



Dennis Cooley, MD, receives Summit Award for Excellence in Care

Sunflower Health Plan, in collaboration with its parent company, Centene Corporation, has recognized Topeka pediatrician Dr. Dennis Cooley with a national award for clinical excellence.

Practitioners are selected each year for the Summit Award for Excellence in Care based on their exemplary performance in a number of quality measures. The Centene Foundation for Quality Healthcare has sponsored this annual award since 2008.

"We are proud to honor Dr. Cooley with the 2015 Summit Award for Excellence in Care for his commitment to improving the many lives he touches in the Topeka community and across the state through his efforts with public health partners. It is an achievement well-deserved for a champion of exceptional patient care," said Chris Coffey, plan president and CEO.

"With the Summit Award for Excellence in Care, we thank Dr. Cooley for his dedication to healthcare outcomes improvement. His service to our members represents the best in quality medical care," said Chief Medical Director Dr. Katherine Friedebach.



Q&A: Credentialing rights

What happens during the credentialing and recredentialing process?

Sunflower Health Plan obtains information from various outside sources, such as state licensing agencies and the National Practitioner Data Bank. Practitioners have the right to review primary source materials collected during this process.

How can I review these sources?

The information may be released to practitioners only after a written and signed request has been submitted to the Credentialing Department.

What if there is a discrepancy between these sources and the information I provide?

If any information gathered as part of the primary source verification process differs from data

submitted by the practitioner on the credentialing application, Sunflower Health Plan will notify the practitioner and request clarification.

How can I respond to any discrepancy?

A written explanation detailing the error or the difference in information must be submitted to Sunflower Health Plan within 14 days of notification of the discrepancy in order to be included as part of the credentialing and recredentialing process.

How can I learn the status of my application?

Providers also have the right to request the status of their credentialing or recredentialing application any time by contacting the Credentialing Department at **1-877-644-4623** or by email at **sunflowerstatehealth@centene.com**.



HEDIS FOR DIABETES

The HEDIS measure for comprehensive diabetes care includes adult patients with Type I and Type II diabetes. There are multiple sub-measures included:

- HbA1c testing—completed at least annually. Both CPT codes 83036 and 83037 can be submitted when this test is completed.
- HbA1c level—
 - HbA1c result > 9.0 = poor control
 - HbA1c result < 8.0 = good control
 - HbA1c result < 7.0 for selected population
- Blood pressure control— < 140/90
- Dilated retinal eye exam—annually, unless the exam the year prior was negative, then every two years
- Nephropathy screening test—macroalbumin or microalbumin urine test at least annually (unless documented evidence of nephropathy)

What providers can do

1. Dilated retinal eye exam:

Sunflower Health Plan can assist your office with finding a vision provider. Our vision vendor supports our efforts by contacting members in need of retinal eye exams to assist them in scheduling an appointment.

2. Nephropathy screening

test: Did you know a spot urine dipstick for microalbumin or a random urine test for protein/creatinine ratio are two methods that meet the requirement for nephropathy screening?

Providers, health plan partner to **improve HEDIS**

HEDIS, the Healthcare Effectiveness Data and Information Set, is a set of standardized performance measures updated and published annually by the National Committee for Quality Assurance (NCQA). HEDIS is a tool used by most of America's health plans to measure performance on important aspects of care and service. HEDIS is designed to provide purchasers and consumers with the information they need to reliably compare the performance of health care plans. Final HEDIS rates are typically reported to NCQA and state agencies once a year. Through HEDIS, NCQA holds Sunflower Health Plan

accountable for the timeliness and quality of healthcare services (acute, preventive, mental health, etc.) delivered to its diverse membership. Sunflower Health Plan also reviews HEDIS rates on an ongoing basis and continually looks for ways to improve our rates. It's an important part of our commitment to providing access to high-quality and appropriate care to our members.

Please consider the HEDIS topics covered in this issue of the provider newsletter: diabetes, hypertension and cardiac health. Also, review Sunflower Health Plan's clinical practice guidelines at sunflowerhealthplan.com.

HEDIS for heart care

The high blood pressure control HEDIS measure applies to patients who have been diagnosed with hypertension (excluding individuals with end-stage renal disease and pregnant women). The HEDIS measure evaluates the percentage of patients with hypertension with adequate control (defined as a systolic reading of less than 140 mm Hg and a diastolic reading of less than 90 mm Hg, or 140/90). For patients ages 60-85, adequate control is defined as less than 150/90.

