

SPRING 2012

A Connection To Care

Case managers are useful links to members' healthcare team.

A member's health situation often warrants additional resources in order to help the individual navigate complex treatment and recovery options. Our case management program is a valuable resource available to members that supports our providers' treatment plans.

ON THE JOB

Case managers are trained nurses and other healthcare professionals who coordinate the needs of patients. Typically, case managers work with chronically and/or catastrophically ill and injured patients. They are assigned by the health plan to a member when it's recognized the member's particular condition needs complex coordinated care that the member may not be able to facilitate on his or her own.

A case manager connects the member with the healthcare team by providing a communication link between the member, his or her primary care physician, the member's family or other support system, and additional healthcare providers such as physical therapists and specialty physicians.

Case managers also collaborate to develop a plan for following treatment regimens including medication, diet and exercise recommendations.

ON YOUR TEAM

Case managers do not provide hands-on care, diagnose conditions or prescribe medication and treatment. The case manager helps a member understand the benefits of following a treatment plan and the consequences of not following the plan outlined by the physician. In this way, they become the eyes and ears for the healthcare team, a Healthcare Effectiveness Data and Information Set and a resource for physicians, the member and the member's family.

Our case management team is here to support your team for such events as non-adherence, a new diagnosis or complex multiple comorbidities.

MAKE THE LINK: Directly refer members to our case management program at any time. Call 1-866-796-0530 for additional information about the case management services offered by Sunshine Health, or to initiate a referral.



A GOOD START FOR PREGNANT MEMBERS

With your help, Sunshine Health can identify pregnant members early on, and direct them to the services they need in order to have the healthiest possible pregnancy, birth and baby.

The best way to notify us about a pregnant member is by submitting a Notification of Pregnancy (NOP) form. When you send in an NOP, you're helping us reach women early in their pregnancy so that those who are considered high risk can be referred to our case managers, as needed.

We also offer members the START SMART for Your Baby™ program, which helps women who are pregnant or who have just had a baby. Your staff and patients can learn more at startsmartforyourbaby.com or by calling Sunshine Health at 1-866-796-0530.

What Is HEDIS?

HEDIS—the Healthcare Effectiveness Data and Information Set—is a standardized performance measures, updated and published annually by the National Committee for Quality Assurance (NCQA). It's a tool used by more than 90 percent of America's health plans to measure performance on important dimensions of care and service.

HEDIS is designed to provide purchasers and consumers information they need to reliably compare the performance of healthcare plans.

Final HEDIS rates are reported to NCQA and state agencies in June of each year; however, Sunshine Health reviews HEDIS rates on an ongoing basis and continually looks for ways to improve our rates, as part of our commitment to providing access to high-quality and appropriate care to our members.

On this page, please review the HEDIS measures related to ADHD and asthma.

ADHD Follow-Up Care

Try these tips for encouraging patient compliance.

Per the NCQA HEDIS measure for ADHD, children with newly prescribed ADHD medication should receive at least three follow-up care visits within a 10-month period, one of which should occur within 30 days of when the first ADHD medication was dispensed.

KEEP THEM ON TRACK

Following are some reminders that may help members keep follow-up appointments:

- Share fact sheets and follow-up materials.
- Educate members about the medication they are prescribed and how to obtain refills. Let them know what side effects they may expect.
- Ensure communication between the inpatient staff and outpatient providers.
- Involve the member's family in treatment recommendations when possible, including those related to lifestyle changes such as diet and exercise.
- Review any barriers for the member getting to his or her appointments, such as transportation, and notify Sunshine Health of these issues. We can often help arrange transportation for our members.
- Inform members of the availability of support from Sunshine Health. We have case managers and other support staff that can assist members in understanding their illness, finding community resources and arranging appointments.

Ongoing Support for Asthma Patients

Quality care includes monitoring of asthma symptoms and treatment.

Asthma remains a significant cause of school absences, lost workdays and visits to the emergency room. According to the Agency for Healthcare Research and Quality estimates, its annual economic impact nears \$20.5 billion.

As part of Sunshine Health's effort to continuously provide our members access to high quality and effective care, we track the HEDIS measures related to asthma. Namely, we monitor whether members ages 5 to 50 with persistent asthma are being prescribed medications that are acceptable as primary therapy for long-term asthma control. The list of acceptable medications is derived from the National Heart, Lung, and Blood Institute (NHLBI) National Asthma Education Prevention Program (NAEPP) guidelines.

What does this mean to you and your staff? Whenever the opportunity presents itself with patients, continue reinforcing the value of tracking their asthma events and medication use. Confirm that patients understand when and how to properly dispense medication.

Direct your patients to support resources available from Sunshine Health in the form of disease management and case management staff. You, your staff and your patients may call 1-866-796-0530 for more information.

THE MOST UP-TO-DATE FORMULARY

The Pharmacy Department at Sunshine Health is charged with providing the most clinically sound and cost-effective drug therapy for our members. Due to ever-changing market conditions, there is an ongoing evaluation of therapeutic classes and new drugs that arrive on the market.

Our Pharmacy and Therapeutics Committee, whose membership includes community-based physicians, pharmacists and other practitioners, make decisions for changes to the Preferred Drug List (PDL).

Learn More: To get a printed copy of the most current PDL, which includes the procedures for prior authorization and other guidelines such as step therapy, quantity limits and exclusions, please call the Provider Services Department at 1-866-796-0530. You can also view the PDL online at www.sunshinestatehealth.com.

A Shared Agreement

What our members can expect and what is expected of them.

