

MetroMonitor

Provider Newsletter

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Robotic Laparoscopic Prostatectomy at Elmhurst Hospital



Alfred Winkler, MD Regional Director of Urology for the Queens Network and the DaVinci robotic laparoscopic system

The recent procurement of the DaVinci system exemplifies Elmhurst's commitment to bring state-of-the-art healthcare technology to Queens. Since the Summer of 2006 Alfred Winkler, MD., Regional Director of Urology for the Queens Health Network and his team have been performing Laparoscopic surgical procedures.

The robotic surgery offers various advantages over normal laparoscopic procedures in that the robotic arms offer a greater degree of movement. Furthermore the camera and control station used by the system produce a three-dimensional view of the operation offering more precision during a procedure.

"As diagnosis happens earlier due to the Prostate Specific Antigen (PSA) test, patients have more options for life saving surgery," states Dr. Winkler.

Prostate cancer affects 1 in every 6 men in America. The FDA approves the PSA test for annual screening of men over the age of 50. Current guidelines recommend screening should be offered to high-risk populations, which include African-American men and men with family history of the disease over the age of 45. Information should be given to patients about benefits and limitations of testing for early prostate cancer detection and treatment.

More information, Guidelines (search for PSA): www.guideline.gov/
Elmhurst Hospital: nyc.gov/html/hhc/qhn/home.html
DaVinci System: www.davincisurgery.com/

Annual Provider Survey

MetroPlus has again secured the services of an independent professional market research company, The Myers Group, to administer its annual provider survey.

Redesigned for use last year, this survey allows providers to supply detailed and actionable feedback to MetroPlus. The Myers Group's assistance will help to assure an adequate response rate in addition to providing an extra level of anonymity to those who respond.

The survey will be mailed to all participating providers (who had at least one MetroPlus Member claim in 2006) and key administrative staff in mid-June. Please look for and complete the survey as soon as possible. Follow the instructions for returning the survey directly to The Myers Group.

Your feedback and suggestions will provide valuable information to MetroPlus and help us to better serve your needs and the needs of our members.

Primary Care & HIV in 2007

The NY/NJ AIDS Education and Training Center and various other training centers are sponsoring a conference Friday, June 29. The program will enhance the ability of primary care providers to detect HIV infection, deliver routine care to HIV positive individuals, and refer to specialists as appropriate. More information at: www.nynjaetc.org/June29Conferece.asp

A Message from the President and Chief Medical Officer

The results of last year's Provider survey aided us in collaborating better with our providers and I encourage you to fill out this year's survey when it arrives in the mail. Also, through a concerted effort from both our pharmacy benefit manager, NMHC and the MetroPlus Medical Management staff, we have created a formulary. It is our belief that the controls set by the formulary will help us deliver more cost effective, high quality health care to our members. See next page for more details.





Emergency Department

Emergencia

急診處

응급실

জরুরি বিভাগ

Pediatric Emergency

Emergencia de
Pediátrica

小兒科急診處

소아과 응급실

জরুরি বিভাগ
শিশুরোগ সংক্রান্ত



MetroPlus Is Implementing a Formulary for CHP and FHP

In an effort to deliver the best and most efficient health care to its members MetroPlus has decided to implement a formulary. As some members may currently have prescriptions for excluded or restricted products MetroPlus will grandfather most of its existing members for 120 days (some therapeutic classes will have different grandfathering rules applied*).

MetroPlus will reach out to affected members but we strongly encourage all providers to do the same. These changes will become effective soon and communication will be forthcoming.

