



How you can support **HEDIS** scores

The Healthcare Effectiveness Data and Information Set (HEDIS) provides a standardized method for managed care organizations to collect, calculate and report information about their performance. This allows employers, purchasers and consumers to compare different plans. Health plans use HEDIS results themselves to see where they need to focus their improvement efforts.

HEDIS has evolved over time and is now adapted to the Medicare and Medicaid managed care programs. It's a tool used by more than 90 percent of America's health plans to measure performance on important dimensions of care and services.

HEDIS includes multiple measures divided into eight basic categories. Each category contains its own specific performance measures.

Below is a summary of key HEDIS measurements related to children's health. By promoting and following these guidelines, you can help us maintain strong HEDIS scores.

WELL-CHILD EXAMS

- **Ages 0 to 15 months:** 6 well-care visits (at least 2 weeks apart) with a primary

care provider (PCP), to include health and development history, physical exam and health education/anticipatory guidance.

- **Ages 3 to 6 years:** Annual well-care visits with a PCP, to include health and development history, physical exam and health education/anticipatory guidance.
- **Ages 12 to 21 years:** Annual well-care visits with a PCP or ob/gyn, to include health and development history, physical exam and health education/anticipatory guidance.

LEAD SCREENING

For children enrolled in Medicaid, federal law requires a blood lead level measured at 12 and 24 months of age. Children between the ages of 3 and 5 years of age must receive a blood lead test immediately if they have not been previously tested for lead poisoning.

DENTAL VISIT

Medicaid enrollees from ages 2 to 21 years should have at least one dental visit annually.

The appropriate use of resources

Sunflower Health Plan and its partners have utilization and claims management systems in place to identify, track and monitor care provided to our members. We want to ensure members have access to appropriate, quality care.

We do not reward practitioners, providers or employees who perform utilization reviews or issue denials of coverage or care. Utilization management (UM) decision-making is based only on appropriateness of care, service and existence of coverage.

Financial incentives for UM decision makers do not encourage decisions that result in underutilization. Denials are based on lack of medical necessity or lack of covered benefit.

Utilization review criteria have been developed to cover medical and surgical admissions, outpatient procedures, referrals to specialists and ancillary services. Sunflower Health Plan uses nationally recognized criteria (e.g. InterQual) if available for the specific service; other criteria are developed internally through a process which includes thorough review of scientific evidence and input from relevant specialists. Criteria are periodically evaluated and updated with appropriate involvement from physician members of our UM Committee.

Providers may obtain the criteria used to make a specific decision by contacting the Medical Management Department at **1-877-644-4623**. Practitioners also have the opportunity to discuss any UM denial decisions with a physician or other appropriate reviewer at the time of notification.



For more
information, call
Provider Services
1-877-644-4623

THANK YOU FOR YOUR FEEDBACK

We recently conducted our annual Provider Satisfaction Survey. If you participated, thank you.

Survey questions covered a range of topics, including provider relations, coordination of care, utilization, finance and overall satisfaction. Your feedback will guide our improvement efforts over the next year.

Specifically, we plan to focus on the following areas for improvement:

- Provider communications
- Prior authorization processes

Are you signed up to receive provider email alerts? We send bulletins and other provider news to our subscribers via email. Signing up is easy. Go to our home page at www.SunflowerHealthPlan.com and select REQUEST EMAIL ALERTS.

Authorization reminder

To help us process authorization requests accurately and efficiently, please submit sufficient medical information to justify the request. If you have questions or concerns about the type of medical information required, contact our Medical Management Department at 1-877-644-4623.

Behavioral health services for your patients

If you have patients who struggle with depression, anxiety, substance abuse or other behavioral health conditions, we have resources to help.

Sunflower Health Plan offers our members access to all covered, medically necessary behavioral health services. You can learn more about our behavioral health services at www.cenpatico.com. For help identifying a behavioral health provider or for prior authorization for inpatient or outpatient services, call 1-877-644-4623.

Follow up after hospitalization

This HEDIS measure looks at the percentage of members ages 6 and older who were discharged from an inpatient psychiatric setting and attended a qualifying outpatient follow-up appointment with a mental health practitioner within 7 and 30 days of discharge.