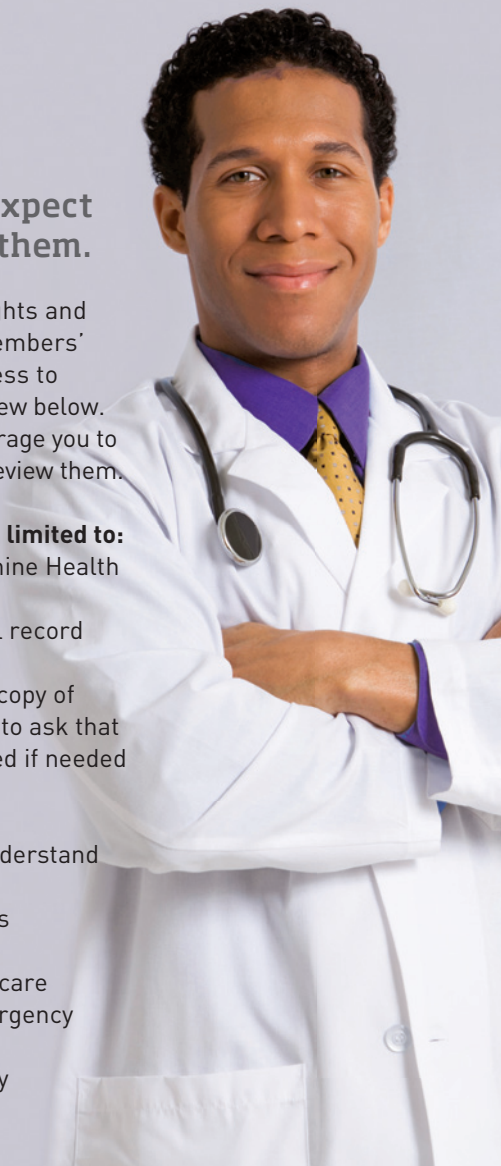
Sunshine Health member rights and responsibilities address members' treatment, privacy and access to information. We have highlighted a few below. There are many more and we encourage you to consult your provider handbook to review them.

Member rights include, but are not limited to:

- Receiving all services that Sunshine Health must provide
- Assurance that member medical record information will be kept private
- Being able to ask for, and get, a copy of medical records, and being able to ask that the records be changed/corrected if needed

Member responsibilities include:

- Asking questions if they don't understand their rights
- Keeping scheduled appointments
- Having an ID card with them
- Always contacting their primary care physician (PCP) first for nonemergency medical needs
- Notifying their PCP of emergency room treatment



What Else Will You Find Online?

Sunshine Health offers a variety of member and provider resources online.

Sunshine State Health Plan providers may access online information through our provider web portal—and that could save valuable time.

By accessing our provider website, you will be able to do the following:

- View the member roster with Sunshine State Health Plan
- Check eligibility for the member's assigned to them
- Obtain authorization status for members
- Submit a request for an authorization
- Check claim status: view *all* claims submitted through the web portal
- Enter a UB claim
- Enter a HCFA claim
- View payments
- Print any forms that are available for members
- Use our claim auditing software when a procedure code is in question
- Access training and educational materials
- Send a message to us, using the "Contact Us" feature

A printed copy of any materials found on our website is always available. Just call 866-796-0530 to request.



BEHAVIORAL HEALTH

For Follow Up

We can help your patients schedule appropriate after-care appointments.

Sunshine Health has been working aggressively to improve the follow-up rates for members who have been hospitalized for a behavioral health condition. Outpatient follow-up within seven days of discharge is vital to members' recovery. It is an opportunity to support their transition back into the community and to ensure they are taking prescribed medications correctly.

Please contact Sunshine Health if you have a patient who has been recently hospitalized for a behavioral health condition and who is having difficulty arranging a post-discharge appointment. We have staff who will work with your staff or facility staff to make these arrangements.

If you're an outpatient provider, and you cannot meet the appointment needs of these discharging members, or if you have more availability than is being utilized, contact your Provider Relations Specialist or Network Manager to let them know.

Sunshine Health will continue to work diligently with our facilities, outpatient providers and members to schedule these valuable appointments. Here are some ways we can help:

- Scheduling assistance to obtain follow-up appointments within the seven-day time frame.
- Appointment reminder calls to members.
- Member transportation assistance.



Considering Depression

Only about half of U.S. adults with depression get treatment, with one in five receiving guideline-recommended treatment—and only one in 10 African-American or Mexican-American patients.

Using this two-question tool for depression screening has shown to be very effective in detecting depression. Patients can quickly fill out this short questionnaire in the waiting room or as part of your new-patient forms.

- 1) Over the past six months, have you felt down, depressed or hopeless?
- 2) Over the past month, have you felt little interest or pleasure in doing things?

After an initial review of the responses with the patient, you can decide whether scheduling a follow-up office appointment or referring the patient to another provider is necessary.

Call Sunshine Health for assistance if you have a Sunshine Health member who you think can benefit from a referral to a behavioral health practitioner or from the support provided by our case management staff.

Access to You Is Key to Care

The availability of our network practitioners is essential to member care and treatment outcomes. We evaluate the performance in meeting these standards and appreciate providers working with us to accommodate our members' clinical needs. In order to ensure appropriate care, we have adopted the geographic accessibility standards below.

Geographic Accessibility to...	Distance	Goal	2010 Results
725 Primary Care Physicians	Within 30 miles	95%	100%
702 Pediatricians	Within 30 miles	95%	100%
367 Ob/Gyns	Within 60 miles	95%	100%
2,885 Specialists	Within 60 miles	95%	100%

Thank you for complying with this assessment and providing the highest quality care for our members.