

Visit Our Website! [www.bgfh.com](http://www.bgfh.com)

Call Nurse First: 800-391-6861

# NurseFirst<sup>SM</sup>

Bluegrass Family Health offers a 24 hour/7 day-a-week nurse phone line for all BFH members. Members are able to discuss any health care issue with a Registered Nurse from anywhere, anytime, by calling 800-391-6861.

## Bluegrass Family Health

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Lexington, KY 40517

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## Provider Network News



# Bluegrass Family Health

**Reliable. Secure.<sup>SM</sup>**

**This is the Character of Our Company.<sup>SM</sup>**

Fall 2003 Provider Newsletter

### PROVIDER RELATIONS/ NETWORK DEVELOPMENT STAFF

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### Provider Satisfaction Survey May Be Coming To You

Bluegrass Family Health has contracted with The Myers Group in Atlanta, Georgia, to conduct the 2003 Provider Satisfaction Survey. Surveys will be mailed to a randomly selected sample of our Primary Care Physicians and Specialists

in late August or early September. Complete results will be published in a future issue of the Provider Network News.

The survey measures providers' satisfaction in 6 key categories: customer service, provider relations, network, care coordination, quality management, and finance issues. Bluegrass Family Health uses the survey results to identify the key

drivers of satisfaction or dissatisfaction, and to implement improvements in our processes.

If you receive a survey, please take a few minutes to complete it and return it to The Myers Group in the self-addressed stamped envelope provided with the survey.

We appreciate your feedback. ■

### Services for Diabetics

Effective with our new Pharmacy Benefit Manager (PBM) on July 1, 2003, patients with pharmacy benefits now have coverage for glucose monitors through this benefit. Participating pharmacies will now be able to dispense these monitors, by prescription, subject to the patient's 1st tier payment responsibility – that is, co-pay or co-insurance. Meters applicable under this 1st tier payment arrangement include Accu-Chek Active, Accu-Chek Advantage, Accu-Chek Compact, Ascensia Elite, and Ascensia DEX2. Testing supplies are also covered for all brands, with lancets at 1st tier, and test strips at 2nd tier.

All of these meters and the Thersense Freestyle are still available to members for free. Free meter requests are submitted

by mail order, and take 3-5 business days to be fulfilled. Order forms are available on the Bluegrass Family Health website, or by contacting Bluegrass Family Health at 1-800-787-2680 for Member Services, Provider Relations, or the Diabetes Program Coordinator.

Diabetes education classes are a covered benefit for your patients with diabetes. Bluegrass Family Health only requires notification of the referral to a participating program.

As part of the comprehensive screening and management for your patients with diabetes, the American Diabetes Association recommends that patients receive screening at least annually for *hemoglobin A1c (2-4x/yr)*, *microalbuminuria*, *lipid profile*, and *dilated eye exams*. *Weight*, *blood pressure*, and *foot exams* should be monitored with

each visit. These screening measures are covered services for members with diabetes.

Please feel free to contact the Diabetes Program Coordinator at ext. 4119 for questions or more information. ■



### ZirMed.com<sup>TM</sup> is Delighted to Announce its Recent Connectivity Partnership with Bluegrass Family Health

In recognition of this partnership, ZirMed is extending a fully complimentary, no obligation, sixty day trial of our Comprehensive Claims Management Solutions, i.e. FREE, to all providers participating with Bluegrass Family Health.

For an On-Line Demonstration of ZirMed's Claims Management Systems go to <http://www.zirmed.com> and click on *Demo*. For further information please contact ZirMed's Bluegrass Family Health Initiative Hotline at 1-877-4ZIRMED (494-7633) ext. 304. ■

## HEDIS Info Shows Improvements in Key Areas

Bluegrass Family Health has submitted its HEDIS® 2003 data to the National Committee for Quality Assurance (NCQA®). We extend a large **THANK YOU** to the physicians and office staff who either allowed us to visit their offices to collect data, or who faxed or mailed information to us. We appreciate your assistance with this important quality initiative.

