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Around the Neighborhood

Neighborhood Health Plan

Spring 2009

NHP's Fresh New Look

At NHP, we are constantly evaluating how we can best serve our members and those in our provider network.

As part of this ongoing effort, we are enhancing all of our communications, expanding a user-friendly look across all of our printed materials, advertising, and the NHP website, www.nhp.org. NHP



members will soon be getting ID cards reflecting our new

image as shown here in a sample member card.

Our logo has been updated for a fresher feel—while retaining the NHP blue and green. An icon has been added to signify evolution, movement, and inclusion.

The new tag line reinforces our commitment to our members, a commitment we could not fulfill without strong provider partnerships. The tagline is simple and direct: "Your health. Our promise."

We hope you enjoy NHP's fresh new look, an outward sign of our ongoing commitment to our mission to improve the lives of those we serve. ■



nhp.org

Clinical Performance Improvement Initiative

In an effort to promote quality improvement and cost efficiency in the delivery of health care, in 2003 the Massachusetts Group Insurance Commission (GIC) established the Clinical Performance Improvement Initiative (CPII).

CPII involves aggregation of a consolidated multi-plan claims database of over 150 million claim lines submitted by GIC participating carriers to be analyzed by the GIC consultants Resolution Health Inc (RHI) and Mercer/Vips. Subsequently, GIC participating plans utilize the findings provided by these GIC consultants to construct quality of care and efficiency profiles and in developing "tiered" networks.

Neighborhood Health Plan continues to work collaboratively with the GIC, its participating carriers and their consultants on the CPI Initiative. The original methodology has been updated by GIC as a result of feedback from members, providers and other key stakeholders to make it easier to understand, include more quality data measures, and produce greater consistency across the plans.

NHP's tiered network applies only to GIC enrollees. Tier assignments affect only copay amounts and have no impact on current contract terms and/or reimbursement rates.

The NHP tier designation becomes effective July 1, 2009 and will be reflected in the GIC participants' provider directory and other relevant GIC communication materials.

SPECIALTY CARE PROVIDERS

Neighborhood Health Plan tiers specialty physicians at the individual level. The physician's individual quality and efficiency scores obtained from the GIC consultants are utilized to determine his/her tier and applied without modifications.

When applicable, the associated tier designation copay applies regardless of the place of service.

Cardiologists, Endocrinologists, ENT/Otolaryngologists, Obstetricians/Gynecologists, and Rheumatologists are tiered using both quality and efficiency measures. Due to insufficient quality of care measures, Orthopedic Surgeons, Gastroenterologists, and Pulmonologists will be tiered using efficiency measures only.

Quality of Care

Starting with State Fiscal Year 2010, the GIC has introduced a statistical methodology for measuring quality which includes a new Quality designation

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Something remarkable is happening in Massachusetts... A New System of Behavioral Health Care

Beginning July 1, 2009, our state's mental health system for MassHealth-enrolled children under the age of 21 will radically change. What initially began as a class-action lawsuit, known as *Rosie D. v. Romney* (Rosie D.), will soon become a coordinated, child-centered and family focused culturally competent and strength-based system of care for thousands of MassHealth-covered children as part of the Children's Behavioral Health Initiative (CBHI).

We've already begun to see change. From requirements that include: behavioral health screens using approved, standardized screening tools at each Early and Periodic Screening Diagnosis and Treatment (EPSDT)/Pediatric

Preventative Healthcare Screening and Diagnosis (PPHSD) visit; a uniform behavioral health assessment process for MassHealth-enrolled children under the age of 21 that includes a comprehensive needs and strengths assessment tool; and the development of an enhanced information technology system for these assessments. CBHI has already begun to implement significant improvements, marking the beginning of the transformation of the system of care for MassHealth-enrolled children with behavioral health care needs.

New Behavioral Health Services

Starting July 1, 2009, CBHI will offer several innovative behavioral health services for MassHealth members under the age of 21.

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Doing Business with NHP. . .

Pain Management Coverage

NHP covers Pain Management Programs for the treatment of intractable pain for both commercial and MassHealth members. The programs are limited to those members for whom more conservative treatments have failed, or for an acute onset of pain. Programs involve several different modalities, such as medication, psychotherapy, behavior modification, and acupuncture, therapy, mediation, yoga, and application devices for pain control.

Members must be referred to a program by their PCP or specialist. This does not require prior authorization; however, the pain management program must request prior authorization for treatment beyond the initial evaluation visit by submitting a request for continued treatment, with documentation of the evaluation and plan of care.

