

WINTER 2011 | BCHPOHIO.COM

Peer-to-Peer Review

Buckeye Community Health Plan will send you and your patient written notification any time we make a decision to deny, reduce, suspend or stop coverage of certain services. The denial notice includes information on the availability of a Buckeye Medical Director to discuss the denial decision.

In the event that a request for medical services is denied due to lack of medical necessity, a provider can request a peer-to-peer review with our Medical Director on the member's behalf. The Medical Director may be contacted by calling Buckeye at 1-866-246-4359. A Care Manager may also coordinate communication between the Medical Director and the requesting practitioner as needed.

The denial notice will also inform you and the member about how to file an appeal and how to contact Buckeye if assistance is needed. In urgent cases, an expedited appeal is available and can be submitted verbally or in writing.



Medical Record Documentation Standards

Help ensure quality and confidentiality.

Consistent and complete documentation in medical records is an essential component of providing quality patient care. Participating practitioners are required to maintain a uniform, organized record-keeping system in compliance with the Buckeye Community Health Plan medical documentation and record-keeping practice standards. These standards are intended to assist providers in maintaining complete medical records for all members, and are consistent with state contract requirements and industry standards.

Medical records and information must be protected from public access and any information released must comply with Health Insurance Portability and Accountability Act (HIPAA) guidelines. Upon request, all participating practitioners' medical records must be available for Utilization Management and Quality Improvement initiatives, as well as regulatory agencies' requests and member inquiries, as stated in the practitioner agreement.

Records must also be maintained for at least seven years from the date of service—unless federal or state law or medical practice standards require a longer retention period.

Periodically, Buckeye will conduct an onsite medical record audit of a random sampling of Buckeye members and provider offices to evaluate compliance to these standards. Please refer to your provider manual for more information, including medical record general documentation standards as well as the specific elements that medical records must contain. The provider handbook is available on our website, bchpohio.com, or by calling Provider Relations at 1-866-296-8731.



Follow Buckeye on Twitter
at [Buckeye_Health](https://twitter.com/Buckeye_Health).



DON'T FORGET: Please be sure your patients are up to date with HealthChek/EPSTD exams. Use every opportunity to complete a HealthChek exam for patients, including during sick visits.


Considering Wellness

RISK ASSESSMENT: According to the American Heart Association's (AHA) journal *Circulation*, individuals with diabetes are at a two- to four-fold increased risk of cardiovascular events compared with individuals without diabetes. In diabetic patients over the age of 65 years, 68 percent of deaths are from coronary heart disease (CHD) and 16 percent are from stroke.

In addition to medication, lifestyle changes remain an important course of action for managing diabetes and preventing heart disease. Resources are available to patients who have diabetes that can help them make smart choices at home. For example, the American Diabetes Association offers an online program to help patients plan healthy meals, available at tracker.diabetes.org.

TOUGH TALK: With 30 percent of the nation's children overweight or obese, problem cholesterol and high blood pressure are becoming more common in pediatric patients. Untreated, those patients face a future of cardiovascular disease (CVD). Early intervention is critical for children.

To help your patients, start by dispelling the myth that excess weight is something children eventually outgrow. When young patients are obese or overweight, talk to their parents about CVD health risks and the need for changes to their diet and exercise habits. Take into account the health of the entire family, and gently remind caregivers of the importance of leading by example.



Buckeye Community Health Plan monitors HEDIS standardized performance measures for comprehensive diabetes care and Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents and adopts related clinical practice guidelines. For additional information on HEDIS and Buckeye's adopted practice guidelines related to diabetes and obesity, go to bchpohio.com.

Leadership and Passion

Dr. Robert Flora has joined the Buckeye Community Health Plan team as Chief Medical Officer.

Dr. Flora will provide medical oversight, expertise and leadership to Buckeye and provide the perspective of an external physician who is still actively practicing. His insight will help Buckeye ensure the delivery of cost-effective, quality healthcare services to Buckeye members.