Effective discharge planning and ongoing outpatient provider support is essential to support members after an acute care episode. Members that receive prompt follow-up after hospitalization are more likely to engage in outpatient treatment, mitigating avoidable hospitalization and ED usage. To support members post hospitalization, Cenpatico recommends the following best practices:

- **Discharge planning** starts at admission. Cenpatico Utilization Managers and Case Management staff will work with the hospitals to ensure that members have access to outpatient providers within 7 days of their discharge.
- **Case management** offered for all members. Cenpatico Case Management staff will outreach to each member that has discharged from an acute inpatient setting. Hospital staff can help this effort by alerting members we will be calling to offer any assistance or support needed.
- **Access issues.** We encourage our provider network to work closely with us to secure

a follow-up appointment within 7 days of discharge with a Cenpatico provider or practitioner. If there are challenges securing an appointment, please contact the Cenpatico Utilization Management or Case Management staff for assistance.

- **Discharge consultation.** On the day of discharge, it is important for the member to receive discharge plan education. In most cases, these discharge consultations are billable to Cenpatico, using Revenue Code 510/513. These consultations can ensure that members understand their discharge instructions.
- **Everyone gets a reminder.** Our Case Management staff work hard to make sure that our members have appointments within 7 days. All members discharging from an acute inpatient setting receive reminder calls about their scheduled appointments. Outpatient providers can support this effort by making outreach to members prior to their scheduled follow up appointments. Many times an outreach by the actual servicing provider is more effective than those conducted by the insurance company. If you need help reaching our members, please contact our Case Management Department, at 1-877-264-6550.

Make a difference: Cervical cancer among Hispanic women

According to the Centers for Disease Control and Prevention (CDC), Hispanic women in your practice have a higher chance of getting cervical cancer later in life than non-Hispanic women.

The HPV vaccine is an effective way to prevent many cases of cervical cancer, but only 57 percent of adolescent girls are getting the first dose. The CDC recommends medical providers give the HPV vaccine the same way and the same day the Tdap and meningococcal conjugate vaccines are given.

When you discuss the HPV vaccine with

parents, confirm its value in preventing cancer. Parents may consider HPV a sexually transmitted disease and may believe their children don't need the vaccine if they aren't having sex. You can explain that HPV is so common that almost everyone in the U.S. will be infected by it at some point. So even if a child waits many years to have sex or only has one partner, there's a good chance he or she will be exposed.

Read more tips for discussing this important vaccine at www.cdc.gov/vaccines/who/teens/for-hcp-tipsheet-hpv.pdf.

SUNFLOWER STATS

Administrative rate of HPV vaccine for adolescents (HPV15) = 16.62



Medical record maintenance

Consistent and complete documentation in medical records is an essential part of quality care. We ask that participating practitioners keep uniform and organized medical records that contain member demographics and medical information regarding services rendered.

Medical records must be maintained in an organized system in compliance with our medical documentation and record-keeping standards. The intent with these standards is to help practitioners maintain complete medical records for all members, consistent with industry standards, and to meet state contract requirements.

A complete medical record must be maintained on each member for whom the practitioner has rendered healthcare services. These records must be protected from public access and any information released must comply with HIPAA guidelines.

Upon request, all participating practitioner medical records must be available for utilization review and QI studies—including HEDIS—as well as regulatory agency requests and member relations inquiries, as stated in the provider agreement.

Additionally, practitioners must provide a copy of a member's medical record upon reasonable request by the member at no charge.

For a list of the minimum required standards for practitioner medical record-keeping practices, visit:

www.sunflowerhealthplan.com/for-providers/qi-program/medical-records/



A shot at better health

Sunflower Health Plan requires all members under the age of 18 to be immunized by their doctor unless medically contraindicated or against the parents' religious beliefs.

Children must be immunized during medical checkups according to the current Advisory Committee for Immunization Practices (ACIP) Schedule. The most up-to-date recommendation for kids up to 18 years old can be found at www.cdc.gov/vaccines/schedules.

The CDC estimates that the vaccination of kids born between 1994 and 2013 will prevent 322 million illnesses and 732,000 deaths.

Prepare **new parents**

The first few months of a baby's life can feel overwhelming to mom and dad. You can help them keep immunizations on their to-do list.

Prepare new parents for the schedule of shots and offer them the following chart:

IMMUNIZATION CHART				
BIRTH	1 MONTH	2 MONTHS	4 MONTHS	6 MONTHS
HepB	HepB	HepB
		RV	RV	RV
		DTaP	DTaP	DTaP
		Hib	Hib	Hib
		PCV	PCV	PCV
		IPV	IPV	IPV
				Influenza

VACCINE	DISEASE(S)	VACCINE	DISEASE(S)	VACCINE	DISEASE(S)
HepB	Hepatitis B	DTaP	Diphtheria, tetanus, pertussis	PCV	Pneumococcus
RV	Rotavirus	Hib	<i>Haemophilus influenzae type b</i>	IPV	Polio



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