If all medical necessity criteria have been met, the care manager will process the request in accordance with established authorization policies. Initial approval will be given for no greater than four months of treatment. If it appears that medical necessity criteria have not been met, the care manager will forward the request to a physician for review. ■

A New System of Behavioral Health Care

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New services and implementation dates are as follows:

- Intensive Care Coordination (ICC) – July 1, 2009
- Caregiver Peer-to-Peer Support (Family Partner) Services – July 1, 2009
- Mobile Crisis Intervention – July 1, 2009
- In-Home Behavioral Services (Behavioral Management Therapy and Behavioral Management Monitoring) – October 1, 2009
- Therapeutic Mentoring Services – October 1, 2009
- In-Home Therapy Services – November 1, 2009
- Crisis Stabilization Services – December 1, 2009

It should be noted, however, that all services must first be approved by the federal Center for Medicare and Medicaid Services (CMS) prior to implementation. Late last year, CMS approved Intensive Care Coordination Services (ICC). Approval for all other services is still pending.

ICC Using Wraparound Care Planning

ICC, an intensive care coordination service for children with serious emotional disturbance, will be delivered through a comprehensive network of over 30 community service agencies located throughout the state. ICC will use the Wraparound model, a structured series of steps for building a community support network for children and adolescents with complex needs who require behavioral and emotional support. The Wraparound model puts the family at the center of the planning process and builds a team around the family's vision for their child's future. The team typically includes both formal supports (e.g., physicians, educators, therapists, and caseworkers) and natural supports (e.g., extended family, friends, and people in the community connected to the child and family). Over a period of several months, the team works to make the child's plan a reality, brainstorming ways to overcome obstacles and to develop resources to help the child succeed. Over time, initial plans usually undergo revision and the persistence of the team is a key factor in the development of a plan that supports lasting change.

Eligibility

The final Judgment in the Rosie D. case requires MassHealth to provide remedy services to any child or youth who is eligible for Early and Periodic Screening Diagnosis and Treatment (EPSDT) services, meets either the Substance Abuse and Mental Health Services Administration (SAMHSA) or Individuals with Disabilities Education Act (IDEA) definitions of "emotional disturbance" and for whom the service is medically necessary. However, MassHealth will be providing all remedy services except ICC to any EPSDT-eligible child or youth who has a medical need for the service. ICC will be implemented as a "targeted case management" service that is limited to the target group of children and youth under the age of 21 who meet the SAMHSA or IDEA definitions of "emotional disturbance."

Going Forward

2009 will be a very important year in Massachusetts. What began as a lawsuit filed against the state will become a vastly improved system of behavioral health care for MassHealth-enrolled children, adolescents and their families.

We will continue to keep you updated about CBHI developments in *Around the Neighborhood*. For more information, you may also visit Beacon Health Strategies' website, www.beaconhealthstrategies.com, and/or the official website of the Massachusetts Office of Health and Human Services (EOHHS) at www.mass.gov/eohhs, and click on the CBHI—Children's Behavioral Health Initiative tab. ■

Clinical Performance Improvement Initiative

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developed by RHI, in collaboration with a biostatistician from Johns Hopkins School of Public Health. As a result, RHI assigns a Quality Designation of "A", "B", or "C" with "A" denoting the highest quality of care.

- All GIC plans must use the findings from Resolution Health Inc (RHI) as the initial quality hurdle
- Physicians with insufficient quality data are evaluated on efficiency alone
- Physicians who have a 75% or greater probability of a "C" Quality designation (as defined by RHI) are automatically placed in Tier 3. No efficiency evaluation applies

Neighborhood Health Plan 2 SFY2010 CPII Methodology

All other physicians are then evaluated on cost efficiency to determine the final tier designation

Efficiency

Cost efficiency scores developed by Mercer/ViPs are used for establishing upper and lower efficiency threshold limits for each physician specialty.

- Physicians exceeding the upper efficiency threshold limit become eligible for Tier 1
- Physicians who fall within the upper and lower efficiency threshold limits are placed in Tier 2
- Physicians with less than 30 episodes of care are placed in Tier 2
- Physicians who have insufficient data to be evaluated are placed in Tier 2
- Physicians who fall below the lower efficiency threshold are placed in Tier 3

The Quality findings provided by RHI are combined with the Efficiency scores provided by Mercer/ViPs to determine the physician's final Tier designation.

PRIMARY CARE PROVIDERS

Quality of Care

Neighborhood Health Plan tiers Primary Care Providers (PCPs) at the group practice level. The quality score was calculated using the average of all PCPs within the group practice. All quality scores obtained from RHI are applied without modifications. The final tier designation applies to all PCPs within the practice.

When applicable, members pay a unique practice-level copay for all primary care office visits. For specialty visits within a primary care group, the copay associated with the individual specialty physician's tier designation applies.

