the following Case Management Services.

MetroMom

MetroMom is the high-risk perinatal and neonatal case management program. A Case Manager encourages members referred to MetroMom to comply with the obstetrician's plan of care. Members are contacted regularly and are reminded to keep appointments for prenatal and post-partum care.

The MetroMom Case Manager assists with arranging home care, before and after delivery, and with getting members the additional care and support they need including referrals to childbirth and parenting classes, teen pregnancy



counseling, smoking cessation programs and genetic counseling.

AsthmaPlus

All MetroPlus members diagnosed with asthma are eligible for enrollment into the AsthmaPlus Case/Disease Management Program. MetroPlus Case Managers and Health Educators contact these members to provide education and promote self-management techniques. Use of an Asthma Action Plan, understanding the proper use of asthma equipment, the actions of medications prescribed and recognizing symptoms requiring urgent care are among the topics discussed with every member. The AsthmaPlus Case Manager also assists physicians by arranging a home environmental assessment for members.

Diabetes CARE

Diabetes Case Managers and Health Educators assist all Type 1 and 2 diabetes members by helping them schedule appointments and obtain necessary equipment. They also promote self management skills including glucose monitoring, medication compliance, diet and exercise.

Behavioral Health/Family Violence

The Case Manager and Health Educator in the Behavioral Health Program contact members who are discharged from an inpatient psychiatric or substance abuse detoxification program to encourage appointment attendance and treatment compliance. The Case Manager works to maximize family involvement and coordinate care between the member's medical and behavioral health physicians. These case management services are beneficial for members with a history of treatment or medication non-compliance, members with dual chemical dependency/mental disorders who also have a medical condition, or with history of family violence.

HIV/AIDS

All members who are HIV positive or have AIDS can receive comprehensive care coordination through the HIV/AIDS



Case Management Program. Members are monitored to ensure that the necessary medical and psychosocial services are received. The Case Manager works with physicians to ensure that a comprehensive treatment plan is in place and that the treatment is consistent with clinical guidelines.

Complex Case Management

In addition to the disease specific programs, MetroPlus also offers Complex Case Management services for members who may require coordination of multiple health care needs. Members with complex metastasis cancer, traumatic injuries, amputations, blood disorders, CVA with neurological deficits, cardiac conditions with complicating co-morbidities and transplant cases are some appropriate candidates for this program. The Complex Case Manager works with physicians and members to promote continuity and quality of care by providing assistance in the coordination of available benefits and resources.

These Case and Disease Management Programs were established to provide physicians with an effective tool for managing difficult and time-consuming cases. It is MetroPlus' hope that physicians will refer members for services so we can collaborate for the benefit of our members. You can reach us by calling our Care Management Line at 1-800-303-9629, or speak with our case managers directly by calling the numbers listed below:

Case Management Team

MetroMom

Janice Gabel, RN 212-908-8630

AsthmaPlus

Marie Legaspi, RN 212-908-8682

Diabetes CARE

Holly Lopez-Velasco, RN 212-908-8706

Behavioral Health

Sam Ribowsky, LCSW 212-908-8585

Family Violence

Kevin McCreary 212-908-8542

HIV/AIDS

Barbara Opulski, RN 212-908-8548

Complex Case Management

Diane Padilla, RN 212-908-8584

Joint Marketing Initiative

MetroPlus' Marketing Department partners with participating providers to increase their exposure in the community. The Marketing Department strives to reduce the number of uninsured NYC residents and reaches out to communities in a friendly manner.

For the past year, the Marketing Department began inviting providers to send clinical staff to collaborate in various community marketing events. When clinical staff joins with MetroPlus at these events, together they are able to promote the provider's practice,

promote MetroPlus, perform free health screenings and gain an opportunity to meet potential clients. The Marketing staff can bring an attraction (i.e. face painter, cartoon character etc), popcorn and various premiums.

MetroPlus is eager to team up with providers for joint promotional events. For information on how to have your practice represented at a Marketing event call:

Thelvis Alston, Community Outreach Manager at 646-335-8008 or, Erin Hayes, Community Outreach Supervisor at 917-578-1354.