For updates visit the MetroPlus website and go to the provider Bulletin; www.metroplus.org

Coverage Changes

MetroPlus is implementing some changes in the products it covers in some therapeutic classes:

| Therapeutic Class | Covered Products | Excluded Products |
|------------------------------------|---|--|
| Anti-Lipidemics – HMGs | Lovastatin, Pravastatin, Simvastatin, Vytorin | Altoprev, Crestor, Lescol, Lescol XL, Lipitor, Mevacor, Pravachol, Zocor |
| Anti-Inflammatories – NSAIDs | Diclofenac, Etodolac, Ibuprofen, Indomethacin, Naproxen, Sulindac, Meloxicam | Anaprox, Anaprox DS, Celebrex, Clinoril, Indocin, Lodine, Mobic, Motrin, Naprosyn, Prevacid Nap Pak, Voltaren |
| Anti-Depressants – SSRIs* | Citalapram, Fluoxetine, Sertraline, Paroxetine | Lexapro, Paxil, Paxil CR, Zoloft, Paxeva, Celexa, Prozac |
| Anti-Diabetics-Sensitizing Agents* | Actos, Avandia, Metformin, Metformin ER | Fortamet, Glucophage IR, Glucophage XR |
| Anti-Hypertensives – ARBs* | Atacand, Atacand HCT, Benicar, Benicar HCT, Cozaar, Diovan, Diovan HCT, Hyzaar | Avalide, Avapro, Micardis, Micardis HCT, Teveten, Teveten HCT |
| Anti-Hypertensives - ACEs | Captopril, Captopril HCTZ, Enalapril, Enalapril HCTZ, Fosinopril, Fosinopril HCTZ, Lisinopril, Lisinopril HCTZ, Quinapril, Quinapril HCTZ, Trandolapril | Aceon Altace, , Accupril, Accuretic, Capoten, Capozide, Mavik, Monopril, Prinivil, Prinzide, Uniretic, UKnivasac, Vasotec, Zestoretic, Zestril |
| Antiemetics | Ondansetron | Anzemet, Cesamet, Emend, Kytill, Manninol, Zofran tablets, Zofran, ODT, and Zofran injection |

* The therapeutic classes Anti-Depressants, Anti-Diabetics and Anti-Hypertensives will be grandfathered indefinitely for current members.

Drugs Requiring Prior Authorization

Prior authorization with MetroPlus is required for the following drugs:

Growth Hormones, Weight-Loss medication, Retinoids (for members older than 26), Oral Anti-Fungal Agents, Lotoronex, Forteo, Psoriasis agents, Xolair, Provigil, and Revatio

Determining Medicaid Recipients Enrollment

MetroPlus has consistently received claims for members who are not enrolled with MetroPlus. It has been our goal to provide as many tools as possible in order for a provider and a provider's staff be able to quickly and accurately ascertain a members enrollment status. The provider runs the risk of not receiving payment for an individual if eligibility and conditions of coverage are not verified.

A MetroPlus membership card has some important information like the Medicaid Client Identification Number (CIN) and the member's PCP however, it is important to remember the Membership card does not guarantee coverage. A member's status can change and the tools listed below provide accurate information for the day the request is made.

- 1. Fax Recall System** – 1-800-303-9626
This automated system allows a provider to receive a fax outlining the member's eligibility on date of request.
- 2. Online Verification** – www.metroplus.org
Registered providers can access our Member eligibility search online.
- 3. Electronic Medicaid Eligibility Verification System** – www.emedny.org/epaces
1-800-343-9000
Eligibility information may be checked either online or by phone.
- 4. Member Roster** – www.metroplus.org
Distributed to providers twice a month and also available to registered providers online.
- 5. Customer Service Department** – 1-800-303-9626
If further clarification is needed, Customer Services Representatives can be reached Monday through Friday between 8am-8pm and Saturdays 8am-7pm.



Pesticide Poisoning Registry

Pesticide poisonings were added to the list of reportable conditions in New York State in 1990 as part of an effort to reduce the risk of pesticide poisoning in New York. Under these regulations, physicians and health facilities are required to report suspected or confirmed cases of pesticide poisoning. Clinical laboratories are required to report depressed blood cholinesterase levels or abnormally high levels of pesticides in human tissue samples. Physicians should call the **NYSDOH Pesticide Poisoning Registry at 1-800-322-6850** within 48 hours of treating any patients they suspect of having pesticide poisoning.

A definitive diagnosis is not needed prior to calling, and there is no paperwork for physicians to complete. The NYSDOH staff will investigate the reported case to collect information to monitor the health effects of pesticides. They may intervene in situations where a continued risk of pesticide poisoning exists. The work of the Pesticide Poisoning Registry complements the work of the regional poison control centers. The poison control centers supply information on immediate treatment and other emergency responses. Poisonings may result from structural applications, yard applications, manufacturing or formulation settings, farm settings or any other location where pesticides are used and stored. Because of their toxicity and easy availability, accidental or intentional ingestion of pesticides is also an ever-present threat.

