

PROVIDER NEWS

Neighborhood Named No. 1 Medicaid Plan in America

Providers Key to Our Ranking

Neighborhood Health Plan of Rhode Island was recently named the number one Medicaid health plan in America. And this prestigious honor is due, in large part, to the providers who supply exceptional care and service to our Medicaid members each day.

The number one ranking was awarded by *U.S. News & World Report* and the National Committee for Quality Assurance (NCQA), based on data regarding Medicaid health plans throughout the United States. This data represented plan performance on many HEDIS measures—standardized measures of health plan performance—as well as survey input from more than 9 million Medicaid plan members. Performance measurements included many areas of prevention and service delivery. Member survey questions covered a number of issues, from ability to get needed health care quickly to level of satisfaction with personal doctors.

From this data, measurements for the ranking were grouped into four main criteria:

- Access to care
- Health prevention services
- Treatment
- Overall member satisfaction

An overall quality score was calculated from results in these four categories, and Neighborhood came out at the top of the list.

“Literature shows that it can be difficult for health care organizations to successfully deliver in all four of these areas, but we are proud that our system

has done just that,” said Mack Johnston, MD, Neighborhood’s chief medical officer. “As part of the RItE Care Program, Neighborhood and our critical providers—the community health centers, hospital-based clinics and our network of private practitioners—provide consistent attention to performance and quality, which have made this recognition possible.”

Results of the health plan rankings were published in the November 6 edition of *U.S. News & World Report*. This is the third consecutive year that Neighborhood has been ranked in the top ten Medicaid plans in the U.S. This consistently high ranking is thanks to a focused and successful team effort.

“Our network providers are the ones on the front lines, who have made improvements over time and been critical to this ranking,” said Mark E. Reynolds, chief executive officer for Neighborhood. “Certainly, the health plan had top accreditation scores and our members



have tremendous affinity for us. But our results in the areas of access to care, prevention and treatment are due to the great practitioners and staff we work with. We are grateful for their dedication and partnership, and we should all celebrate this accomplishment.” ●

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PROVIDER NEWS

Creating a Healthier Rhode Island

L. McTyeire Johnston, MD,
Chief Medical Officer

In May 2004, the Rhode Island Department of Health finalized *A Healthier Rhode Island by 2010: A Plan for Action*, a guide to public health improvement efforts in Rhode Island over the first decade of the 21st century. Neighborhood Health Plan of Rhode Island supports the overall goals of increasing the length and quality of a healthy life and eliminating health disparities. Our response in support of the specific objectives listed in the plan has been—and will continue to be—multifaceted. Some of our work in support of public health improvements follows.

OVERWEIGHT AND OBESITY/ PHYSICAL ACTIVITY

- Our member newsletter now includes articles in every issue to help members better understand healthy nutrition and give members tips on how to incorporate physical activity into a healthy lifestyle.
- We distributed pedometers to our high-volume provider sites to enable practitioners to work with patients to increase daily physical activity.
- We will soon be mailing information on healthy eating and physical activity directly to families with a child or adolescent identified as overweight or obese. This mailing will include a list of weight management programs in Rhode Island that are available to

our pediatric members.

- To improve the clinical tracking of overweight/obesity, we have begun working with provider sites to encourage measurement of BMI for every patient and have distributed BMI calculators to targeted, large pediatric sites.
- We have incorporated BMI measurement into Neighborhood's Preventive Care Guidelines.

TOBACCO USE

- Our Smoking Cessation Program sends educational materials to members identified as smokers and offers intensive telephone smoking cessation counseling to members who smoke and have asthma, diabetes, COPD, are pregnant or have children with asthma.
- Neighborhood covers the cost of nicotine replacement products to assist nonpregnant smokers in quitting.

ADOLESCENT HEALTH

- Our developing Adolescent Health Program emphasizes the importance of regular preventive care visits for adolescents, allowing practitioners to address important lifestyle issues facing teens.
- An upcoming mailing to families of member adolescents will focus on parent/teen communication, the need for preventive care, weight management issues, sexuality and reproductive

health and teen depression. Parents will be given additional resources for further education on these topics. Subsequent mailings directly to teens will target the same areas of concern.

LEAD POISONING

In a collaborative project with HEALTH, Neighborhood promotes the required lead testing of all member children, so that lead poisoning can be identified and treated before blood lead levels are significantly elevated.