HEDIS, the Healthcare Employers Data Information Set, is a collection of measures developed and maintained by the National Committee for Quality Assurance. NCQA accredits and certifies a wide range of health care organizations and manages the evolution of HEDIS, the performance measurement tool used by more than 90% of the nation's health plans. Data for HEDIS is collected in three ways: administrative data which includes claims and member or provider demographics; survey tools; and medical record review. Bluegrass Family Health will be using the information gathered to evaluate the efficacy of health management systems and adherence to preventive health guidelines. Ultimately, HEDIS data is used to plan new programs and interventions for our members in clinical as well as service areas.

We are proud to announce that Bluegrass Family Health showed increases in many of the Effectiveness of Care and Access/Availability of Care measures for the HEDIS 2003 submission, as compared to HEDIS 2002. The following table shows 2002 and 2003 rates for Bluegrass Family Health as submitted to NCQA. For those measures utilizing medical record review and a randomly selected sample from the eligible membership, the statistical significance of the increase or decrease was calculated. For those measures using only administrative data and measuring the services provided for the entire eligible population the increase (or decrease) is shown as such. ■

Measure	HEDIS 2002	HEDIS 2003	Change
<b>Childhood Immunizations:</b>			
DTP	72.51%	81.51%	Statistically Significant Increase
Polio	76.16%	85.16%	Statistically Significant Increase
MMR	83.45%	88.32%	Statistically Significant Increase
HiB	76.16%	86.37%	Statistically Significant Increase
Hep B	73.48%	82.48%	Statistically Significant Increase
Varicella (Includes evidence of disease)	72.51%	83.94%	Statistically Significant Increase
Combo 1 (4 DTP, 3 IPV, 3 HepB, 3 HiB, First MMR)	63.50%	71.78%	Statistically Significant Increase
Combo 2 (Combo 1 plus Varicella)	55.96%	67.88%	Statistically Significant Increase
<b>Cervical Cancer Screening:</b>	86.37%	83.09%	No Statistically Significant Decrease
<b>Prenatal Care In First Trimester:</b>	81.51%	91.92%	Statistically Significant Increase
<b>Postpartum Visit:</b>	84.43%	84.62%	No Statistically Significant Increase
<b>Comprehensive Diabetes Care:</b>			
HbA1c Test	81.02%	87.59%	Statistically Significant Increase
HbA1c in Poor Control (want low % and decrease)	50.36%	27.25%	Statistically Significant Decrease
LDL-C Test	82.00%	91.00%	Statistically Significant Increase
LDL-C Level < 130	40.88%	71.78%	Statistically Significant Increase
Screening for Nephropathy	23.84%	29.44%	No Statistically Significant Increase
Retinal Eye Exam	37.23%	48.18%	Statistically Significant Increase
<b>Cholesterol Management After ACE:</b>			
LDL-C Test	88.93%	89.82%	Increase
LDL-C Level > 130	66.09%	72.63%	Increase
<b>Adolescent Immunizations:</b>			
MMR	54.26%	76.16%	Statistically Significant Increase
HepB	21.17%	41.61%	Statistically Significant Increase
Varicella	12.90%	51.34%	Statistically Significant Increase
Combo 1 (MMR and Hep B)	20.44%	40.15%	Statistically Significant Increase
Combo 2 (Combo 1 plus Varicella)	5.60%	32.60%	Statistically Significant Increase
<b>Well Child Visits:</b>			
In The First 15 Months: 6+ Visits	52.28%	60.38%	Increase
In The 3rd, 4th, 5th, and 6th Year	50.28%	53.15%	Increase
<b>Adolescent Well Care Visits:</b>	24.99%	27.59%	Increase
<b>Chlamydia Screening In Women:</b>			
Ages 16-20	16.35%	18.03%	Increase
Ages 21-26	14.70%	17.39%	Increase
Combined	15.26%	17.60%	Increase
<b>Use Of Appropriate Medications For People With Asthma:</b>			
Ages 5-9	52.38%	59.09%	Increase
Ages 10-17	75.50%	64.97%	Decrease
18-56	71.15%	69.16%	Decrease
Combined	69.34%	67.06%	Decrease
<b>Beta Blocker Treatment After A Heart Attack:</b>	91.43%	98.02%	Increase
<b>Controlling High Blood Pressure:</b>	57.18%	65.94%	Statistically Significant Increase
<b>Advising Smokers To Quit (Survey):</b>	64.57%	First Year Reported	
<b>Flu Shots For Adults 50-64:</b>	43.32%	First Year Reported	

