A message from Karen Fifer Ferry, BMCHP’s new Executive Director

Upon accepting the position as BMC HealthNet Plan’s Executive Director last September, I shared with staff the four elements of my vision for the Plan: fostering innovative clinical provider partnerships; paying vigilant attention to cost efficiencies; fostering a culture that maximizes transparency, empowerment and collaboration; and reforming the relationships we have with the State. These elements are vital to leading the Plan through today’s tough market challenges.

Our commitment to partner with you to ensure the most appropriate care for our members will create some new, exciting opportunities. For example, we are exploring how to support medical practices that develop innovative methods to improve quality and efficiency. We are also meeting with medical administrators to discuss common goals, and we are benchmarking leading Medicaid MCOs across the country to identify and implement best practices.

Recently, we were named the #2 Medicaid plan in the nation according to the 2009-10 “America’s Best Health Insurance Plan” rankings by U.S. News & World Report/NCQA. We understand and celebrate that this honor would not have been possible without you, and we sincerely thank you for your commitment to our members. Congratulations!

As BMC HealthNet Plan moves ahead, I look forward to working with you, and I welcome your recommendations for helping us fulfill our vision together.
Credentialing made easier through two new initiatives

1. To help streamline the credentialing process for providers, BMC HealthNet Plan has joined HealthCare Administrative Solutions, Inc. Several Massachusetts health plans founded the non-profit entity to collaborate on administrative simplification.

   The new credentialing process, which is nearly seamless to providers, offers a single point-of-entry for providers to submit information used to determine a provider’s qualifications to treat patients and participate in health plan networks. The process will launch in early Spring; details will be at bmchp.org on the Providers page.

2. Communications effort improves turnaround times

   The Plan also has joined a program with a consortium of health coverage and care providers to develop a better communications method to alleviate the turnaround times in the credentialing and provider enrollment process.

   As part of the program the Plan now sends e-mails with names of newly credentialed providers to a list of credentialing and provider enrollment staffs compiled by the MA Hospital Association. This enables providers to see Plan members almost immediately after the providers are credentialed.

Statins and diabetes: curbing cardiovascular disease

For Type II diabetics, cardiovascular disease (CVD) is the leading cause of morbidity and mortality, and among the leading causes of CVD is a high LDL cholesterol level.

Since research shows that diabetics taking statins have a significantly reduced likelihood of having a heart attack or dying from a heart attack, BMC HealthNet Plan urges the prescribing of statins – the most potent lipid lowering agents – for Type II diabetics with evidence of high LDL levels. An LDL goal of 70 should be considered for diabetic patients at highest cardiac risk. Statins can help your diabetic patients meet that goal.

Ongoing quality improvement programs continue, expanded from page 1

- To improve care for members with diabetes, the Plan launched a number of interventions, including: sending formal reports to providers when members were prescribed too many oral medications, providing member care management, adopting Massachusetts Guidelines for Adult Diabetes Care, and implementing pay-for-performance activities.
- Results from an internal member satisfaction survey indicate 98% of MassHealth members and 94% of Commonwealth Care members are somewhat or very satisfied with the Plan.

The Plan has been working on additional initiatives in 2009, including:

- Continuing to improve follow-up after discharge from an inpatient behavioral health hospital and reducing readmission
- Continuing to improve care for members with diabetes
- Improving care for members with asthma
- Continuing to improve member and provider satisfaction

Last spring the Plan earned NCQA’s highest possible status, “Excellent Accreditation” for its Medicaid (or MassHealth) plan. (See related story on back cover.)

If you would like a more detailed report of the results of our quality improvement program evaluation, please call BMC HealthNet Plan’s provider line at 1-888-566-0008.
Plan chooses Beacon for behavioral health management

Beacon Health Strategies, a Woburn based manager of behavioral health (BH) services, will assume responsibility for administering the Plan’s BH services as of March 1.

We share a strong commitment with Beacon to integrating behavioral health and medical care, and toward that end, Beacon will locate a number of its staff members here in the Plan’s offices.

Beacon will correspond with Plan behavioral health providers who are not currently contracted with Beacon as well as those who are already contracted with Beacon for other managed care organizations. Beacon will engage all Plan behavioral health providers to negotiate appropriate agreements with Beacon for this transition.

Behavioral health screening required as part of EPSDT

Early and Periodic Screening, Diagnosis and Treatment (EPSDT) screening, including behavioral health screening, is mandatory at all well child visits for MassHealth members under age 21. We can create a report identifying your practice’s Plan members who are due for well child visits; ask your Plan provider relations representative if you need such a report. Remember:

• PCPs can deliver behavioral health EPSDT screening.
• To help you build these screenings into your practice, training is available at bmchp.org > Providers > CBHI > Important Information for Primary Care Providers > Training Information.

We will reimburse you for this service when you submit a claim with the code 96110 and modifiers U1 through U8, as applicable.

GUIDELINES ADOPTED

BMC HealthNet Plan has endorsed the American Psychiatric Association Practice Guideline for Treatment of Patients with Substance Use Disorders, and the 2009 Massachusetts Guidelines for Adult Diabetes Care. All health guidelines endorsed by the Plan can be found at bmchp.org > Providers > Clinical Resources. Printed copies are available by calling your provider relations representative.

Board of Registration in Medicine must be notified of law violations

Under state law, Massachusetts health plans must publish the following notice annually: Statutory Reporters are required to report to the Board of Registration in Medicine (BORM) any person for whom there is reasonable basis to believe is in violation of Massachusetts General Law c. 112, § 5, or any BORM regulation, except as otherwise prohibited by law. Certain exemptions to this reporting requirement, as to a physician who is in compliance with the requirements of a drug or alcohol program, are described in the BORM regulation 243 CMR 2.00. Statutory Reporters are defined as any physician, R.N., social worker, doctor of chiropractic, licensed psychologist, intern, licensed resident, fellow, medical officer, licensed hospital, clinic or nursing home and its agents and employees, or a public hospital and its agents and employees.

Medical record assessment process updated

In 2010, BMC HealthNet Plan will augment our current medical record documentation review. For details, including the types of policies and documents to be reviewed, please go to the Providers page at bmchp.org. If you don’t have Internet access, call your provider relations representative.
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BMC HealthNet Plan’s high ranking was determined by U.S. News & World Report and the National Committee for Quality Assurance (NCQA) “America’s Best Health Insurance Plans 2009-10.” BMC HealthNet Plan gratefully acknowledges the efforts of our providers and the critical role they played in helping the Plan achieve this successful outcome, as well as ensuring that our members receive quality care.

You can find a link to the Plan’s press release and to the U.S. News & World Report article at bmchp.org.