- Primary care physician groups must have a combined total of at least 30 episodes of care (from all carrier claims at the site level) to be evaluated on Cost Efficiency
- Primary care physician groups with less than 30 combined occurrences are evaluated on cost efficiency measures alone
- Primary care groups with scores at or above the 50th percentile for quality become eligible for Tier 1 designation
- Primary care groups with scores above the 10th percentile for quality are also eligible for cost efficiency evaluation to determine the final tier designation
- Primary care groups with scores in the 10th percentile for quality are placed in Tier 3. No cost efficiency evaluation applies

Efficiency

Cost efficiency scores developed by Mercer/ViPs were used for establishing upper and lower efficiency threshold limits. These were applied by NHP with no modifications. Neighborhood Health Plan 3 SFY2010 CPII Methodology

- Primary care physician groups that exceed the upper efficiency threshold limit and performed above the 50th percentile for quality are placed in Tier 1
- Primary care physician groups that fall within the upper and lower efficiency threshold limits are placed in Tier 2
- Primary care physician groups with insufficient data to be evaluated are placed in Tier 2
- Primary care physician groups that fall below the lower efficiency threshold limit are placed in Tier 3 ■

Please visit our website at www.nhp.org for access to the following additional resources:

1. Brief Overview of CPII Statistical Methodology
2. CPII Physician Review Process
3. NHP State Fiscal Year 2010 Group Insurance Commission Plan Comparison
4. RHI Overview of CPII Statistical Methodology
5. GIC Posting Booklet for round 5
6. NHP Group Insurance Commission SFY10 Tiering Methodology for Primary Care physicians
7. NHP Group Insurance Commission SFY10 Tiering Methodology for Specialty Care physicians

Ask NHP

How do I verify my assigned Provider Relations Rep?

A representative, who acts as the primary liaison between the provider and NHP, is assigned to each network provider as part of the provider onboarding process. Contact information for your dedicated Provider Relations representative is included with the provider's welcome packet followed by an introductory call soon after. Providers can also verify their assigned representative by contacting the NHP Customer Care Center at 1-800-462-5449 or emailing Provider Relations at prweb@nhp.org. ■

Do you have a question? We want to hear from you! Just email us at PRweb@nhp.org.



Network Spotlight

Congratulations to the Fenway Community Health Center on the opening of their new, 10-story 1340 Boylston Street home on March 30th.

Appointments and meetings that used to take place at 7 or 16 Haviland Street, or Fenway's Prudential Tower offices, are now at the Boylston Street location.

Fenway's South End Associates office remains open for business at 142 Berkeley Street. In addition, Fenway's new dental and optometry practices both opened along with the new building. Located on the sixth floor of 1340 Boylston Street, both locations are now accepting new patients. ■

Send us your news!

Drop us a line at PRweb@nhp.org

SAVE THE DATE!

Please join us at our quarterly NHP Provider Operations Meetings.

Our meetings for the rest of 2009 are:

Wednesday June 17th

Wednesday Aug. 19th

Wednesday Nov. 18th

Please visit our website for the agenda and registration instructions.

We look forward to seeing you!

NHP welcomes the following new providers to our network:

2 Thumbs Up Hand Therapy
20/20 Eye Care
Acharya, Ravindra MD
Achatas Physical Therapy
Aguillon-Bouche, Arturo MD
All Eye Care
Andosca, Henre J. DC
Andreson, James L MD
Andrew W. Danyluk, MD PC
Angelis, Dimitrios G. MD
Arthroscopy Sports Medicine Associates In Pediatrics
Asthma Consultants
Avrohm Melnick, MD
Ayer and Westford
Dermatology
Azzoni, Michael D. MD
Bababekov, Arthur OD
Back in Motion Chiropractic
Barin Chiropractic
Bedford Lexington Internal Medicine
Belezos, Elias J. MD
Belmont Medical Associates
Berkshire Surgical Associates
Blake, Colin, MD
Boston Plastic Surgery Associates
Bourne Vision Consultants
Burbank, Kelton MD
Cape Cod ENT
Catalano, Amy J. OD
Central Mass Dermatology, P.C.
Chapman, Bertrand G. MD
Chelmsford Pediatrics
Cheong H. Kim, MD

Cherry, Robert J. MD
Child Health Center
Chirocare Associates
Chua, Alvin C. MD
Ciampa-Maggio, Kim OD
Clark, Roger P. MD
Clay, Thomas R. MD
Clayman, Curtis R. MD
Cobb, Joseph P. MD
Complete Care Chiropractic
Comprehensive Eye Care of New England
Connor, Jr., James F MD
Curewell Gastroenterology PC
D and R Rehabilitation
David M. Luria, OD PC
DeBenedetto, Diane M. MD
Donovan, Leo W. OD
Donta, Sam T MD
Dr. Janis F. Mertz, PC
Dracut Pediatrics
Dunn, William DO
Easterly, Harry MD
Easton Anesthesia, LLC
Easton Eye Consultants
Eaton Medical Associates
Edward A. Ryan, MD PC
Fadi Baladi, MD PC
Falmouth OB-GYN Associates
Family Foot Care Group
Ferry, Margaret A. MD
Figueroa, James MD
Foster, Paul MD
Framingham Optical
Francis J. Aprea, OD PC
Frank, Heidi L OD

