

# PROVIDER NEWSLETTER

Volume 10, Issue 2

Fall 2006



## FROM THE DESK OF Maureen Crowley, M.D., M.P.H. Medical Director for Suffolk Health Plan



We are pleased to announce the addition of Family Health Plus to SHP's product lines. All providers who participate in SHP will be able to see FHP members in addition to CHP and MCD. There is no need for additional credentialing or updating of existing contracts. Please refer your uninsured patients to one of our marketing representatives who will conduct eligibility screening.

Let me take this opportunity to thank you for your cooperation and hard work in our annual data gathering efforts for QARR reporting. We know it is an inconvenience and we try to keep disruption to a minimum. We do appreciate your efforts.

You should have received a copy of the updated July 2006 Provider Manual which contains information on some important changes in the utilization review process. Call Peter Hirsch if you did not receive a copy of this manual, his number is 631-881-6703.

Please continue to contact me by phone or email with any questions or concerns at [Maureen.crowley@suffolkcountyny.gov](mailto:Maureen.crowley@suffolkcountyny.gov) or 631-853-2970.

### IN THIS ISSUE.....

<i>From the Desk of the Medical Director Maureen Crowley, M.D., M.P.H.</i>	1
<i>New SHP Providers</i>	1
<i>2005 QARR Results</i>	2
<i>Frequently Asked Questions</i>	3
<i>Stony Brook Radiation Oncology</i>	3
<i>From the Desk of Peter Hirsch Provider Relations Representative for Suffolk Health Plan</i>	4
<i>Claims Information</i>	4

## NEW SUFFOLK HEALTH PLAN PROVIDERS!

<u>PROVIDER NAME</u>	<u>SPECIALTY</u>	<u>LOCATION</u>	<u>PHONE</u>
Shetal Shah, MD	Neonatal/Perinatal	Stony Brook	444-7653
Maureen Mirza, MD	Rheumatology	Stony Brook	444-0580
Paul Strachan, MD	Pulmonary Diseases	Stony Brook	444-1750
Eric Rashba, MD	Cardiovascular Disease	Stony Brook	444-4800
Tehmina Haque, MD	Ophthalmology	E. Setauket	444-4090
Shoshana Craig, OD	Optometry	E. Setauket	444-4090
Deepak Desai, MD	Gastroenterology	E. Setauket	444-5220
Shambavi Richard, MD	Medical Oncology	Stony Brook	444-2540
Arthur Podwall, PhD	Audiology	Smithtown	360-3222
Toni Gordon, PhD	Audiology	Smithtown	360-3222
Marcia Podwall, MS	Speech Pathology	Smithtown	360-3222
Paula Lamendola, M	Audiology	Smithtown	360-3222
Paayal Mehta, MD	Surgery	Patchogue	475-1013
Martin Silverstein, MD	Radiation Oncology	E. Setauket	751-3000
Sherif Ibrahim, MD	Pathology	E. Setauket	751-3000
Cynthia Liu, MD	Pathology	E. Setauket	751-3000

## QUALITY ASSURANCE REPORTING REQUIREMENTS (QARR)

Suffolk Health Plan's (SHP) goal was to improve on its 2004 QARR results. A large, year-long initiative was created and implemented to raise SHP's QARR scores. Below are the results of some of the measures that SHP is scored on during the year in comparison to other New York State Managed Care Programs.

Measure	Medicaid/Family Health Plus				Child Health Plus			
	2003	2004	2005	2005 SWA	2003	2004	2005	2005 SWA
Annual Dental Visit	N/P	N/P	N/P	44	56	54	53	53
Ambulatory F/U after MH 7 Days	33	SS	48	53	—	—	—	—
Ambulatory F/U after MH 30 Days	55	SS	58	70	—	—	—	—
Appropriate Testing for Pharyngitis	42	42	48	52	34	41	51	67
Asthma Meds (5-17 years old)++	59	67	95	90	—	—	SS	94
Imaging Studies for Low Back Pain	—	—	66	81	—	—	—	—
Breast Cancer Screening	R	60	57	66	—	—	—	—
Immunizations	—	—	84	63	—	—	—	—
Lead Testing	—	—	96	86	—	—	91	76
Appropriate Treatment for URI	—	—	79	85	—	—	85	82
Adolescent Well and Preventive care	—	36	R	R	40	R	59	59
Well and Preventive 3-6 years old	—	—	R	71	—	—	86	81

++ Asthma Meds for Child Health Plus is 5-18 years

—Data not available for that time frame

SS=Sample size is too small to report  
SWA=State Wide Average

R=Rotated measure N/P=Not participating in dental

## QARR RESULTS

2005 saw mixed results in terms of SHP's QARR scores. The Plan scored well above the state wide average (SWA) in Immunizations, Lead Testing, and Appropriate Use of Medications for People with Asthma. We were significantly below the SWA for Pharyngitis and Breast Cancer Screening. Many of the other measures were at or around the SWA.

