



Uniform Medical Plan

Your health. Your plan. Your choice.

Volume 11, Issue 1

Provider Bulletin

January 2009

Please circulate the *UMP Provider Bulletin* to the appropriate clinical, billing, and bookkeeping staff.

Uniform Medical Plan Web site: www.ump.hca.wa.gov

Changes to Uniform Medical Plan Benefits for 2009

The following changes to UMP benefits are effective January 1, 2009:

- **Increase in Coverage for Hearing Aids**—UMP will pay up to \$800 for hearing aids once every three calendar years (up from \$400). This benefit is exempt from the medical deductible.
- **Chemical Dependency Benefit Increase**—The maximum UMP payment for both inpatient and outpatient services is increasing to \$14,500 per 24 consecutive months (up from \$14,000).
- **Coverage of Immunizations**—All immunizations recommended for U.S. residents by the Centers for Disease Control and Prevention (CDC) are now covered under the UMP preventive care benefit. See the routine immunization schedules on the CDC Web site at www.cdc.gov/vaccines/. Immunizations for travel or employment are not covered.

Services That Require Preauthorization Beginning January 1, 2009

The following services have been added to the preauthorization list.

- Discography.
- Lumbar fusion.
- Orthotics (see benefit on page 28 of the 2009 COC).
- Intertecal pumps.
- TENS (Transcutaneous Electrical Nerve Stimulation) Units.
- Varicose vein treatment.

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UMP Policy Regarding Licensed Physical Therapist Assistants (LPTA)

UMP does not credential or contract directly with LPTAs. Services by this provider type must be supervised by a registered and licensed physical therapist. The supervising physical therapist must submit claims to UMP for LPTA services; the LPTA cannot submit claims directly. UMP pays for covered services according to the network status of the supervising physical therapist.

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Updates to the *Professional Provider Fee Schedule*

Just a reminder that the *Professional Provider Fee Schedule* was updated effective January 1, 2009. For this update, we reviewed new codes released for January and added them to the fee schedule. Aside from the new codes, the fee schedule is unchanged, as RVUs and conversion factors will not change until the July update. The Drugs and Biologicals Fee Schedule, for injectable drugs that are administered in a provider's office, has also been updated effective January 1, 2009. Current and previous versions of UMP fee schedules are available online at www.ump.hca.wa.gov/provider/.

Acupuncturists, Massage Practitioners, and Naturopathic Physicians

These provider types contract with UMP through Healthways WholeHealth Networks. If you have contracting issues or wish to update your contact information, please call Healthways WholeHealth Networks at 1-800-274-7526 or 1-800-500-0997.

SCOAP Checklist Aims to Improve Surgical Outcomes

The Uniform Medical Plan has endorsed an initiative for statewide adoption of the SCOAP Surgical Checklist. SCOAP—the Surgical Care and Outcomes Assessment Program—is a statewide collaborative effort led by surgeons to increase use of best practices in surgical care. The goal is to have this safety and quality checklist used in all Washington State operating rooms by the end of 2009. The checklist helps establish a standardized process of steps that are vital to successful procedures, and reinforces a culture of patient safety. UMP supports the SCOAP checklist, because we believe this will foster a system that delivers safer surgery.

The roll-out of the SCOAP Surgical Checklist has already started at the following pilot hospitals: Children's Hospital & Regional Medical Center, Ocean Beach Hospital, Peace Health St. John Medical Center, Skagit Valley Hospital, Sunnyside Community Hospital, Swedish Medical Center, The Everett Clinic Kemp & Trask Surgery Centers, University of Washington Medical Center, and Virginia Mason Medical Center.

According to hospital data collected and analyzed by SCOAP, the 36 participating hospitals have already saved over \$2 million by preventing unnecessary appendectomies and minimizing postoperative complications following colon surgery. While the SCOAP Surgical Checklist can be used on its own, it is more useful as part of this overall data-gathering process and integrated with hospitals' other quality improvement initiatives .

To learn more about the checklist see the SCOAP Web site at www.scoap.org/checklist/, or contact:

- Justine Norwitz, 206-399-2621 or jnorwitz@qualityhealth.org
- Rosa Johnson, 206-682-2811 or rjohnson@qualityhealth.org

Expansion of the UMP Ambulatory Surgery Center Fee Schedule

UMP is updating the Ambulatory Surgery Center (ASC) fee schedule effective January 1, 2009. We are adding dozens of procedure codes that will be allowed in an ASC setting. ASCs will now be able to provide and bill for any procedure currently payable in an outpatient hospital setting. In addition, both the GI/pain management and general conversion factors for ASCs will increase by two percent as of January 1, 2009. Please see the UMP Web site for specific fee schedule and conversion factor information.

For questions about the ASC fee schedule, contact Elaine Youell at elaine.youell@hca.wa.gov or 206-521-2034.

Customers Give UMP High Marks in National Survey

Recently released CAHPS survey results show UMP ranks significantly above the national average of health plans in several key areas of customer satisfaction. CAHPS, which stands for Consumer Assessment of Healthcare Providers and Systems, is a national survey tool and protocol developed by the U.S. Agency for Healthcare Research and Quality. An independent consultant conducted the survey.

In national health plan results from 168 preferred provider organizations, UMP rated in the 97th percentile for customer service and the 94th percentile for overall rating of health plan. Seventy percent of respondents gave UMP a rating of 8, 9, or 10 on a scale of 0 to 10.

UMP network providers were also rated highly by our enrollees. Ratings of personal doctors ranked in the 77th percentile, and enrollees rated their doctors above the 90th percentile for how well they communicate and shared decision making.

