

Around the Neighborhood

Neighborhood Health Plan

Winter 2009

Neighborhood Health Plan Ranked #2 in Medicaid and in Top 50 Commercial Health Plans in America



NHP ranks #2 in Medicaid and is one of the top 50 Commercial health plans in America according to a joint ranking by *U.S. News & World Report* and the National Committee for Quality Assurance (NCQA). The November 17, 2008 edition of *U.S. News & World Report* ranked the nation's best health plans.

NHP's Accreditation is based on a voluntary review of how a health plan ensures that its members are receiving high-quality care.

NCQA's Accreditation survey process includes on- and off-site evaluations of over 60 standards

and performance measures conducted by a team of physicians and managed care experts. A committee of physicians then analyzes the team's findings and assigns an Accreditation level based on the performance level of the plan being evaluated to NCQA's standards.

"We pursued NCQA Accreditation and will continue to strive for this recognition because we know our members deserve the highest quality care."

Deborah Enos, NHP President and CEO

Every part of Neighborhood Health Plan's healthcare delivery system was evaluated: physicians, hospitals, affiliated providers, and administrative services. A lengthy and difficult process, in the end it was worth the effort. ■

Provider Operations Holiday Gathering

On Wednesday, November 19, the Provider Relations Department welcomed members of its provider network at the Neighborhood Health Plan offices for its annual Provider Operations Holiday Gathering. Attendees enjoyed hors d'oeuvres and had the chance to meet NHP's CEO, Deborah Enos.

During the festivities four raffle winners were announced: David Huffman of Family Health Center won an iPod; Betty Pasquale, also from the Family Health Center took home a GPS device; Tamara Bailey of the Southboro



Left to right: Shannon Follett, Nicole Aguero, Narah Roy, Deb Enos (President and CEO of NHP), Melinda Kelly, Karen O'Connor, Felicia Stanley, Sharon Casey, and Ramona Bourguignon

Medical Group won a \$50 gas card; and Ana Acosta of Southern Jamaica Plain Health Center won a digital picture frame. ■

What's inside?

MassHealth Pharmacy
Co-pay Increase

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Advance Directives

New from NHP:
The AccordantCare
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Support System

Welcome
New Providers

Medical Record Documentation Survey Results

NHP conducts an annual Medical Records Documentation Review. This review seeks to assure that NHP members have medical records that meet all standards for documentation so that they will receive comprehensive, efficient, and safe healthcare.

For 2008 thirty-eight practices sites were surveyed. A convenient sample of records was reviewed at each site, with a minimum of three member records per site.

Medical records are examined for evidence of compliance with the eight essential medical records standards listed below. Upon completion, practices are notified of having achieved one of the following scores:

- PASS = all eight elements are present
- PARTIAL = >80% of the 8 elements are present
- FAIL = <80% of the 8 elements are present

Compliance requires that each element be present and easily found. Beginning in 2009, evidence of discussion on Advanced Directives with patients over the age of 18 and of Behavioral Health screenings for patients under the age of 21 will be added to the above list of required elements.

The results of our latest survey show that 66% of practice sites met the goal for all eight elements of the standards with the remaining sites having scores ranging from 37.5% to 87.5%. Of the sites not meeting the goal, the three elements with the lowest scores were:

- Problem list present and updated (15%)
- Medication list present and updated (31%)

- Preventive services and risk screenings recorded (15%)

Thorough medical record documentation by practitioners within NHP's provider network is essential for maintaining quality of care for NHP members. Lack of compliance is sometimes due to providers in the midst of transitioning to EMR systems causing access to specific medical record information difficult to locate within the required timeframe.

NHP is committed to assist provider practices in achieving optimal medical records documentation and offers the following suggestions for improving compliance:

- Analyze records for deficiencies on a concurrent basis. Monitor and graphically report improvement efforts.
- Allow medical staff to take responsibility for record completion timeliness.
- Organize an ongoing records review program and monitor its effectiveness using performance improvement techniques.
- Ensure incomplete records remain available to practitioners for completion. Establish regularly scheduled time for practitioners' review and completion and have them ready at the appointed time.
- Apply record completion policies uniformly to all applicable clinical staff without exception.
- Educate practitioners and other office staff on the importance of innovative, quality, and cost-efficient clinical documentation practices.
- Utilize positive incentive programs for timely record completion, e.g., gifts, drawings/raffles, certificates of recognition, record completion events, etc.

- Implement disciplinary actions for staff out of compliance with expected medical records documentation standards.
- Reduce reliance on paper-based sources of information to reduce/eliminate routine delivery and maintenance of paper records.
- When possible, limit documentation requirements to those currently required contractually, by accreditation agencies, federal or state law, etc.
- Consider redesigning current forms to ensure that they are "user-friendly".
- If feasible, invest in new and improved technology for documentation. Develop an electronic or computer-based health record.