One of the most important ways our network can help us improve our QARR scores is to ensure proper coding. This is particularly important in those measures which are administrative only. This means that chart review is not part of the reporting process and services that were actually provided but not accurately coded will not be counted in the rates. PCPs need to remember, for example, to enter codes for rapid strep testing in children with pharyngitis. Upgrading urgent care visits in children to complete physicals where practical also helps the Plan meet State requirements.

This fall, SHP's nursing team will be presenting the 2007 QARR measures to providers at the health centers during staff meetings. We are waiting to hear which indicators will be included in the 2007 QARR measures.

## PROVIDER SERVICES FAQs

### Where do I call for pre-authorization?

Effective July 1, 2006 Suffolk Health Plan's Utilization Management department has been changed. SHP's Utilization Management department is now called Medical Management and is located in Hauppauge. Their new telephone number is 1-800-250-5007. Their new fax number is 1-877-267-7900.

### Do Suffolk Health Plan members need referrals to in-network specialists?

No. Effective July 1, 2006, Suffolk Health Plan members no longer need referrals to in-network specialists. In addition to lifting the in-network referral requirement, SHP members no longer need authorization for outpatient procedures being done by in-network providers at in-network facilities.

### What services do require authorizations?

Services such as in-patient hospital stays and physical therapy services still require authorization. Authorizations can be obtained by calling SHP's Medical Management Department at 1-800-250-5007. You may also fax requests to 1-877-267-7900. A new Provider Manual has been distributed. If you have not received a Provider Manual, please contact the Provider Relations Representative at (631) 881-6703.

### Who do I notify if I have practice information changes?

SHP has a dedicated Provider Relations Representative available to address concerns involving your practice information. Information regarding address changes, telephone number changes, practice hours, etc., should be given to the Provider Relations Representative. The Provider Relations Representative can be reached during normal business hours at (631) 881-6703.

## STONY BROOK RADIATION ONCOLOGY, PC

There are many services available at Stony Brook Radiation Oncology. Many providers are unaware of the services offered by this group, and continue to send patients unnecessarily out of Suffolk County to obtain them. Please see the list below, and remember that these services are available at the University Hospital at Stony Brook.

- Stereotactic Radiosurgery for Intracranial Tumors
- Fractioned Stereotactic Radiotherapy for both Intracranial and Extracranial Tumors
- A full suite of Brachytherapy Services including high and low dose rate Brachytherapy, prostate implants and Mammosite
- Total Body Irradiation
- Administration of the radio-protective drug, Amifostine, in conjunction with daily radiotherapy
- Complex external beam treatment plans for patients previously radiated
- Radioiodine treatment for thyroid cancer and radio-immunotherapy for lymphomas

For more information on these, and other services offered by Stony Brook Radiation Oncology, PC, you can contact them at (631) 444-2200 or visit their website at [www.radonc.sunysb.edu](http://www.radonc.sunysb.edu).



P.O. Box 6024  
Hauppauge, NY 11788

## Provider News

Volume 10, Issue 2  
Fall 2006

### FROM THE DESK OF:

#### Peter Hirsch, Provider Relations Representative for Suffolk Health Plan

Thank you all for your cooperation in sending back the Provider Satisfaction Survey. Once again, a few reminders:

- Claim issues should be handled through Provider Services. The telephone number is 1-877-SHP-6789.
- Questions regarding the dental network, dental benefits, or dental claims should be directed to Healthplex at, 888-468-2183. **Dental benefits are unavailable for FHPlus members at the present time. We will notify members and providers as soon as the dental benefits become available.**
- The deadline for providers to obtain a National Provider Identifier (NPI) is May 23, 2007. Suffolk Health Plan will require providers to submit using their NPI. For more information on the NPI please visit the NPI Enumerator's website at [www.npienumerator.com](http://www.npienumerator.com).

Peter Hirsch, Provider Relations Representative  
Royal Health Care, LLC, for Suffolk Health Plan  
1377 Motor Parkway, Suite 400  
Islandia, NY 11749  
E-mail: [phirsch@royalhc.com](mailto:phirsch@royalhc.com)  
Office: (631) 881-6703 Fax: (646) 219-1697

### CLAIMS INFORMATION

**All claims should be submitted within 90 days of the date of service.**

**To inquire about a denied claim call Provider Services at 1-877-SHP-6789 or fax us at 1-888-892-6130.**

**Claims submitted electronically must use the SHP submitter ID # 88331 for prompt processing.**

**Specialty Providers note:** claims submissions should include the practice location in the middle box (32) as well as the billing address, provider name and tax ID number.

**Hospitals note:** It is important to include DRG number in box 78 for all inpatient UB-92 claim submissions.

**Anesthesiologists note:** Claims must contain an anesthesia designated CPT code (00100-01999), and time units.

**DME Vendors note:** All DME items valued at greater than \$150.00 **and** all rental equipment **regardless of dollar value** requires authorization through Medical Management. Call 1-800-250-5007 or fax authorization requests to 1-877-267-7900. Please check "carve out" lists whenever dispensing medical and surgical supplies to a Medicaid managed care member. Some items are covered by New York State Medicaid and require service authorization through EMEVS rather than the managed care plan.