

CONNECTIONS

Coordinated Care Provider Newsletter • Winter 2015

Winter
Wellness


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ambetter.

FROM

 coordinated care

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MORE on Cultural Humility

FOR ALL PROVIDERS

20.7% of Washington residents ages 5+ speak a language other than English at home.

Coordinated Care strives to deliver the best care to all our members. With that in mind, we have formed a CLAS (Culturally and Linguistically Appropriate Services) Committee.

The purpose of the CLAS Committee is to ensure that we provide effective, equitable, understandable and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy and other communication needs. Staff members across all internal departments participate on the committee to identify deficiencies and create educational opportunities—not just for our employees, but for our providers and contractors as well.

If your office provides language or translation services (other than English), please be sure to contact us for any kind of assistance. We are here to support you in your efforts to effectively interact with our members.

Source: 2013 Census Bureau

MORE Pharmacy Updates

Coordinated Care is committed to supporting your practice by providing high quality, appropriate and cost-effective drug therapy to your patients. We work with providers and pharmacists to ensure coverage for drugs used to treat a variety of conditions and diseases, although some medications require prior authorization or have limitations on age, dosage and maximum quantities.

Coordinated Care's Preferred Drug List (PDL), or the formulary, lists the drugs your patients can get at retail pharmacies. Our Pharmacy and Therapeutics (P&T) Committee evaluates the PDL regularly to ensure medications are appropriate and cost-effective. The P&T Committee includes our medical director, pharmacy director and several of our physicians, as well as community pharmacists and healthcare professionals.

If you disagree with a decision regarding coverage of a medication, you can appeal by calling Provider Services at 1-877-644-4613. You can also find the most recent, up-to-date PDL online at CoordinatedCareHealth.com under Provider Resources, or call Provider Services for a printed copy.



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MORE Emergency Support

Your patients might need advice or direction for a medical or mental health-related issue at a time when they can't reach you directly. That's why Coordinated Care's 24-Hour Nurse Advice Line is ready to answer health questions at any time of the day or night—every day of the year. Our experienced Registered Nurses, staffed by NurseWise®, are ready and willing to help members find a doctor, determine the best place to go for care, schedule transportation, and more. The 24-Hour Nurse Advice Line provides fast, simple support to members, and helps them make informed decisions about their health immediately.

Remind your Coordinated Care patients to call the 24-Hour Nurse Advice Line:

- **Medicaid:**
1-877-644-4613 and say "NURSE"
- **Ambetter from Coordinated Care:**
1-877-687-1197 and say "NURSE"

MORE Winter Fitness

Sometimes even your most active patients can have trouble keeping up with their exercise routine in the winter. With the snow and drop in temperature, it can be harder to get motivated for exercising and eating well. Here are some tips to share with patients that can help them stay active through cold winter months:

- **Running on snow** actually burns more calories, so keep going on your morning run! Keep a slower pace than usual and take shorter strides to keep your footing.
- **Warm up inside** with five to 10 minutes of low-level aerobic exercise (like jumping jacks) to make running in the cold easier.
- **Try a new winter sport** like skiing or snowshoeing to shake up your workout plans for the cold weather.
- **Eat healthy carbs** in the afternoon before the sun goes down to avoid unnecessary snacking. Because there's less sunlight in the winter, serotonin in the brain is less active, which can trigger carb cravings.
- **Drink water** before, during and after your workout, even if you're not thirsty. You can still get dehydrated in the winter from sweating and breathing heavily. You also need more water because of the dryness of the cold wind.

Source: Mayo Clinic, 2014

MORE Support for Pediatricians

As you know, young adults between 18 and 21 years old need to transition to adult healthcare. This process involves choosing a new provider, transferring medical records, communicating treatment histories, and relaying insurance information. As you help patients through the transition, remember to:

- Have a conversation about their new legal responsibility for healthcare decisions, the definition of medical consent and how to access medical records.
- Transfer all medical records, pending actions and medical summary pieces once you have confirmed the patient's first adult provider appointment.
- Confirm with the adult provider that your pediatric provider responsibility for care will continue until the young adult is seen in the adult setting.
- Contact the young adult and/or parent/caregiver three to six months after their last pediatric visit to confirm the transfer.