Franklin County
Cardiovascular
Franklin Gastroenterology
Franklin Healthcare Associates
Friedman, Robert I. MD
Gardner, Richard C. MD
Garvin, William H. MD
Gentile, Donald MD
George A. Gonzalez, MD PC
GI Liver Group
Giordano, Robert MD
Gladstone, Adam D. MD
Gogjian, Michael A. MD
Gordon, Theodore B OD
Grace, Darryl J OD
Habibi, Habibullah, MD
Hajjaj, Zouhd MD
Hakim, Faiyaz, MD
Hannah, Richard J. MD
Hasija, Kenny D. MD
Health Pro Physical Therapy
HealthAlliance Hospitalists Group
HealthAlliance Internal Medicine
HealthAlliance Neurology
HealthAlliance Pulmonary
HealthAlliance Urology
Hearing Services of Cape Ann
Heart Center
Herbert L. Schurgin, OD PC
Hero Vision of Brockton
Holyoke Medical Practice
Howe, Robert S. MD
Howland, John S. MD
Hrach, Teresa D. OD

In His Image Family Medicine
Interventional Pain Management
Irwin, Richard L. MD
James P. Walsh, MD
Jedrzynski, Michael C. DPM
Jeznach, Gary MD
Joseph A. Fiore, MD
Karos, Stefan G. MD
Kashmanian, John R. DMD
Keaney, Stephanie E. MD
Kimberlee Chatson, MD
Kolnik, Stephen D OD
Krohn, Marsha I. DC
Kroschian, Vasken MD
LaMura, Nicholas K. DMD
Lebow, Robert MD
Longobardi, Yen, MD
Lynnfield Pediatrics
Mangan, Thomas P. OD
Massachusetts South Eastern Eye Center
McCrary, Phillip D. MD
Merrimack Valley Pain Management
Milliken Eye Care
Montachusett Internal Medicine
Montachusett Women's Health
Moussa-Gabour, Gloria MD
Mroczka, Zofia MD
Mudrock, John D. MD
Naragansett Family Medicine
National Physical Therapy
Network Chiropractic of Acton

NeuroPediatrx
New England Eye Consultants, Inc.
Norman, Maureen MD
Oncology Associates
Pain Relief Center of Cape Cod
Partners in Internal Medicine, PC
Paszkowski, Adam A. MD
Paul M. Cangiano, MD
Perusse, Pascale MD
Peter E. Gee, MD
Peter J. Kelly, MD
Pick, Robert Y. MD
Pilgrim Urological Associates
Plymouth Kingston Physical Therapy
Quang P. Le, MD
R. Leslie Shelton, MD PC
Radiation Therapy of South Easton
Radiation Therapy of Winchester
Rahman, Diane MD
Ramon Espinosa, MD PC
Reina, Francisco J. MD
Rhodin, Anders G. MD
Rice, Parrish A. DC
Richard Garian, DC
Rigatti, John MD
Rishikof, David C. MD
Roberts, Edward G DC
Rukmini S. Kenia, MD PC
Rutland Family Health Center
S.R. Amesbury, MD PC
Sigsbee, Anne MD

Smith, Lisa G. OD
Sommer, Charles MD
South Shore Family Chiropractic
South Suburban Pediatrics
Southbridge OB/GYN
Stephen Moore, MD PC
Stoughton Eye Associates
Stuart S. Fay MD
T.K. Thomas, MD
Taylor, Edmund MD
Thacker, Neelam M. MD
Thoran, Rose MD
The Physical Therapy Center
Thomas M. Sherman, MD
Thomas P. Cooley, MD
Thomas, Franklin R. MD
Tumolo, John MD
Urology Center for Women
Vargas, Tammy E. MD
Vein & Laser Center of New England
Veneziano, Joseph A. MD
Viders, Daniel E. MD
Villalobos, Raymond MD
Walker, David MD
Wellness Center of Waltham
Westerling, Bernard MD
Western Massachusetts Podiatry Associates
William A. Cook, MD PC
Wilson, Pamela A. DO
Wilson-Grillo, Cynthia M. DO
Wise Eye Care
Yampolsky, Victoria, OD
Zartarian, Gary M. MD



**Neighborhood
Health Plan™**

Your health. Our promise.

Deborah Enos

President and Chief Executive Officer

David Segal

Chief Operating Officer

Thankam I. Rangala

Vice President

Provider Network Management

Suzanne Peterson

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Network Contracting

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