Dr. Flora is a proven leader in the medical community and, like Buckeye, has a passion for providing effective, quality healthcare. He is part of the active staff at both Summa Akron City/St. Thomas Hospitals and Akron General Medical Center. He is currently the Chief of Medical Staff at Summa; a board member of Summa Health System and Summa Health Network; and the Chief of Urogynecology and Reconstructive Pelvic Surgery.

Dr. Flora is a graduate of The University of Michigan and The Medical College of Ohio (now University of Toledo), and has an MBA from the University of Tennessee and an MPH from the University of Akron/Northeastern Ohio Universities College of Medicine. He completed a residency in Obstetrics and Gynecology (Medical College of Ohio) and a fellowship in Urogynecology and Reconstructive Pelvic Surgery (Mt. Sinai/University of Connecticut and Montefiore Medical Center/Albert Einstein College of Medicine). He is a Professor of Obstetrics and Gynecology and Vice Chair of the Department of Obstetrics and Gynecology at Northeastern Ohio Universities College of Medicine.

Additionally, Dr. Flora is Vice Chair of the Ohio Patient Safety Institute and is Chair of the Ohio Section of the American Congress of Obstetricians and Gynecologists. He served on the Governor's Task Force on Infant Mortality and chaired the maternal care subcommittee. He now serves on the infant mortality collaborative that developed from the task force and is the co-chair of the public policy committee. Nationally, he is the secretary-treasurer elect of the Association of Professors in Gynecology and Obstetrics. His background includes many honors, grants and publications.

New Initiative: Home Assessments

Buckeye Community Health Plan is pleased to announce a new outreach initiative for our high-risk members. These members may choose to receive a Health Risk Assessment (HRA) in their home, with the assessment administered by a nurse practitioner or physician.

The program is part of Buckeye's ongoing quality improvement efforts, and is designed to support the care being provided by the member's primary care physician (PCP). A copy of the completed assessment will be provided to the member's PCP. In addition, information from the HRA will be used to identify other Buckeye programs that may benefit the member.

For additional information on this program, or if you have any members who would benefit from a home assessment, please contact Buckeye's medical management department at 1-866-246-4359.



How We Help

There are many ways we assist your patients.

Buckeye Community Health Plan's disease management program focuses on members with specific chronic diseases, and was developed to assist patients' understanding of their disease and empower them with self-care strategies. Our disease management program is designed to reinforce your treatment plan.

We will provide you with updates and any test results as well as information, as appropriate, regarding member compliance with testing, medications and self-management. In addition, our staff may contact you to share clinical information or to verify services received.

Buckeye will help ensure that your patients understand their conditions and how to manage them by providing:

- Support from our nurses, social workers and assisting staff
- Educational materials
- Information on wellness and self-management classes

- Support of home health to provide care and/or additional education in the members' homes, as needed
- Information on community events and local support groups

A Dash of Dietary Help

Substantial research supports the notion that dietary factors affect blood pressure (BP). Well-established dietary changes that can lower BP include lowering salt intake, losing excess weight and decreasing alcohol consumption. Plus, according to an article published in *Circulation*, there is growing evidence that increased potassium intake as well as the "DASH diet" can effectively lower blood pressure.

The **DASH** diet features the following key components:

- **Limited saturated fat and cholesterol**
- **Foods high in potassium, calcium and magnesium**
- **Fruits and vegetables**
- **Whole grains**
- **Lean protein**

OB Ultrasound PA Requirement Change

Buckeye Community Health Plan is changing its policy regarding the prior authorization of ultrasounds for pregnant members.