Within the next few months NHP staff will be visiting practice sites conducting our 2009 audit. We hope that the adoption of some of these guidelines assist our network providers in achieving satisfactory documentation standards. ■

Ask NHP

How can providers be notified of important NHP updates?

Providers interested in receiving provider notifications including notification of changes to NHP's Provider Manual, can email Provider Relations at prweb@nhp.org and request to be added to our notification list. Supply email address, full name and provider group's name.

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

Element	Goal
Name, DOB, MR#, PCP identified on record	100% present
History and physicals recorded on record	100% present
Allergies and adverse reactions documented	100% present
Problem list is present and updated	100% present
Medications list is present and updated	100% present
Visit notes contain clinical findings and evaluation	100% present
Preventive services and risk screenings are recorded	100% present
Lab, radiology and hospital reports are filed	100% present

*Send us your news!
Drop us a line at PRweb@nhp.org*

Doing Business with NHP...

As of February 1, 2009, pharmacy co-pays for generic drugs and over-the-counter drugs are increasing for all MassHealth members as follows:

- Co-pays for both first-time prescriptions and refills for each generic drug and over-the-counter drug covered by NHP will be \$2.00, except for antihyperglycemics, antihypertensives and antihyperlipidemics, which will stay \$1.00
- Brand-name prescriptions and refills will be \$3.00

This co-pay increase also applies to all drugs purchased using the Access90 program.

If you have any questions, call the NHP Customer Care Center, 1-800-462-5449 (TTY: 1-800-655-1761) Monday–Friday, 8:00 a.m. to 6:00 p.m., and Thursdays 8:00 a.m. to 8:00 p.m. ■

Providers experiencing difficulties obtaining specialty formulas for MassHealth patients should notify the DME Department at NHP by calling 1-800-462-5449. ■

Advance Directives

NHP supports Advance Directives for adult members. As of 2009 all members will be notified in writing of their right to execute Advance Directives. This will occur at the time of enrollment, in the member handbook, and through the member newsletter.

Providers should speak to their adult patients about Advance Directives and document those conversations in the patient's medical record. NHP will look for this documentation as part of the annual medical record reviews of provider records performed by NHP.

Additional information on Advance Directives is available to providers from the Massachusetts Medical Society's site, www.massmed.org. Go to *For Patients* and *Health Care Proxy Information* for information and forms for your office and patients.

Neighborhood Health Plan will also offer annual training on Advance Directives to NHP staff who come in contact with members and providers to assist them in understanding the purpose of Advance Directives and enable them to answer questions of members or providers. ■

New from NHP: AccordantCare

As of February 2, 2009, NHP has engaged AccordantCare™ to provide a personal healthcare support system to help members manage special health needs. The program provides member access to:

- An AccordantCare team of nurses 24 hours a day, 7 days a week
- Regular follow up with a registered nurse to monitor changes in health
- Easy to read booklets and newsletters
- Useful health management tools

AccordantCare Nurses specialize in: Chronic Obstructive Pulmonary Disease, Coronary Artery Disease, Heart Failure, Seizure Disorders, Rheumatoid Arthritis, Multiple Sclerosis, Crohn's Disease, Parkinson's Disease, Systemic Lupus Erythematosus (SLE), Myasthenia Gravis, Sickle Cell Disease, Cystic Fibrosis, Hemophilia, Scleroderma, Polymyositis, Chronic Inflammatory Demyelinating Polyradiculoneuropathy (CIDP), Amyotrophic Lateral Sclerosis (ALS), Dermatomyositis, Gaucher Disease.

To learn more about the program, call an AccordantCare Nurse at 1-866-940-2584 (TTY: 1-800-735-2962) from 8:00 a.m. to 9:00 p.m. Monday through Thursday and 8:00 a.m. to 5:00 p.m. on Friday.

The program is part of the NHP member's health plan benefits coverage and is offered at no cost. Providers can refer patients to this program by calling the NHP Customer Care Center at 1-800-462-5449. ■

Network Spotlight

Primary Care Associates of Norwood Relocates to Foxborough

In early February, 2009, the Brigham and Women's Mass General Health Care Center at Foxborough opened at Patriot Place, next to Gillette Stadium.

In addition to Brigham and Women's Primary Care Associates of Norwood, the site will provide a range of specialist care, including cardiology, dermatology, general and gastrointestinal surgery, gynecology, orthopedic surgery, pain management, plastic surgery, rehabilitation, reproductive



The Brigham and Women's/Mass General Health Care Center in Foxborough.

medicine and sports medicine. The center also offers diagnostic radiology and lab services as well as a day surgery suite. ■

SAVE THE DATE!

