

# The Navigator

Important news for Samaritan Health Plan Operations' network physicians and health care professionals

Important plan changes, updates and announcements .....	2
HEDIS Provider Reports available.....	2
New and revised clinical practice guidelines.....	2
Provider resources .....	2
Measuring quality patient care.....	2
2011 benefit changes for Samaritan Choice Plans.....	3
Recovery Audit Contractors (RAC).....	4
Important IHN health plan changes for 2011 .....	4
Emergent MRI/CT SCAN authorizations – no clinical review required.....	5
Case Management Services – A resource to support your prescribed plan of care .....	5
Formulary updates.....	5
2011 Samaritan Advantage Atypical Antipsychotic Step Therapy requirements .....	5
Newly paneled providers .....	6

PLEASE ROUTE  
to appropriate physicians  
and professional health care  
providers in your office.

# Important plan changes, updates and announcements

## HEDIS PROVIDER REPORTS AVAILABLE

1

HEDIS 2010 has ended and Samaritan Advantage is gearing up for HEDIS 2011. Now that we have our HEDIS 2010 results finalized, we would like to give you the opportunity to review your performance. The following HEDIS measures are available:

- Adult BMI Assessment
- Breast Cancer Screening
- Colorectal Cancer Screening
- Comprehensive Diabetes Care
- Controlling High Blood Pressure
- Glaucoma Screening in Older Adults
- Medication Reconciliation Post-Discharge

If you want to request a HEDIS report that is specific to you and/or your clinic, or if you would like to find out more about HEDIS reporting in general, please contact Beth Truax, HEDIS Coordinator, at (541) 768-4337 or [etruax@samhealth.org](mailto:etruax@samhealth.org).

## NEW AND REVISED CLINICAL PRACTICE GUIDELINES

1 2 3 4

Several new and revised clinical practice guidelines have been posted on our website, which was recently updated to make these guidelines easier to access. Visit [www.samhealth.org/healthplans/providers/qualitymanagement](http://www.samhealth.org/healthplans/providers/qualitymanagement) today to review all the available guidelines, which include:

1. Asthma (revised)
2. Coronary artery disease (CAD)
3. Congestive heart failure (CHF)
4. Diabetes
5. Early childhood cavities and prevention (ECCP)
6. Obesity (revised)
7. Adult prevention (revised)
8. Child prevention (revised)
9. Tobacco cessation
10. Osteoporosis (new!)

On this web page, you will also find information about our Quality Management Plan and Project List. If you have questions about these resources or you cannot find what you are looking for, call our provider hotline at (541) 768-5207 or 1-888-435-2396.

# Provider resources

## MEASURING QUALITY PATIENT CARE

1

Medicare Advantage Health Plans are required to report on specific health outcome measures and member satisfaction, just as the hospitals have requirements to report on quality of care measures and patient satisfaction. Samaritan Advantage meets these requirements through annual reporting of Healthcare Effectiveness Data and Information Set (HEDIS), Health Outcomes Survey (HOS) and the Consumer Assessment of Healthcare Providers and Systems Survey (CAHPS).

As a participating provider in the Samaritan Advantage network, you and your staff have a *profound* impact on the health outcomes and perceptions of patients. Please review the following examples of outcome measures and survey topics for Medicare members, which you can address with your patients and staff.

**HEDIS** (health outcomes based on claims data and medical chart reviews):

- Breast cancer screening- Are your patients getting mammograms at least every 2 years?
- Colorectal cancer screening- Are your patients getting screened for colorectal cancer through colonoscopy, flexible sigmoidoscopy or FOBTs?
- Glaucoma screening- Are your patients getting glaucoma screening at least every 2 years?
- Monitoring of long term medications- Are you monitoring patients annually who are on long term medications?
- Cholesterol – Are your patients getting cholesterol screenings especially those with diabetes or a history of heart disease?
- Diagnosing COPD- Are you using spirometry testing as a method of confirming a COPD diagnosis?
- Diabetes- Are you monitoring your diabetic patients for diabetic retinopathy, kidney function, blood pressure, cholesterol and blood sugar?
- Osteoporosis – Are your patients being tested and treated for osteoporosis?