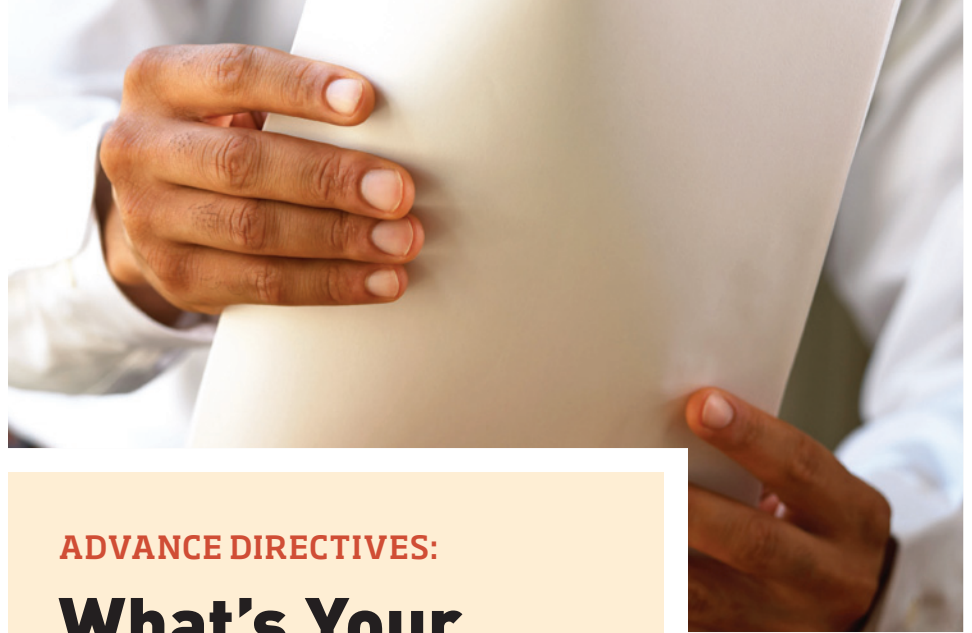
Medical data indicates that the majority of pregnancies require one or two ultrasounds. Thus, effective February 1, 2011 Buckeye will permit two ultrasounds per member per pregnancy without prior authorization. Any ultrasound performed beyond this number will need prior authorization from Buckeye. Please note that ultrasounds completed in the emergency department or in observation status will not require prior authorization.

Buckeye is implementing this change in an effort to further enhance the care management services we provide to our high-risk members. Our regional utilization management teams will manage this prior authorization process.

We will update the provider Quick Reference Guides that are posted on our website to reflect this information. Additionally, please call your provider relations representative if you have questions about this policy. Or, you can reach Provider Services at 1-866-296-8731.



BEST PRACTICE



A Word on New Technology

Buckeye Community Health Plan may provide coverage for new technology medical services or procedures that are not considered investigational or experimental. Buckeye evaluates the inclusion of new technology and new application of existing technology for coverage determination on an ongoing basis. This may include medical and behavioral health procedures, pharmaceuticals or devices.

Requests for coverage will be reviewed and a determination made regarding any benefit changes that are indicated. When a request is made for new technology coverage on an individual case and a plan-wide coverage decision has not been made, the Medical Director will review all information and make a determination.

Call Provider Services at 1-866-296-8731 for more details on new technology use.

ADVANCE DIRECTIVES:

What's Your Responsibility?

Buckeye Community Health Plan wants to ensure that our members are getting information about advance directives—as well their right to execute these important documents. When providers take advantage of opportunities to discuss advance directives when their patients are healthy, it can make the topic more comfortable.

It's critical that providers and staff are aware of, and comply with, their responsibilities under federal and state law regarding advance directives. Providers are required to document provision of information and whether or not the patient has arranged an advance directive in the patient's permanent medical record.

During our medical record compliance audits, Buckeye will randomly monitor compliance with this provision.

Admissions News to Note

Inpatient facilities are required to notify Buckeye Community Health Plan for emergency and urgent admissions within two business days following the admission. The authorization is required to track inpatient utilization, enable care coordination, discharge planning and ensure timely claim payment. All inpatient admissions require authorization.

After-hours emergency and urgent admissions, inpatient notifications or requests will need to be provided telephonically. Faxes will not be monitored after hours and will be responded to on the next business day. Please contact our NurseWise line at 1-866-246-4358 for after-hours urgent admission, inpatient notifications or requests.

MEMBER SERVICES: 1-866-246-4358

PROVIDER SERVICES: 1-866-296-8731