The HEDIS measure for persistence of a beta-blocker treatment regimen after heart attack applies to patients who were hospitalized and discharged after an acute myocardial infarction (AMI). This measure calls for treatment with beta-blockers for six months after discharge. Patients with a known contraindication or a history of adverse reactions to beta-blocker therapy are excluded from the measure. Despite strong evidence of the effectiveness of drugs for cardiac problems, patient compliance remains a challenge.

What providers can do

- Continue to suggest and support lifestyle changes, such as quitting smoking, losing excess weight, beginning an exercise program and improving nutrition.
- Stress the value of prescribed medications for managing heart disease. Sunflower can provide educational materials and other resources addressing the above topics.
- Please encourage your Sunflower patients to contact Sunflower for assistance in managing their medical condition. Sunflower case management staff members are available to assist with patients who have challenges adhering to prescribed medications or have difficulty filling their prescriptions. If you have a member you feel could benefit from our case management program, please contact Sunflower member services at **1-877-644-4623** and ask for medical case management.

New technology, new coverage

Sunflower Health Plan evaluates the inclusion of new technology and new application of existing technology for coverage determination on an ongoing basis. We may provide coverage for new services or procedures that are deemed medically necessary. This may include medical and behavioral health procedures, pharmaceuticals or devices.

Requests for coverage will be reviewed and a determination made regarding any benefit changes that are indicated. When a request is made for new technology coverage on an individual case and a plan-wide coverage decision has not been made, Sunflower will review all information and make a determination on whether the request can be covered under the member's current benefits, based on the most recent scientific information available.

For more information, please call **1-877-644-4623**.

REVIEW OF DENIALS

Sunflower Health Plan sends you and your patients written notification any time a decision is made to deny, reduce, suspend or stop coverage of certain services. The denial notice includes information on the availability of a medical director to discuss the decision.

Peer-to-peer reviews

If a request for medical services is denied due to lack of medical necessity, a provider can request a peer-to-peer review with our medical director on the member's behalf. The medical director may be contacted by calling Sunflower at **1-877-644-4623**.

Filing appeals

The denial notice will also inform you and the member about how to file an appeal. In urgent cases, an expedited appeal is available and can be submitted verbally or in writing.

Please remember to always include sufficient clinical information when submitting prior authorization requests to allow for Sunflower to make timely medical necessity decisions based on complete information.





PSYCHOTROPIC MEDICATION CONSULTATION LINE

Do you have questions about best prescribing practices for psychotropic medications and behavioral health issues?

We now have a resource for you! The Psychotropic Medication Consultation Line for PCPs, pediatricians and other prescribing providers offers a doctor-to-doctor consultation.

- Speak to our psychiatrist medical directors
- Receive free case consultation and focus on evidence-based treatment

Specialties include:

- Foster care/child welfare
- Adult psychiatry
- Substance abuse
- Geriatrics
- Child psychiatry

Contact the consultation line at **1-844-MED-4545**. Calls are answered 8 a.m.–5 p.m. CST. All calls will be returned within two business days. This service is available to providers at no charge for any of your Sunflower Health Plan members.

Member satisfaction **survey results**

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) surveys ask consumers and patients to report on and evaluate their experiences with healthcare. Survey results are submitted to the National Committee for Quality Assurance (NCQA) to meet accreditation requirements. These surveys are completed annually and reflect how our members feel about the care they receive from our providers as well as the service they receive from the health plan.

Sunflower will use the results to help improve services delivered by the health plan and its provider network.

We also want to share the results with you, since you and your staff are a key component of our members' satisfaction.

Here are some key findings from the survey:
Areas where we scored well include:

- Customer service
- Coordination of care

Based on the feedback we received, some of the areas we have been working to improve include:

- Health promotion and education
- How well doctors communicate

Sunflower takes our members' concerns seriously and will work with you to improve their satisfaction in the future.



**sunflower
health plan**

Published by Manifest LLC © 2016. All rights reserved. No material may be reproduced in whole or in part from this publication without the express written permission of the publisher. Manifest makes no endorsements or warranties regarding any of the products and services included in this publication or its articles.