

METROPLUS COMPLIANCE HOTLINE

MetroPlus has its own Compliance Hotline, 1-888-245-7247. You may call this line to report suspected fraud or abuse, possible illegal activities and questionable activity. You may choose to give your name or you may report anonymously.

REMINDERS

Changes to Your Demographic Information

Notify MetroPlus of any changes to your demographic information (address, phone number, etc.) by calling your Provider Service Representative. You should also notify MetroPlus if you leave or join a new practice. Changes can also be faxed in writing on office letterhead directly to MetroPlus at 212-908-8885. You can also call 1-800-303-9626 with changes.

Recipient Restriction Programs Reminder

MetroPlus maintains a Recipient Restriction Program (RRP) as required by New York State. As you know, the RRP is in place to help identify Medicaid/ FHP enrollees who have abused or misused their Medicaid Services. MetroPlus is committed to ensuring its members receive appropriate high quality medical care. Help us detect when our members are receiving or accessing care in a way that is detrimental to the member or a behavior that is potentially fraudulent or abusive. If you suspect such behavior by one of our members we ask that you report it to our Compliance Hotline at 1-888-245-7247 so we can investigate these issues.

MetroPlus Managed Long Term Care Referrals

MetroPlus now offers a Managed Long Term Care plan. This plan is open to those living in our service area who are over 21 and have Medicaid. Members

must be able to stay in their homes safely and be eligible for a nursing home level of care for more than 120 days after enrollment. Care provided by MetroPlus MLTC includes home care, home delivered meals, adult day health care, and the coordination of care provided by others.

If you think that any of your patients could benefit from the services offered by MetroPlus MLTC, please refer them to our plan. Call 1-855-355-6582 for more information.



Prefer to receive your MetroMonitor by email? Send your email address to MetroPlus_Communications@nychhc.org to be added to our mailing list today.

FULLY INTEGRATED DUAL ADVANTAGE (FIDA) DEMONSTRATION PROGRAM BEGINS IN 2014

MetroPlus has applied to the New York State Department of Health to participate in the FIDA Demonstration Program. This program is expected to take place from **April 2014-December 2017**. FIDA will follow a capitated model of payment, and will be available to those who meet the following criteria:

- 21 years and older at the time of enrollment
- In need of over 120 days of community based long-term support services or are nursing facility clinically eligible and receiving facility based LTSS
- Eligible for full Medicare Parts A, B, and D and full Medicaid
- Reside in MetroPlus service area
- Do not reside in an Office of Mental Health facility
- Are not receiving services from the Office for People With Developmental Disabilities system

Voluntary enrollment will begin on April 1, 2014 for Community Based LTSS participants, followed by passive enrollment on July 1, 2014. On October 1, 2014, voluntary enrollment begins for Facility Based LTSS participants, followed by passive enrollment on January 1, 2015.

NEW MANAGED CARE BENEFITS

As of August 1, 2013, additional benefits will transition into Managed Care. This covers Adult Day Health Care (ADHC), AIDS Adult Day Health Care (AADHC), and Directly Observed Therapy for Tuberculosis (TB/DOT). **These services require prior authorization by calling 1-800-303-9626. ADHC and AADHC require a physician referral every 6 months.**

Adult Day Health Care

For members to qualify for ADHC, they must have a recommendation from their doctor, and must need services for 30 or more days. Members must be functionally impaired and require additional services, but they cannot be residents of a residential care facility, homebound, or require inpatient care.

ADHC programs provide case management, including health education, social services, nursing services, rehabilitative and maintenance therapy, recreational activities, and one meal a day.

AIDS Adult Day Health Care

AADHC provide health services in a community

setting, and are intended to prevent the need for residential health care services.

These plans are targeted to high need individuals, and offer general medical/nursing care, substance abuse support services, mental health support services, nutritional services, and social activities.

Directly Observed Therapy for Tuberculosis

TB/DOT covers both outpatient and inpatient services. Outpatient TB/DOT includes dispensing medication, monitoring for adverse reactions, and case follow up. Inpatient TB/DOT services are provided for patients who have a poor treatment response, medical complications, or who remain infectious.

ASSESS PREGNANT WOMEN FOR LEAD EXPOSURE

MetroPlus would like to remind all providers about the importance of assessing pregnant women for the risk of lead exposure, and determining the blood lead level of those at risk. A high blood lead level during pregnancy has risks for both the mother and the fetus.

Health Care Providers should:

- Assess all pregnant women at their initial prenatal visit and test those at risk
- Educate all pregnant women about how to prevent lead poisoning
- Report blood lead levels ≥ 10 mg/dl to DOHMH within 24 hours

On our website, you can read the NYCDOH's recommendations for providers by logging into the portal, clicking on "Quality Management Resources" and selecting "Lead Poisoning Prevention in Pregnant Women."