**HOS & CAHPS** (patient perception- survey responses):

- Provider communication- Focuses on importance of listening to your patient, communicating in a manner that they understand, showing respect for what they have to say and spending enough time with them.
- Getting appointments and care quickly- Does your practice allow patients to schedule appointments right away for urgent needs? Are patients able to schedule regular appointments within a reasonable period?
- Seeing specialists- How easy is it for your patients to schedule with a specialist?
- Flu and Pneumonia Vaccines- Are your patients getting flu and pneumonia vaccines?
- Monitoring physical activity- Are you discussing the appropriate levels of physical activity with your patients on a routine basis?
- Improving or maintaining mental health- Are you discussing the patient’s mental health with them on a routine basis?
- Improving bladder control- Do you initiate conversations about possible bladder control issues?
- Reducing falls- Do you discuss mobility with your patients and suggest assistance devices as necessary?

Thank you for your continued partnership with Samaritan Advantage and your dedication to quality patient care.

## 2011 BENEFIT CHANGES FOR SAMARITAN CHOICE PLANS

2

Samaritan Choice Plan (SCP) has some important changes in benefits that are taking effect for the 2011 plan year.

The plan has added two new benefit tiers:

1. **Education and Coaching Tier** - There will not be any patient cost shares applied to visits rendered by Samaritan “in network” providers for select wellness education and coaching services. This is only available if an “in network” Samaritan provider provides the services.
2. **Care Management Tier** - This benefit will have the co-payment waived for the office visit when the service provided is for the treatment of Congestive Heart Failure, Coronary Artery Disease, Diabetes, Chronic Obstructive Pulmonary Disease, and Asthma. This benefit will be subject to the plan’s deductible and any applicable patient cost shares. The Care Management Tier is available for *all in network providers*.

These two new benefits provide options to Samaritan Choice members to manage their own health and reach out for help when needed, which are key factors to maintaining a healthy lifestyle.

The Samaritan Choice benefits for 2011 will also include the addition of Value Based Benefits for select surgical procedures and High tech imaging services.

- **The Value Based Cost Benefits** for select surgical procedures requires members to pay a \$500 co-payment (co-pay) for each of the following procedures: spine surgery for pain, arthroscopies and shoulder surgery for osteoarthritis.
  - The \$500 co-pay for these Value Based Cost Tier procedures must be paid in addition to a member’s plan deductible, regular co-pay, and/or coinsurance as applicable. The Value Based \$500 co-pay does not count toward the member’s yearly out-of-pocket maximum.

- **The Value Based Benefit for High Tech Imaging services** requires \$200 co-pay for each of the following diagnostic tests and imaging services: MRIs, CT scans, and PET scans.
  - This new \$200 co-pay for these tests and services must be paid in addition to a member's plan deductible, regular co-pay, and/or coinsurance as applicable. The Value Based \$200 co-pay does not count toward the member's yearly out-of-pocket maximum.

For the Value Based Cost Benefits, the Value Based co-payment was added to encourage plan members to talk with their doctor and consider other choices before deciding whether or not to have these services or procedures. For each procedure on the Value Based Cost Tier, there are other possible treatment choices to consider that might be less invasive, safer, and work just as well or better, depending on the patient's situation.

**Please Note:** The new benefits described above apply as options for the SCP standard plan but do not apply to the High Deductible Plan Option.

For questions or concerns, please refer to our SCP website at [www.samhealth.org/healthplans/members/samaritanchoiceplans](http://www.samhealth.org/healthplans/members/samaritanchoiceplans) or call our provider hotline at (541) 768-5207 or 1-888-435-2396.

## RECOVERY AUDIT CONTRACTORS (RAC)

1

Recovery Audit Contractors identify Medicare improper payments (over payments and under payments) made on claims of health care services provided to Medicare members. Claims are reviewed on a post-payment basis; look back period is three years. RAC will request payback from providers if any errors are found.

HealthDataInsights will be reviewing Medicare claims for Region D, which includes Oregon, to determine payment appropriateness. Some focus areas from the RAC's include:

1. **Procedures performed during the Global Period of other Procedures.** Medicare does not allow separate payment for an additional procedure(s) with a global surgery fee period of 010 and/or 090 days if the service(s) is (are) furnished during the postoperative period of a prior procedure and if billed without modifier 58, 78, or 79. Separate payment in this situation is an overpayment. Applies to claims paid on or after 10/01/2007.
2. **Inpatient Admission without a Physician's Inpatient Admit Order.** Admission to the inpatient setting requires a physician's order in order to qualify and be paid as an inpatient stay. This review will be conducted on all charts received when applicable. Applies to claims paid on or after 10/01/2007.