INFLUENZA VACCINATION

Although we do not have a large population of adult members older than 65, we educate our at-risk populations—such as those with asthma or diabetes—about the need for influenza vaccination. We also inform provider sites about these at-risk populations and give them feedback on the percentage of these populations who have had an annual influenza vaccination. ●

As the state of Rhode Island disseminates best practices, Neighborhood will use this information to improve existing programs, policies and provider partnerships. For more information on *A Healthier Rhode Island by 2010*, visit www.health.state.ri.us.

L. McTyeire Johnston MD

PROVIDING CONTINUITY OF CARE

Please contact the Medical Management Department at **1-401-459-6060** to request authorization for the provision of services to Neighborhood members who you believe would qualify, or complete the Continuity of Care request form, which may be found in section 12 of the provider manual at www.nhpri.org.

2005 Survey Reveals Provider Satisfaction Is High



Results of the 2005 Provider Satisfaction Survey indicate that overall satisfaction with and loyalty to Neighborhood Health Plan of Rhode Island are high among our network providers. However, physician and office manager satisfaction with discreet attributes of Neighborhood's service appears to be low—although, respondents' satisfaction with Neighborhood services was consistently higher than the satisfaction levels they reported regarding the other plans with which they do business.

Surveying provider satisfaction annually allows Neighborhood to gauge network physicians' and office managers' satisfaction with services performed by the plan. By contracting with an external survey vendor, The Myers Group,

to administer the survey, we ensure a uniform, confidential mechanism for providers to report their experiences with Neighborhood. Survey results are used to help identify areas of dissatisfaction and opportunities for improvement.

Results of the 2005 Provider Satisfaction Survey reveal strengths and also some areas for improvement:

- Physicians are most satisfied with the plan's provider relations functions; office managers are most satisfied with the plan's provider relations and utilization and quality management functions.
- Physicians are least satisfied with pharmacy and drug benefits; office managers are least satisfied with member services functions, primarily members' understanding of their benefits, the referral process and the use of participating providers.
- Scores regarding overall satisfaction with the plan are high for both physicians, 91.7 percent, and office managers, 93.7 percent.

Surveys were distributed in November 2005 to 578 network physicians and 171 office managers, with 37 percent and 44 percent responding, respectively.

The next Provider Satisfaction Survey will be administered in late 2006. ●

HOW WE MAKE CARE DECISIONS

Medical Management staff decision-making is based solely on appropriateness of care and service and existence of coverage. Neighborhood Health Plan of Rhode Island does not reward practitioners or any other individuals who perform medical review for issuing denials, nor does it use incentives to create barriers to care and service.

CLINICAL PRACTICE GUIDELINES UPDATE

Access to Neighborhood's guidelines on clinical practice, prenatal care and preventive health are available through our website, www.nhpri.org. We have updated the guideline for diagnosis and management of asthma, which now includes new guidelines for asthma management during pregnancy and lactation. To access these guidelines, click on "For Providers," then "Clinical Programs." Paper copies of all guidelines are also available upon request. Contact Ann Hochman, RN, at **1-401-459-6133**.

SPECIALTY PRACTITIONERS' TERMINATION NOTIFICATION

Neighborhood Health Plan of Rhode Island practitioners are contractually obligated to inform Neighborhood sixty (60) days prior to their effective termination date with a participating primary care site, provider group or the network to ensure coordination of care for the members cared for by them.

Neighborhood specialty practitioners are responsible for notifying plan members currently under their care in advance of their date of termination.

Neighborhood Launches Weight Management Initiatives

Nationwide, the number of overweight children, adolescents and adults has risen significantly during the past four decades. This rise is presumed to be due to environmental as well as genetic factors. Being overweight and obese are major contributors to many preventable causes of death. In Rhode Island, 17 percent of adults are considered obese and 25 percent of children and adolescents are either overweight or obese.

In response, Neighborhood has developed weight management initiatives in response to this challenge. The Preventive Care Guidelines, revised in July 2006, include a recommendation for annual measurement of body mass index (BMI) for all members age 13 and older. This is in keeping with the recommendation from the American Academy of Pediatrics. In addition, Neighborhood has implemented other measures to combat obesity:

MEMBER OUTREACH

- In each issue, the member newsletter includes a one-page feature dedicated to offering tips for exercising and eating right, including special health-promot-

ing giveaways such as pedometers.