WELCOME TO MEDICARE AND ANNUAL WELLNESS VISITS

Our provider community is responsible for administering the **Initial Preventive Physical Examination (IPPE)**, (also known as the Welcome to Medicare Visit) and the **Annual Wellness Visit (AWV)** to our Medicare population.

All newly enrolled beneficiaries receive the **one-time** IPPE within the first 12 months of their Medicare Part B coverage effective date. The goal of the exam is to promote healthy living and disease detection. The AWV, a preventive wellness visit, is aimed at directing

MEDICARE PART B PREVENTIVE SERVICES*	
Abdominal Aortic Aneurysm Screening	Adult Immunizations
Annual Wellness Visit; Including Personalized Prevention Plan Services	Bone Mass Measurements
Cancer Screenings	Cardiovascular Screening
Diabetes Screening, Diabetes Self-Management Training, Diabetes Supplies	Glaucoma Screening
HIV Screening	Initial Preventive Physical Exam (“Welcome to Medicare” Physical Exam)
Intensive Behavioral Therapy for Cardiovascular Disease	Medical Nutrition Therapy (for Medicare beneficiaries with diabetes or renal disease)
Screening and Behavioral Counseling Interventions in Primary Care to Reduce Alcohol Misuse	Screening for Depression in Adults
Screening for Sexually Transmitted Infections (STIs) and High Intensity Behavioral Counseling to Prevent STIs	Tobacco-Use Cessation Counseling Services

members to have certain preventive tests and/or services. This visit is different from a routine physical.

During these tests, patients should be assessed for the following health assessment components including, but not limited to:

1. Medical and social history (past medical, family and social history; medications and supplements; alcohol, tobacco and illicit drug use; diet and physical activities)
2. Risk for depression and other mood disorders
3. Functional abilities and safety
4. Examination (height, weight, BMI, blood pressure, visual acuity, other exam(s) determined by patient history and current recommendations)
5. End-of-Life planning (advance care planning, ie: health proxy, healthcare agent, etc.)
6. Education, counseling and referral based on results
7. Referral for other preventive services (see chart above)

There are specific HCPS codes for the IPPE, AWV and subsequent AWV.

All components of the examination must be performed or ordered on that visit in order to code for these examinations. The specific codes are included in the checklists MetroPlus mailed you earlier this year. To obtain a copy of the checklists visit

- For the IPPE: http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/downloads/MPS_QRI_IPPE001a.pdf
- For the AWV: http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/downloads/AWV_chart_ICN905706.pdf

You can also email our Health Education and Provider

Appeals Manager at negrom@nychhc.org for more information.

MEDICARE MODEL OF CARE

PCPs play a key role in the coordination of care for our Medicare Special Needs Plan members. This includes managing and arranging specialty care, ancillary services and maintaining patients’ continuity of care.

The Medicare Special Needs Plans (SNP) (Advantage, Select and Partnership in Care) coordinate members’ medical, social and mental health services. This improves their access to such services and enhances their medical and psychosocial care.

High Risk members are assigned to a Case Manager. The Case Manager works with the member and the PCP to develop individual member care plans based on the member’s assessed needs. You will receive copies of your patient’s Health Care Plan. We welcome your input on the Health Care Plan. A Health Risk Assessment, or HRA, is mailed to all members upon enrollment. If completed, a copy of the HRA is also mailed to the PCP to assist in caring for the member.

The Case Manager may call you from time to time to collaborate on the Plan for your individual patients. Please feel free to contact the Case Manager for assistance and about any issues by calling 1-866-986-0356.

CARE MANAGEMENT PROGRAMS

Our Care Management Programs can also assist members to manage their health. Be sure to refer members to our robust programs for people living with asthma and diabetes or to our resources that can help them quit smoking or manage their weight.

METROPLUS HEALTH EDUCATION BROCHURES

MetroPlus is updating the health education brochures available to our members. English and Spanish versions of the brochures will be available for Providers to order in August. Brochure topics include:

1. Managing Diabetes
2. What is Diabetes?
3. High Blood Pressure
4. Colds & Flu
5. Guidelines for Healthy Eating
6. Helping Your Overweight Child or Teenager
7. Living with Asthma
8. Family Planning
9. Prenatal Care and You
10. Domestic Violence
11. Postpartum Depression/Postpartum Care
12. HIV/AIDS
13. Sexually Transmitted Diseases
14. Lead Screening for Children
15. What are Immunizations?
16. Things to Know about Depression
17. Things to Know about Antidepressant Medication
18. Things to Know about Counseling
19. Healthy Teeth
20. Managing Depression
21. Childhood Immunization Card

Brochures can be ordered via email to negrom@nychc.org or fax to 212-908-8526 by using a health education material request form. The form is available on the MetroPlus provider portal.