For more information on the latest issues being examined by HealthDataInsights, visit <https://racinfo.healthdatainsights.com/home.aspx>

## IMPORTANT IHN HEALTH PLAN CHANGES FOR 2011

4

There are several changes for the Oregon Health Plan (OHP) for 2011.

### **NDC (National Drug Code) billing information**

The Division of Medical Assistance Programs (DMAP) sent notice that they will now require NDC information when billing for "J-codes" effective **Jan. 1, 2011**. Since InterCommunity Health Plan (IHN) is an OHP Managed Care Plan, we too are requiring all providers to include NDC information effective **Jan. 1, 2011**.

NDC information should be entered in box 24A-24H of the CMS 1500 form and box FL 43 of the UB-04 claim forms. Box 24D of the CMS 1500 form should have the appropriate "J-code" and box FL 44 of the UB-04 form is where "J-code" information should be depicted. IHN claims without NDC information or incorrect NDC information will be denied for improper billing effective **May 1, 2011**.

### **Reimbursement change in consultation codes 99241-99245 and 99251-99255**

DMAP has evaluated the cost of consultation codes and has decided to follow Medicare guidelines. The codes 99241-99245 and 99251-99255 will no longer be reimbursable under OHP. Since these codes are no longer a covered benefit under OHP, IHN will also no longer reimburse for these codes effective Jan. 1, 2011. Should providers bill for these codes, IHN will deny for non-covered benefit reasons.

### **No co-pays for IHN members**

Lastly, earlier this month DMAP posted a provider announcement indicating select OHP members and services will now have co-pays. IHN has evaluated the pros and cons of establishing co-pays for IHN members and has decided to **not**

**implement co-pays for IHN members.** How does this affect you? The current process you have established for seeing IHN members should not change. Please **do not** try to collect co-pays from IHN members.

If you have any questions or need additional information please call our provider hotline at (541) 768-5207 or 1- 888-435-2396.

## EMERGENT MRI/CT SCAN AUTHORIZATIONS – NO CLINICAL REVIEW REQUIRED

1 2 3 4 5

Emergent Magnetic Resonance (MRI) and Computerized Tomography (CT) scan authorizations do not require clinical review. To qualify as emergent, the MRI or CT scan must be conducted within 24 hours of the provider's examination of the patient.

Samaritan Health Plan Operations (SHPO) procedures for submission of Emergent MRI and CT scans:

1. The requesting provider completes and submits an authorization request which must include the date of the patient examination and the date of the requested imaging study. (A phone call to the patient does not qualify as an examination.)
2. The Utilization Management Department authorizes emergent requests for scans conducted within 24 hours of the provider's examination of the patient without clinical review.
3. The requesting provider may submit the authorization request before or after the imaging has been done.
4. The Utilization Management Department may perform retrospective reviews of emergent MRI and CT scans to determine the appropriateness of the imaging as needed.

If you have questions about this policy, please call our provider hotline at (541) 768-5207 or 1- 888-435-2396.

## CASE MANAGEMENT SERVICES – A RESOURCE TO SUPPORT YOUR PRESCRIBED PLAN OF CARE

1 2 3 4

Samaritan Health Plan Operations' case management services are available as a resource to providers and members as a support to the prescribed plan of care. Case management staff function under a collaborative process with providers. The primary provider and required specialties are viewed as essential in directing and planning care of the member.

Case Managers can provide assistance with:

- Complex chronic disease management;
- Treatment adherence; and
- Coordination of needs and services.

Case management is a voluntary service requiring the member's agreement and willingness to participate. Case Managers work through individualized telephonic and written communications with members enrolled in the program. To contact our Case Managers, please call our provider hotline at (541) 768-5207 or 1- 888-435-2396.

The Exceptional Needs Care Coordinator (ENCC) is a specialized role similar to case management, but is devoted to assisting with the special needs of IHN members in the coordination of complex care needs. Please call our ENCC at (541) 768-5343 or 1-800-832-4580.