“We attribute our enrollees’ high level of satisfaction with their providers in part to our large provider network that gives enrollees the freedom to choose providers who meet their needs,” says Janet Peterson, Executive Director of UMP. “We appreciate the efforts many providers have made to involve patients more in their health care decisions and discuss with them their treatment options.”

UMP ranked in the 97th percentile for respondents who said they had a flu shot last year. The score for flu shots has increased significantly in recent years. UMP covers flu shots at 100% in provider offices, and we also recently began contracting directly with pharmacy chains at grocery stores (including Fred Meyer, QFC, and Safeway) to provide flu shots and other immunizations. And we reimburse patients for flu shots from other stores and locations if they mail in their UMP flu shot coupon along with a receipt.

More information on our CAHPS survey results is available on the UMP Web site.

UMP Kicks Off Medication Therapy Management Program

UMP has contracted with Clinical Support Services, Inc. (CSS), a national medication therapy management company, to help make taking prescription drugs safer for our enrollees. Under this program, CSS will contact UMP enrollees who take 10 or more chronic prescription medications to invite them to attend a free one-on-one session with a pharmacist to review their medications. The purpose of the review is to determine if the enrollee is using the best medications for their condition(s), and to check for use of similar drugs and potential drug interactions. The review is not meant to discourage enrollees from using particular drugs. At the conclusion of the review, the enrollee and prescribing provider will receive a comprehensive report and summary of clinical recommendations.

Depending on clinical indications, the pharmacist may contact the prescribing provider before the review process to obtain information such as lab results. The pharmacist will follow up with the patient to make sure they understand the recommendations and answer any questions.

This program is free to enrollees and completely voluntary. We ask that you encourage your patients to use this resource to learn more effective ways of managing their medications.

Network Pharmacies Will Administer Immunizations

Beginning in January, most UMP network pharmacies will be able to administer vaccines to UMP enrollees at the network preventive rate, with the following limitations:

- Enrollees age 12 and over only
- On-label administration only

For enrollees under age 12 and off-label indications, vaccines must be administered by a provider such as an MD, DO, or ARNP. To be paid at the network preventive rate (100% of the UMP allowed amount), the provider must be in the UMP network.

UMP Upgrades Its Health Counts Wellness Program

UMP has made a few changes to its Health Counts wellness program in 2009, including partnering with ActiveHealth to provide an improved health assessment and better integration with other UMP-sponsored health programs like disease management and *Free & Clear* tobacco cessation.

Enrollees who complete the new Health Counts online health assessment in 2009 will automatically earn a \$30 gift card at their choice of more than 350 merchants. More than 25,000 enrollees have participated in UMP's Health Counts program since its inception in 2006. Please encourage your patients to take UMP's health assessment for a snapshot of their health and a little extra spending money, too.

New ActiveHealth Programs Off to a Strong Start

In August 2008, ActiveHealth Management began providing disease management services and an online personal health record to UMP enrollees.

Disease Management

In ActiveHealth's Informed Care Management program, registered nurses work one-on-one over the phone with enrollees who have diabetes, coronary artery disease, or congestive heart failure. The goal is to help enrollees manage their conditions and comply with the care plan their physician has established for them. Often this includes adopting a more healthful lifestyle, such as eating a heart-healthy or diabetic-healthy diet, exercising appropriately, and managing stress. More than 800 UMP members are already participating. The program is open only to non-Medicare adults.

If you have patients with diabetes, coronary artery disease, or congestive heart failure, please encourage them to take advantage of the Informed Care Management program. ActiveHealth uses claims data to identify eligible enrollees and reaches out to them by phone and mail. UMP enrollees

can also self-refer to the program by calling 1-888-227-6539, Monday-Friday 6:30 a.m. to 8 p.m. and Saturday 8 a.m. to 1 p.m. Pacific Time. There is no charge to enrollees to participate in the program.

Personal Health Record

ActiveHealth also provides UMP enrollees with a secure online personal health record called ActivePHR. The record is automatically populated with claims data, and enrollees are encouraged to add information, such as any over-the-counter medications they take. Enrollees can print out portions of their record or even give their physician the ability to view their personal health record online. If one of your patients gives you access to view his or her ActivePHR online, you will receive your own user name and password in a letter from ActiveHealth.

Submit Claims Online Free With Office Ally

Submitting claims electronically usually speeds up processing and payment, and you get immediate feedback on problems. You needn't purchase software; Office Ally is a free service that saves you time and money. It provides HIPAA-compliant transmission of CMS 1500 claims with CPT®, ICD-9®, and modifier lookups at **no cost to you**. All you need is internet access and UMP's Payor ID number (75243), also found on UMP ID cards.

For more about Office Ally, see their Web site at www.officeally.com or through the UMP Web site at www.ump.hca.wa.gov/provider/.

UMP 2009 Certificate of Coverage and 2008 Billing Manuals Are Available Online

The new *UMP 2009 Certificate of Coverage* is now available online, as are the *UMP Billing & Administrative Manual for Professional Providers* and *Billing & Administrative Manual for Hospitals* (updated June 2008).

Notify UMP of Changes

Please call UMP at 1-800-292-8092 to let us know about any changes to your practice or status, such as your business address, telephone numbers, tax I.D. number, licensure, certification, registration, or qualifications.



www.ump.hca.wa.gov

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call our Americans with Disabilities Act (ADA) Coordinator at 360-923-2805.

TTY users (deaf, hard of hearing, or speech impaired), call 360-923-2701 or toll-free 1-888-923-5622.