- Neighborhood is mailing an educational booklet to families with children identified by claims data as overweight or obese. The booklet, *Healthy Habits for Healthy Kids*, is produced by the American Dietetic Association and emphasizes the need for family—rather than individual—lifestyle changes to address weight management issues. The mailing also includes a list of free community weight management programs for children and teens.
- Additional mailings in 2007 will target obese adults and provide further guidance and resources for families of obese children.
- Neighborhood sends education materials on the weight management advantages of breast-feeding to women in the Bright Start prenatal program. This link is emphasized by case managers who work directly with these women. Prenatal breast-feeding classes and postpartum lactation consultation are covered services for Neighborhood members.

Neighborhood found that BMI was documented in the medical record in only 1.4 percent of well-child or adolescent well visits. To encourage measurement of BMI during all patient visits, Neighborhood provided BMI calculators in early 2006 to large-volume primary care sites in the network.

- Neighborhood covers nutrition and activity management counseling by registered dietitians in the Neighborhood network for members with weight problems or weight-related medical conditions, such as diabetes. Under special circumstances and guidelines, special weight management programs are covered with prior authorization.
- Neighborhood encourages practitioners to address weight problems with all members. Visits with a primary care practitioner for follow-up after a diagnosis of overweight or obesity are a covered service, even in the absence of comorbid conditions. ●

FOR MORE INFORMATION ON NEIGHBORHOOD'S WEIGHT MANAGEMENT INITIATIVE, CONTACT DEBBIE JUSTA AT 1-401-459-6179.

PROVIDER TOOLS

- In a special HEDIS 2005 study,

a healthier YOU

WINTER 2007

Reading Food Labels

Reading labels can help you make good food choices. Most packaged foods in the grocery store list helpful information on the Nutrition Facts label. Use the step-by-step guide on the label below to understand the information in the label.

- 1. SERVING SIZE**
Look at the serving size and how many servings there are in the package.
- 2. CHECK CALORIES**
Calories tell you how much energy you get from 1 serving of this food. You need about 2,000 calories a day to stay your same weight.
- 3. PERCENT DAILY VALUE**
If you eat 2,000 calories of food each day, this shows you how much of what you need each day is in 1 serving of this food. This can help you decide if the food has too much of bad things or too little of good things.
Quick Guide to % DV:
■ 5% or less is low
■ 20% or more is high
- 4. LIMIT THESE**
Having too much fat, saturated fat, trans fat, cholesterol, or sodium is bad for you. It may raise your risk for heart disease, some cancers, or high blood pressure.
- 5. GET ENOUGH OF THESE**
Most Americans don't get enough dietary fiber, vitamin A, vitamin C, calcium, or iron. Eating enough of these nutrients can give you better health and lower your risk for sickness.
- 6. FOOTNOTE**
This footnote is always the same. It shows what you should eat every day, as recommended by the government.

Nutrition Facts

Serving Size: 1 Piece (About 80g)
Servings Per Container: 10

Total Fat 15g		30%
Saturated Fat 10g		20%
Trans Fat 0.5g		1%
Cholesterol 50mg		10%
Sodium 100mg		2%
Total Carbohydrate 21g		4%
Dietary Fiber 3g		6%
Sugars 10g		20%
Protein 5g		10%
Vitamin A 10%		
Vitamin C 10%		
Calcium 10%		
Iron 10%		

Neighborhood is Ready to Help You Quit

Neighborhood Health Plan of Rhode Island has a new program to help people quit smoking called **Quit for Life**. This program offers free education, coaching, and behavioral support. It is offered to all Neighborhood members who smoke. Neighborhood also pays for some kinds of nicotine replacement therapy, such as the patch. Studies show that education and nicotine replacement therapy used together can double the chance for success for people who are trying to quit smoking.

Health studies have shown that smoking can damage your heart and your lungs. Smoking also increases your risk of certain cancers. These are good reasons to quit. The more times you try to quit, the better the chance you will succeed. It is the practice. Neighborhood knows that quitting smoking is not easy. We want to help.

The beginning of a new year is a great time to try to quit smoking. If you would like to learn more about Quit for Life or how to try to quit, please call Necessary Options at 1-401-459-6179.

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HAVE YOU SEEN A HEALTHIER YOU?