# Formulary updates

## 2011 SAMARITAN ADVANTAGE ATYPICAL ANTIPSYCHOTIC STEP THERAPY REQUIREMENTS

1

Samaritan Advantage is implementing new Atypical Antipsychotic Step Therapy requirements, **effective Jan. 1, 2011**, for all Samaritan Advantage members. These new criteria apply to **NEW STARTS ONLY**. Patients already on these medications will not be impacted by this new procedure.

- **Step Therapy Group:** Atypical antipsychotic drugs
- **Drug Names:** Abilify, Abilify Discmelt, Fanapt, Fanapt Titration Pack, Geodon, Invega, Saphris, Seroquel, Seroquel Xr, Zyprexa, Zyprexa Zydis

- **Step Therapy Criteria:** Patient must complete a 30 day trial and failure of a first generation antipsychotic drug and/or risperidone within the last 365 days.

The procedures we are currently using for all prior authorized medications also will apply in this situation. If you have questions about the criteria mentioned above, please call our provider hotline at (541) 768-5207 or 1- 888-435-2396.

## Newly paneled providers

From November 1, 2010 to December 31, 2010: Alphabetized by location

Provider Name	Participating Plans					Specialty	Location
	1	2	3	4	5		
2 <sup>nd</sup> Wind Sleep Medical Equipment	•	•	•	•	•	Durable Medical Equipment	2 <sup>nd</sup> Wind Sleep Medical Equipment
A Step Forward, LLC	•	•	•	•	•	Durable Medical Equipment	A Step Forward, LLC
A Turning Leaf		•			•	Durable Medical Equipment	A Turning Leaf
Irene R. Martin, MD			•	•		Family Medicine	Adventist Health Tillamook Medical Group
Lyle R. Mohr, MD			•	•		General Surgery	Adventist Health Tillamook General Hospital
Calvin R. Hill, MD			•	•		Internal Medicine	Adventist Health Tillamook Medical Group
Justin T. Heintz, OD	•	•	•	•	•	Optometry	All Family Vision Care
Brian C. Handley, MD	•	•		•	•	Emergency Medicine	Bayshore Family Medicine
Gregory L. Steinke, MD	•	•		•	•	Family Medicine	Bayshore Family Medicine
Curtis R. Bekkum, MD	•	•	•	•	•	Family Medicine	Willard J. Sheppy, LAC
Collin W. Lynn, MD	•	•	•	•	•	Family Medicine	Benton County Health Department
Duane Patterson, OD	•	•		•		Vision	Duane Patterson, OD
Dynavox Systems, LLC	•		•	•		Durable Medical Equipment	Dynavox Systems, LLC
Austin Sargent, MD, PhD	•	•		•	•	Allergy, Asthma & Internal Medicine	Eastside Allergy, Asthma & General Internal Medicine
Home Emergency Medical Supply dba Pacific Medical	•	•	•	•	•	Durable Medical Equipment	Home Emergency Medical Supply dba Pacific Medical Supply
James Pappas, MD			•	•		Urology	James Pappas, MD
Anya J. Bailis, MD	•	•	•	•	•	OB/GYN	Legacy Center for Maternal-Fetal Medicine
Jordan D. Fein, MD	•	•		•	•	Internal Medicine	Legacy Clinics, LLC
Audrey E. Curtis, MD	•	•	•	•	•	Gynecology	Legacy Clinics, LLC
Teng Ji, MD	•	•		•	•	Neurology	Legacy Emanuel Pediatric Neurology