Coordinated Care members have the option to change their Primary Care Provider (PCP) at any time by logging into their secure Online Member Account at CoordinatedCareHealth.com, or calling Member Services at 1-877-644-4613 (TDD/TYY: 1-866-862-9380).

MORE about Well-Child Visits

There has been a lot of confusion about how often a child should have a well-child visit. Clinics and providers cite "credible" sources that advise well-child visits once every other year after they turn six or seven. However, the HEDIS well-child visit measurement and the American Academy of Pediatrics (AAP) do not agree.

The AAP recommends an annual well-child visit for children that are "receiving competent parenting" and "have no manifestations of any important health problems." More frequent visits may be needed for children with chronic diseases or psychosocial and behavioral disorders.

Missing procedures and services during well-child visits can prevent providers

from capturing HEDIS rate measurements. Vision and hearing screenings, autism and behavioral screenings, age appropriate laboratory analyses, and printed anticipatory guidance are critical procedures and services for HEDIS. Coordinated Care has created a tool to assist providers in capturing all required procedures and services (as defined by HEDIS), which you can access by contacting our Quality Improvement team at 1-877-644-4613.

For complete table of well-child visit recommendations, visit AAP's website at aap.org. You can also find relevant and credible, age-appropriate anticipatory guidelines in the AAP's "Bright Futures" handbook at brightfutures.aap.org.

MORE Quality and Practice Guidelines

Coordinated Care's preventive care and clinical practice guidelines are based on the health needs of our members, and opportunities identified by our Quality Improvement (QI) Program. Our QI Committee adopts and synthesizes preventive and clinical practice guidelines that are published by nationally recognized organizations, government institutions and statewide initiatives. We encourage providers to use these guidelines as a basis for developing personalized treatment plans for our members and to aid members in making decisions about their healthcare.

Adherence to these guidelines is measured by monitoring HEDIS-related elements, and through random audits of ambulatory medical records. Our preventive care and clinical practice guidelines are intended to augment—not replace—sound clinical judgment. Guidelines are reviewed and updated annually.

For the most up-to-date version of preventive care and clinical practice guidelines, go to CoordinatedCareHealth.com/Practice-Guidelines, or contact Provider Services to receive a hard copy.

MORE on Advance Directives

It is important for all providers and staff to be aware of and comply with federal and state law regarding Advance Directives. PCPs and providers seeing Coordinated Care members must certify that members ages 18+ receive information on Advance Directives, and their right to execute one. When new members schedule an appointment, we recommend that all providers:

- Ask members if they have implemented Advance Directives.
- Request they supply a copy of any existing Advance Directives to include in their medical record.
- Make any past Advance Directives a part of their medical record.
- Discuss potential medical emergencies with the member and/or a designated family member/significant other, and with the referring physician.
- Document discussions about Advance Directives in their medical record.
- Explain that a Physicians Orders for Life-Sustaining Treatment (POLST) helps doctors know what you would like to do when you are seriously ill and in life-sustaining treatment.

You can access Advance Directives and POLST resources for your patients on our website under Member Resources.

Any Questions?

We're here to help.

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SPOKANE, WA
PERMIT #895

Call Provider Services:

Washington Apple Health (Medicaid) 1-877-644-4613 or
Ambetter from Coordinated Care 1-877-687-1197 to:

- Ask general questions
- Request a copy of the Provider Manual or Billing Manual
- Get a copy of this newsletter

Visit **CoordinatedCareHealth.com** to:

- See a full list of Provider Rights and Responsibilities
- Receive updates
- Access resources
- And more!

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