Neighborhood's member newsletter, *Close Friends*, is now in its third edition of including a 1-page feature called *A Healthier You*. This page is dedicated to offering members tips for exercising and eating right, in addition to special health-promoting giveaways, such as pedometers and sunscreen. To date, *A Healthier You* has included a list of seasonal farmers' markets, a guide to understanding food labels, an offer for fruit- and veggie-shaped stress balls, and more!

Neighborhood encourages providers to become familiar with *A Healthier You* and to share it with members as a resource for leading a healthy life.

Member Rights and Responsibilities

We support the rights of members of Neighborhood and want them to receive high quality care and service. Please be aware of members' rights and assist them with their responsibilities.

RIGHTS OF A MEMBER

- The right to receive information about Neighborhood, its services, practitioners and providers and members' rights and responsibilities.
- The right to be treated with respect and recognition of their dignity and right to privacy.
- The right to participate with practitioners in decision making regarding their health care.
- The right to privacy of all records and communications to the extent required by law. (Neighborhood employees follow a strict confidentiality policy regarding all member information.)
- The right to respectful, personal attention without regard to their race, national origin, gender, age, sexual orientation, religious affiliation or preexisting conditions.
- The right to obtain a second medical opinion for medical and surgical concerns.
- The right to a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
- The right to voice complaints or appeals about Neighborhood or the care provided by its practitioners.
- The right to make recommendations about Neighborhood's Member Rights and Responsibilities policies.



RESPONSIBILITIES OF A MEMBER

When members enroll with Neighborhood, they agree to the following:

- To choose a PCP and primary care site. Their PCP will coordinate all of their medical care. They may change their PCP at any time by calling Customer Service at **1-800-459-6019**.
- To have all of their medical care provided by an Neighborhood participating doctor.
- To carry their Neighborhood Identification Card with them and show it whenever they seek medical care.
- To provide, to the extent possible, information that Neighborhood and its practitioners and providers need to care for them.
- To learn about their health problems and help plan treatment they and their PCP agree on.
- To follow the plans and instructions for care that they have agreed on with their practitioners.
- To talk with their PCP about all specialty care. If they need a specialist, their PCP will work with them to make sure they get quality care.
- To call their PCP first for help if they have an urgent medical condition. If an emergency is life threatening, they should immediately go to the nearest emergency room or call 911. They (or a friend or relative) should contact their PCP the next day.
- To let Neighborhood know about changes to their name, home address, telephone number, marital status, number of dependents or if they have other insurance coverage. If you have any questions, call Customer Service at **1-800-459-6019**. ●

To view up-to-date pharmacy changes approved by Neighborhood's Pharmacy and Therapeutics Committee, please visit our website at www.nhpri.org, then follow the links "For Providers" and "Pharmacy Info."

CLAIMS NOW ACCEPTED VIA EMDEON BUSINESS SERVICES

As was first noted in our spring newsletter, Neighborhood is now accepting professional claims electronically via Emdeon Business Services (formerly WebMD).

Throughout the summer, our staff called all professional providers who submit claims electronically to Neighborhood to inform them of this change. We are currently accepting only professional claims via Emdeon Business Services; facility providers will be informed when electronic submission through Emdeon Business Services is available to them.

All professional providers currently submitting electronic claims to Neighborhood through our non-Emdeon Business Services processor will be required to submit electronic claims through the Emdeon Business Services EDI interface in 2007. Guidelines for submitting professional claims to Neighborhood via Emdeon Business Services are available on Emdeon Business Services website, **transact.emdeon.com**. Select the "Payer EDI Fact Sheet" section on their homepage.

We also encourage any professional providers currently submitting paper claims to consider moving to an electronic format. For more information on how to begin submitting claims electronically, please call Emdeon Business Services at **800-845-6592**, and then select Option 2.

Please contact Neighborhood's Customer Service Department at **1-401-459-6020** with any questions.

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Revised Screening Guidelines for HIV Released

On September 22, the Centers for Disease Control and Prevention (CDC) published Revised Recommendations for *HIV Testing of Adults, Adolescents, and Pregnant Women in Health Care Settings*.

In the publication's summary, the CDC states that the objectives are:

- to increase HIV screening of patients, including pregnant women, in health care settings
- to foster earlier detection of HIV infection
- to identify and counsel people with unrecognized HIV infection and link them to clinical and prevention services
- to further reduce perinatal transmission of HIV in the U.S.

For patients in health care settings, these are the primary recommendations:

- 1 After the patient is notified that testing will be performed, HIV screening is recommended for patients in all health care settings unless the patient declines (opt-out screening).
- 2 People at high risk for HIV infection should be screened for HIV at least annually.