An important public health issue in New York State is West Nile Virus (WNV). Some counties may apply pesticides to control mosquito populations. The New York State Department of Health will be conducting surveillance of reported health effects possibly resulting from exposure to the application of WNV-related pesticides.

Drugs With Quantity Limits

MetroPlus is implementing quantity limits on the following medications:

| Therapeutic Class | Product | Quantity Limit |
|------------------------|--|-------------------|
| Anti-Emetics | Zofran 4,8mg | 15 units /30 days |
| | Zofran 24mg | 5 units /30 days |
| | Zofran ODT | 15 units /30 days |
| | Zofran Oral Solution 4mg/5mL | 75mL/30 days |
| Anti-Ulcer Medications | Proton Pump Inhibitors (Prilosec, OTC, Omeprazole, Nexium, Protonix, Prevacid and Aciphex) | 1 unit/ 1 day |

New Step Therapies

MetroPlus is implementing the following Step Therapies:

| Drug/Drug Types | Description of Program |
|--|---|
| Elidel and Protopic | Must try and fail on 2 Topical Steroids within the past 120 days |
| Covered Angiotensin Receptor Blockers (ARBs): Atacand, Atacand HCT, Benicar, Benicar HCT, Diovan, Diovan HCT | Must try and fail a covered ACE Inhibitor within the past 180 days. Covered ACE Inhibitors include: Captopril, Captopril-HCTZ, Enalapril, Enalapril-HCTZ, Fosinopril, Fosinopril-HCTZ, Lisinopril, Lisinopril-HCTZ, Quinapril, Quinapril-HCTZ, Trandolapril |
| Proton Pump Inhibitors (PPIs) | Must try and fail a 30 day supply of Prilosec OTC or Omeprazole 10mg before filling Prevacid Protonix, Nexium, or Aciphex. Prilosec OTC pays at the generic copay. |
| Xopenex Inhalation Solution | Must try and fail generic albuterol inhalation solution within the past 180 days. |
| Singulair, Accolate and Zflo | Must try and fail one Steroidal Inhalant agent within the past 180 days. |
| Thiazolidinedione (TZDs, TZD-combinations) | Must try and fail generic metformin within the past 180 days before filling Actos, Avandia, Actoplus Met Avandamet, Avandaryl or Deutact. |



Quarterly Member Survey

MetroPlus is using its survey vendor, The Myers Group, to administer its quarterly member satisfaction survey. These quarterly surveys are completed by the parents or guardians of children who have visited one of the in network high volume pediatric clinics (Health and Hospital Corporation (HHC) facilities only).

The purpose of these quarterly surveys is to gather more timely data on "Getting Care Quickly", "Getting Needed Care" and "Courteous and Helpful Office Staff" (key composites on the annual CAHPS Medicaid/CHP

survey). MetroPlus' agreement with the HHC Corporate Office was to collect and forward this feedback to its child facilities to drive practice improvement in these key areas. So far, MetroPlus has collected four quarters' worth of survey data and forwarded summary report cards to the HHC facilities' Quality Assurance Committees for review.

If your patients mention having received a quarterly satisfaction survey from The Myers Group, please encourage them to complete it.

Updated Public Health Requirements and Recommendations

The NYC Department of Health and Mental Hygiene (DOHMH) Office of Managed Care has updated its Compendium of Public Health Requirements and Recommendations. The Compendium has been assembled to facilitate access to recommendations on prevention, diagnosis and management of conditions that significantly affect the public health. It also consolidates instructions for notifying the NYC DOHMH about diseases and conditions that health care providers are legally required to report. The Compendium can be accessed on line.

Go to www.nyc.gov/health and click on "Health Bulletins and Other Publications;" click on "Health Care Access" in the "Select Topic" drop-down box; see listing for Compendium on the publication page for the NYC DOHMH Office of Managed Care Division.