Provider Name	Participating Plans					Specialty	Location
	1	2	3	4	5		
Timothy J. Mineo, DPM	•	•	•	•	•	Podiatry	Legacy Foot and Ankle Clinic
Rachel A. Menne, SLP	•	•			•	Speech Language Pathologist	Legacy Salmon Creek Pediatric Rehab
Kevin M. McEvoy, MD	•	•		•	•	Urology	Legacy Transplant Services
Karen Landers, MD MPH				•		Pediatrics	Marion County Health Department
Marion County Health Department	•		•	•		Urgent Care/ Family Medicine	Marion County Health Department
Patricia L. Eich, NP	•		•			Nurse Practitioner	Marion County Health Department
Nicole G. Ingram, MSN, FNP	•		•			Nurse Practitioner	Marion County Health Department
Carole Most, WHCNP	•		•			Nurse Practitioner	Marion County Health Department
Alison K. Takeo, MSN, FNP	•		•			Nurse Practitioner	Marion County Health Department
Michael Neiman, LCSW		•			•	Mental Health	Michael Neiman, LCSW
Kristen H. Reeve, PA-C	•	•	•	•	•	Physician Assistant	Mid-Valley Gastroenterology
Amy Shultz Hackett, MD	•	•			•	Internal Medicine	Northwest Renal Clinic, Inc.
Leslie M. Steed, MD		•			•	Internal Medicine	Northwest Renal Clinic, Inc.
Elizabeth A. Batchelder, FNP			•	•		Nurse Practitioner	Northwest Medical Foundation of Tillamook
David A. Bradburn, MD			•	•		Family Medicine	Northwest Medical Foundation of Tillamook
Brittany J. Gerken, MD			•	•		OB/GYN	Northwest Medical Foundation of Tillamook
Benius Karl Meier, MD			•	•		Family Medicine	Northwest Medical Foundation of Tillamook
Brandon W. Mitchell, MD			•	•		Family Medicine	Northwest Medical Foundation of Tillamook
Glen W. Sayler, MD			•	•		Family Medicine	Northwest Medical Foundation of Tillamook
Shirley M. Arneson, ANP			•	•		Adult Nurse Practitioner	Northwest Medical Foundation of Tillamook
Kathleen Ying Yang, MD	•	•	•		•	Gynecology	Oncology Associates of Oregon
Marisa S. Brandt, MD	•	•	•	•	•	Anesthesiologist	Oregon Anesthesiology Group, PC
William L. Hillis, MD	•	•	•	•	•	Neuro-Ophthalmology	Oregon Neurology Associates
Daniel S. Hutton, DO		•			•	Neurological Surgery	Oregon Neurosurgery Specialists
Joseph S. Harp, PA	•	•	•	•	•	Physician Assistant	Oregon Urology Institute, PC

Provider Name	Participating Plans					Specialty	Location
	1	2	3	4	5		
Robert Hollingsworth, DC		•			•	Chiropractic	Pacific Chiropractic Clinic
Brian M. Starr, MD	•	•			•	Anesthesiology	Pain Consultants of Oregon, PC
Gerald A. Barker, MD	•	•			•	Family Medicine	PeaceHealth – South Lane Medical
Autumn D. Conde, DO	•	•	•	•	•	Urgent Care Medicine	PeaceHealth Medical Group
Beverly J. Scheck, PsyD	•	•	•		•	Psychology	PeaceHealth Medical Group
Linda D. Frison, MD	•	•	•	•	•	OB-GYN	PeaceHealth Medical Group
Mariquita I. Belen, MD	•	•	•	•	•	Family Medicine	PeaceHealth Medical Group
Mark Snider, PMHNP	•	•	•	•	•	Mental Health	PeaceHealth Medical Group
Molly H. Tveite, MD	•	•	•	•	•	Internal Medicine	PeaceHealth Medical Group
Sandra K. Wu, MD	•	•	•	•	•	Dermatology	PeaceHealth Medical Group
Karen E. Stallwood, PsyD	•	•	•	•	•	Psychology	PeaceHealth Medical Group
William E. Cox, MD	•	•	•	•	•	Ophthalmology	PeaceHealth Medical Group
Michael A. Laurie, MD	•	•	•	•	•	Internal Medicine	PeaceHealth Medical Group
Mary A. Sherman, FNP	•	•	•	•	•	Family Nurse Practitioner	PeaceHealth Medical Group
Von L. Lewis, MA LPC		•	•	•	•	Counseling	Pediatric Therapy Professionals, Inc.
Tiffany N. Tabbert, MS, SLP		•	•	•	•	Speech Language	Pediatric Therapy Professionals, Inc.
Rebecca A. Veltri, DPT		•	•	•	•	Physical Therapy	Pediatric Therapy Professionals, Inc.
Pill Box Drugs dba Rice’s Pharmacy	•	•	•	•	•	Durable Medical Equipment	Pill Box Drugs dba Rice’s Pharmacy
Andrea J. Van Campen, MS, PT	•	•		•	•	Physical Therapist	PT Northwest, LLC
Dariusz Z. Zawierucha, MD		•			•	Radiology, Diagnostic	Radiology Associates
Michael McComb, PA	•	•	•	•	•	Physician Assistant	Samaritan Albany Surgical Associates
Robert L. Oksenholt, DO	•	•	•	•	•	Internal Medicine	Samaritan Coastal Clinic
Shaun P. Wilcox, LMT	•	•	•	•	•	Massage Therapist	Samaritan Corvallis Heartsprings
Courtney A. Strand, FNPC	•	•	•	•	•	Family Nurse Practitioner	Samaritan Depoe Bay Clinic
Hanh My Bui, MD	•	•	•	•	•	Cardiology – Electrophysiology	Samaritan Heart & Vascular Institute