- 3 Separate written consent for HIV testing should not be required. General consent for medical care should be considered sufficient to encompass consent for HIV testing.

- 4 Prevention counseling should not be required with HIV diagnostic testing or as part of HIV screening programs. Here are the recommendations for screening pregnant women:

- 1 HIV screening should be included in the routine panel of prenatal screening tests for all pregnant women.
- 2 After the patient is notified that testing will be performed, HIV screening is recommended unless the patient declines (opt-out screening).
- 3 Separate written consent for HIV testing should not be required. General consent for medical care should be considered sufficient to encompass consent for HIV testing.
- 4 Repeat screening in the third trimester is recommended in certain jurisdictions with elevated rates of HIV infection among pregnant women. ●

Neighborhood Health Plan of Rhode Island encourages clinicians in all health care settings to follow these new guidelines. For a full text of the recommendations, visit www.cdc.gov/mmwr/preview/mmwrhtml/rr5514a1.htm or www.cdc.gov/hiv/topics/testing/resources/reports/pdf/rr5514.pdf for a pdf version.

HOW TO SUBMIT AUTHORIZATION REQUESTS

Neighborhood is accessible to practitioners 8:30 a.m. to 5 p.m., Monday through Friday, for communications regarding authorization requests and utilization management issues. Please call **1-401-459-6060** or **1-800-963-1001**; fax number is **1-401-459-6023**. For after-hours requests, please leave a message or fax; these lines are available 24/7. All requests will be retrieved the next business day. Authorization will be granted for after-hours urgent requests as long as notification was sent to Neighborhood prior to rendering the service.

Quality Matters: Improving Quality for All



The purpose of Neighborhood's Quality Management Program is to ensure that members have access to high-quality health care services that are safe and responsive to their needs. Activities are organized around routine quality reporting, management of complaints, peer review, specially designed quality-improvement studies, and general development, institution and evaluation of quality-improvement plans. Our commitment to quality improvement enables us to continuously identify opportunities to improve access, quality and outcomes.

Our program goals include the following:

- Ensure the availability of health promotion and prevention programs and monitoring practices
- Assure the accessibility of high-quality services
- Ensure member and provider satisfaction
- Monitor acute-care activity and assist members in managing their acute conditions
- Provide chronic-care programs that assist members and practitioners in managing chronic conditions
- Develop and maintain safety monitoring practices that demonstrate commitment to improving safe clinical practice

Each year, we establish program priorities and goals and monitor our progress in achieving those goals. Interventions are implemented where necessary to improve performance. At the conclusion of the year, the overall effectiveness of the program is evaluated. Neighborhood works in partnership with members and affiliated physicians and providers to promote quality. ●

TO OBTAIN MORE INFORMATION DETAILING THE OBJECTIVES AND PROGRESS OF QUALITY MANAGEMENT INITIATIVES UNDERTAKEN IN 2006, PLEASE CALL NEIGHBORHOOD AT 1-401-459-6000. THE 2006 QUALITY MANAGEMENT PROGRAM EVALUATION WILL ALSO BE AVAILABLE UPON REQUEST IN MAY 2007.

FOR MORE INFORMATION...

If you have questions about our case management programs or your medical review authorization status, please call our Medical Management Department at 1-800-963-1001.

ACCESS IMPROVED FOR FEE SCHEDULE INFORMATION

Neighborhood Health Plan of Rhode Island, in cooperation with the Office of the Health Insurance Commissioner and providers, has developed a process for the disclosure of fee schedule information to contracted medical providers.

Neighborhood acknowledges that providers are entitled to know reimbursements for codes for medical services, and now offers to providers contracted fee schedule information as follows:

- Up to 10 codes: handled via telephone request
- More than 10 codes: handled via paper or e-mail requests—form required

For finding 10 codes or fewer, call Customer Service at 1-401-459-6020, available 8:30 a.m. to 5 p.m., Monday through Friday.

For finding more than 10 codes, Neighborhood requires a form to be completed for processing/confidentiality purposes. Forms can be obtained by e-mailing the address below. The form and list of codes may be submitted via fax or e-mail as follows:

Fax: 1-401-459-6066
E-mail: providerinfo@nhpri.org

Coming soon: Online look-up for our standard fee schedule.