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

## Announcing a New Online Service for Providers:

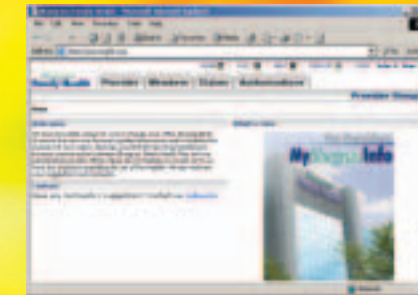
To sign up for our new on-line service, MyBluegrassInfo, go to [www.bgfh.com](http://www.bgfh.com), click on Providers, then Forms, then complete and fax the applicable E-health Enrollment Form as indicated. This new service will provide password-protected access to the following types of information:

**Provider** – Search for providers who participate in our network, e-mail us, and manage your web account information

**Member** – Confirm the status of a member or a member's dependents before providing treatment

**Claims** – Review current and past claims submitted, including how and when a claim was paid

**Authorizations** – Search for and view the status of an authorization request



## Oncology Pathways: Road to Better Outcomes

Bluegrass Family Health is developing a Cancer Disease Management Program called *Oncology Pathways*. This program, still in the developmental stage, will focus on population management and education. This will make it possible for our members to actively participate in their care, thus improving outcomes and quality of life. The Oncology Program Coordinator will be contacting various radiation and oncology specialists for their input in program development and feedback. If you would like to participate in the development of this program, contact the Oncology Program Coordinator at ext. 5315. ■



## Request Your New Credentialing Application Now

The provider credentialing application has recently been updated. Providers should always request a new provider application, rather than using an old one they have on hand. The application has been revised to expedite the credentialing process.

Applicants should always make sure the information provided in the application is accurate and legible, as this information is used for our directory and to pay their claims. ■

## Vaccination Callbacks Made Easier

The Vaccination Notification System is an innovative, internet-based program that provides physicians with the opportunity to easily initiate patient callback through e-mail and automated telephone call reminders.

- Vaccine providers can enter the patients' contact information into a secure, interactive database.
- Once the vaccine is available, physicians can select which patients are to be notified. Physicians can sort through the patient database and prioritize according to which patients need vaccination and when.
- The e-mail and phone messages encourage the parents to call the physician's office to schedule an appointment.
- The physician's office may check on the notification status for individual patients to find out if they have been notified. If unsuccessful, the office can update the contact information and resend the notification request.

Any vaccine provider who would like more information can contact Kevin Knotts, Wyeth Vaccines (317)578-0663, or contact their local Wyeth Vaccines Representative. ■

## Chronic Pain

An estimated 60 million adult Americans suffer from chronic pain, which leads to millions of lost workdays, and the attendant physical, psychological, and social difficulties associated with unrelieved discomfort. The Bluegrass Family Health painSMARTs program is designed to help members deal with chronic non-malignant pain — and it is available at no extra cost.

The painSMARTs program employs a multi-disciplinary approach, which draws on medical and psychological resources. Members involved in the program meet with a physician specializing in pain management, and a personal treatment plan is developed. Regular feedback helps determine the shape and direction of each individual's treatment.

For more information on this important program contact our case manager at 800-787-2680. ■