Please join us at our quarterly NHP Provider Operations Meetings.

Our meetings in 2009 are:

Wednesday Feb. 25th

Wednesday May 20th

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:

Aisling Gaughan, MD	Communicative Health Care Associates	John Beaulieu, MD	New Bedford Chiropractic & Wellness	Richard S. Luftman, MD (Dr. Luftman and Levander)
Amrik S. Pabley	Cornerstone Family Practice	John R Curran, MD	New England Gastroenterology Associates	Robert G. Leone, MD
Andover Spine Clinic	Daniel Dress, MD	Jong Kon Park, MD	Northend Medical Associates	Robert J. Austin, MD (Austin Family Eye Care)
Armand Aliotta, MD	Dante Santone, DC	Jordan Hospital Anesthesia Associates	Norton Family Practice	Robert W. Averill, MD
Arnold S. Winn, DC (Back to Health Therapy)	David E. March, MD	Jorge E. Tello, MD	Patrick P. Barbier, MD	Ronald Messer, MD
Asaker Medical Associates	David L. Dykhuizen, MD	Jose A. Monteiro, MD	Paul F. Walker, MD	Russell Center for Chiropractic & Sports Medicine
Barbara A. Payne-Rockett, MD	Don P. Deprez, MD	Josef Gendlerman, MD	Peak Physical Therapy (Eric R. Edelman, PT)	Sarah A. Corcoran, DC (Back to Health Chiropractic)
Boston West Cardiology	Eaton Chiropractic	Joseph Conway, MD	Pediatric Healthcare at Newton-Wellesley	Subhash C. Gulati, MD
Bourtras P. Ghassibi, MD	Elizabeth Brice, MD	Julie Barcelos Speech Therapy	Pioneer Valley Cardiology	Suburban Eye Specialists
Brewer Nystuen Pediatrics	Eric P. Sidmore, DC (Sidmore Chiropractic)	Karen Jeng, MD (Melissa Mead, MD PC)	Plymouth ENT	Sydney M. Wedmore, MD
Broadway Family Chiropractic	Fairview Pediatrics	Kathleen Kreosler, MD	Pond Street Medical Clinic	Syeda Awais, MD
Bruce Fernandes, DC	Family Medical and Maternity Care	Khalsa & Shapkin Chiropractic	Primary Physician Partners	Taunton Urologic Associates
Cape Cod Pain Management, PC	Gretchen E. Frauenberger, MD	Kyung L. Wells, MD	Raghubinder Bajwa, MD	Tewksbury Medical Group
Carol S. Savage, MD	Health Key PC (Hollistic Family Practice)	Lawrence Family Doctors	Ranbir Dhillon, MD	Theodore J. Krawiec, MD
Cassista Chiropractic Office	Hesameddin K. Karimeddiny, MD	Leon Stechenberg, MD	Raynham Taunton Pediatrics	Thomas A. Lamattina, MD
Central Orthopaedics	Hiep D. Nguyen, MD	Louis Silvagnoli, MD	Redwood Pediatric and Adolescent Medicine	Todd C. Buckley, DC
Chadwick Medical Assoc., PC	Holyoke Pediatricians	Mark B. Shapira, MD (Childrens Medical Services)	Renin Associates	Toryalai Amiri, MD
Chandler Pediatrics	Howard D. Stranger, DC	Megan Callahan, MD	Retina Consultants of Worcester	Tzvetan Tzetanov, MD
Chanel Bouchereau, MD	Hypertension & Kidney Center	Metropolitan Anesthesia, LLC	Richard A. Dornfeld, MD (Boston Eye Institute & Center)	Victoria Camaya, MD
Charles Fatallah, MD	IVS Anesthesia	Michael D. Schrenko, MD	Richard S. Fox, MD	Vincent DeCasaris, MD
Charles S. Rosenbaum, MD	J. Lawrence Dohan, MD	Middlesex Gastroenterology		Whittier Medical Associates
Chi Zhang, MD (Greylock Gastroenterology)	Jean Casello, MD (Reno Vo, MD)	Milton Radiology		William Goldberg, PC
Chiropractic Southeast		Neighborhood Pediatrics		William J. Blake, MD
Ciccone Chiropractic		Neil Cannon, MD		Women's Health Associates
		Nephrology Associates, Inc.		

Neighborhood Health Plan

253 Summer Street, Boston, MA 02210

Deborah Enos

President and Chief Executive Officer

David Segal

Chief Operating Officer

Thankam I. Rangala

Vice President, Provider Network Management

Suzanne Peterson

Senior Director, Network Contracting

Ramona Bourguignon

Director, Provider Relations and Credentialing

Sonia Javier-Obinger

Director of Marketing & Communications

Laurie Hill Dunning

Senior Communications Specialist

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