NEIGHBORHOOD INTRODUCES CREDENTIALING REQUIREMENTS CHANGE

Effective October 1, 2006, Neighborhood began accepting either a printed copy of the Council for Affordable Quality Healthcare (CAQH) credentialing/re-credentialing application or the standard Neighborhood Health Plan of Rhode Island application. Please continue to attach current supporting documents, such as malpractice insurance, DEA certificate, professional license, etc., to either of these applications prior to submission. Please feel free to contact our Credentialing Department at **1-401-459-6020** with any questions.

DOCUMENTATION STANDARDS UPDATED

Neighborhood Health Plan of Rhode Island has updated its medical record documentation standards. Revisions include the following:

- A copy of the member's ID card and photo ID of the member should be included, if possible, in the medical record.
- Practitioners who order consultations, including behavioral health, lab and imaging reports, should initial the results to signify review.
- New for patients older than 40—documentation of whether or not the patient has executed an advance directive should be added.

The medical record documentation standards are available through our website, www.nhpri.org, in the Provider Manual Section.

PROVIDER NEWS

2006 HEDIS® Results Show Excellence in Preventive and Chronic Care

The National Committee for Quality Assurance (NCQA) supports HEDIS as a means of measuring the performance of health plans. HEDIS consists of a number of standardized performance measures that can be used by consumers to compare the performance of managed health care plans. Neighborhood has recently analyzed its HEDIS 2006 results, compared them to NCQA's benchmarks and reported the following findings:

CONTINUED STRONG PERFORMANCES: ALL EXCEEDED THE 90TH PERCENTILE

- Children's access to primary care, ages 7 to 11
- Well-care for children and adolescents
- Follow-up after hospitalization for mental illness within seven days

NEW IMPROVEMENTS

- Childhood Immunization Combo 2 exceeded the 90th percentile.
- Timeliness of prenatal care increased by 9 percent since 2005, bringing us to the 75th percentile.
- Use of appropriate medications for people with asthma increased remarkably across all age groups, ranking close to the 90th percentile in all age groups

and combined rates.

- Percentage of members with diabetes who had a dilated eye exam in 2006 significantly increased, exceeding the 90th percentile for the first time.

OPPORTUNITIES FOR IMPROVEMENT

- Frequency of ongoing prenatal care
- Appropriate testing for children with pharyngitis
- Antidepressant medication management

The results from HEDIS are used to help Neighborhood identify opportunities for improvement. Quality improvement projects are then developed to address them. Results also lead to the creation of disease management activities.

Neighborhood's consistent success in HEDIS performance is a result of the providers' dedication to providing quality care as well as the provider and plan's working partnership. HEDIS results are integral in determining a health plan's NCQA accreditation status. Neighborhood maintained its excellent status this year and was recently rated the number one Medicaid health plan in the nation according to a joint ranking by *U.S. News & World Report* and the National Committee for Quality Assurance (NCQA). This can be largely attributed to the health plan's successful HEDIS rates. ●

THE HEDIS 2006 RESULTS MAY BE FOUND ON NEIGHBORHOOD'S WEBSITE. ACCESS THE RESULTS BY GOING TO WWW.NHPRI.ORG AND CLICKING ON "ABOUT US," "QUALITY STANDARDS," THEN "HEDIS RESULTS." CONTACT ANN HOCHMAN, RN, AT **1-401-459-6133** FOR FURTHER INFORMATION.



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

Gains Made in Member Satisfaction

Results of the 2006 Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Adult Medicaid survey show that satisfaction among members of Neighborhood Health Plan of Rhode Island remains extremely high.

In fact, 2006 marked the first year that Neighborhood received the highest Rating of Health Plan in Quality Compass 2006® for Medicaid Plans. Rating of Health Plan is a measure of member satisfaction. The national average for Rating of Health Plan was 72 percent. Neighborhood's Rating of Health Plan was 85.85 percent.

Additionally, Neighborhood continued to rank in the 90th percentile among Medicaid plans nationally in the area of customer service.

As required by NCQA, Neighborhood surveyed a random sample of adult members in spring 2006. The survey was administered to 1,755 adult Medicaid members via mail with follow-up telephone calls made to members who did not respond after two survey mailings. A total of 31 percent of members surveyed responded.

Among Medicaid-accredited plans, Neighborhood found itself repeatedly above national CAHPS® mean scores for:

- customer service
- members' ability to get needed care



- good communication between members and doctors
- member ratings of personal doctor or nurse, overall health care and the health plan.