Provider Name	Participating Plans					Specialty	Location
	1	2	3	4	5		
Paula F. Dalesky, FNP	•	•	•	•	•	Nurse Practitioner	Samaritan Heart & Vascular Institute
Ike A. Onwere, MD	•	•	•	•	•	Hematology-Oncology	Samaritan Hematology & Oncology
Timothy E. Blumer, DO	•	•	•		•	Psychiatry	Samaritan Mental Health
Nancy J. Vanasche, MSN, FNP-C	•	•	•	•	•	Nurse Practitioner	Samaritan Mid-Valley Medical Plaza
Jacqueline N. Maraire, MD	•	•	•	•	•	Neurosurgery	Samaritan Neurosurgery
Michael W. Potter, MD	•	•	•	•	•	Neurosurgery	Samaritan Neurosurgery
Jason S. Lin, MD	•	•	•	•	•	Orthopedics/Surgery	Samaritan Orthopedic and Sports Med. Center
Daniel E. Stenger, PAC	•	•	•	•	•	Orthopedic PA-C	Samaritan Orthopedic and Sports Medicine
Janet C. West, MD	•	•	•	•	•	Family Medicine	Samaritan Toledo Clinic
Elinor J. Tatham, MD, MPH	•	•	•	•	•	Urgent Care Medicine	Samaritan Urgent Care Clinic
Michael P. Cruise, PAC	•	•	•	•	•	PA – Urgent Care, ER	Samaritan Urgent Care Clinic
Laydon O. Long, MD	•	•	•	•	•	Urology	Samaritan Urology
Kathleen Ketelson, FNP	•	•	•	•	•	Nurse Practitioner	Samaritan West Albany Family Medicine
George C. Drago, PA-C	•	•	•	•	•	Physician Assistant	SPCH Northwest ER Physicians
Ernest E. Lissy, FNP		•			•	Family Nurse Practitioner	Stayton Family Practice, Inc.
Lance B. Large, MD		•			•	Family Medicine	Stayton Family Practice, Inc.
Susan Balloun, LCSW		•			•	Mental Health	Susan Balloun, LCSW
Gerald T. Riess, MD	•	•	•	•	•	Neurology	The Corvallis Clinic, PC
Juergen H. Bertram, MD	•	•	•	•	•	Oncology	The Corvallis Clinic
Kyle M. Van De Graaff, MD	•	•	•	•	•	Dermatology	The Corvallis Clinic
Mary E. Sievers, MD	•	•	•	•	•	OB/GYN	The Corvallis Clinic
Richard J. Stanley, DO	•	•	•	•	•	Orthopedic Surgery	The Corvallis Clinic
Robyn M. Criner, DPT	•	•	•	•	•	Physical Therapy	The Corvallis Clinic
Shelly R. Svoboda, MD	•	•	•	•	•	Neurology	The Corvallis Clinic
John H. Wilkins, MD	•	•	•	•	•	Ophthalmology	The Eye Clinic



Provider Name	Participating Plans					Specialty	Location
	1	2	3	4	5		
Frank G. Hrabetin, MSN, BSN			•	•		Family Nurse Practitioner	Tillamook County Health Department
Marty L. Caudie, BS			•	•		Physician Assistant	Tillamook County Health Department
Sandra L. Kosik, MS			•	•		Physician Assistant	Tillamook County Health Department
Lori A. Johns, MN, BSN, NP			•	•		Nurse Practitioner	Tillamook County Health Department
James Molloy, MD		•			•	Family Practice	Western Yamhill Medical Center, LLC
Willoughby Hearing Aide Centers Inc.	•	•	•	•	•	Hearing Aide Center	Willoughby Hearing Aide Centers, Inc.