Ratings for courteous and helpful office staff improved slightly in 2006, moving into the 50th percentile for the first time, reflecting improvements made in the provider community.

The CAHPS® survey helps health plans identify areas of member concern, where improvements can occur. This year's survey pointed out the need for Neighborhood to continue working with providers on the following:

- ensuring members are getting care quickly for routine and urgent care
- ensuring member satisfaction with care provided by specialists.

Neighborhood's Member Satisfaction Workgroup meets every other month to review member satisfaction issues. Additionally, Neighborhood conducts an annual visit-based member satisfaction survey via phone each fall to investigate the items needing improvement. Our goal is to develop interventions to improve member satisfaction in partnership with our providers.

The next CAHPS® survey will be administered in spring 2007. ●

The source for data contained in this publication is Quality Compass 2006® and is used with the permission of the National Committee for Quality Assurance (NCQA). Any analysis, interpretation or conclusion based on data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation or conclusion. Quality Compass® is a registered trademark of the National Committee for Quality Assurance (NCQA). CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

CLAIMS CORNER

- According to Centers for Medicare & Medicaid Services (CMS), effective January 1, 2007, independent laboratories may not bill for the technical component (TC) of physician pathology services furnished during an inpatient stay.
- Effective January 1, 2007, the CMS 1500 claim form will undergo some changes. These changes will include the addition, deletion and relocation of data elements on the form. These changes will affect how you submit your claims to Neighborhood Health Plan of Rhode Island. Recently, Neighborhood sent a communication that details the new requirements. Please contact Customer Services at 1-401-459-6020 if you did not receive this.

**REMINDER:
BILLING PRACTICES**

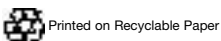
In their contract with Neighborhood Health Plan of Rhode Island, practitioners accept the Neighborhood fee schedule, and therefore cannot bill or balance bill members. Other than allowable copayments or deductibles, in no event can the practitioner bill, charge or have any recourse against Neighborhood members for services provided by the practitioner under their agreement with Neighborhood.

Our practitioners, their staff and billing subcontractors may contact Neighborhood's Customer Service Department at **1-401-459-6020** with billing issues. Our Customer Service Department is also available to assist with member education and outreach to ensure that our members' and providers' needs are being met.



**Neighborhood
News**

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Neighborhood Reviews ADHD Treatment Goals



In the fall of 2005, Neighborhood nurse reviewers conducted a medical record review for care provided in 2004 to members ages 5 to 18 with a primary diagnosis of ADHD. The report showed improvement in goal achievement and receipt of interim documentation from parents. The study also demonstrated a decline in compliance with medication schedules, documented improvements, documentation of treatment goals, including goals for school, number of children being seen by a PCP and assessment for comorbid conditions.

A correlation analysis was performed to evaluate which management approaches may be linked to certain clinical improvements. Documenting treatment goals at home and obtaining information from parents appear to be closely linked to clinical improvements in children with ADHD. Although there was no strong correlation detected in the study, two management approaches with moderate correlation to clinical improvement were "improved interactions with others at home" and "documentation of family therapy," as well as "improved classroom behavior" and "interim information from schools."

The results of the 2005 ADHD medical record review were discussed at the ADHD Advisory Group meeting. The group discussed the difficulty of obtaining

information from schools, noting that different school districts were more cooperative with providers. It was suggested that parents give schools questionnaires to complete and return to providers. Another recommendation was to have the parents bring in each report card for the provider to review.

The advisory committee also expressed the need for additional services in parent and family training. The Rhode Island Parent Information Network, Beacon Health Strategies and Neighborhood will offer Family Skills Building Groups to parents raising children and youth with ADHD. This training program is being developed to provide family members with access to parenting skills education regarding symptoms of ADHD, as well as ways to better manage the effects of these symptoms. The goal of the program is to provide intensive interventions and trainings to parents whose children have been diagnosed with ADHD.

Plans are underway for the ADHD 2006 fall chart review. The Neighborhood nurse reviewers conducted the medical record review in November for care provided in 2005. ●

IF YOU WOULD LIKE MORE INFORMATION, CONTACT BEACON HEALTH STRATEGIES AT 1-800-215-0058 OR VISIT BEACON'S WEBSITE AT WWW.BEACONHEALTHSTRATEGIES.COM.