



# Provider News

March 2010

## *In This Edition*

Get to Know the Medical Home Standards ..... 1

Medical Home Training..... 1

Secret Shopper Announcement ..... 1

Antenatal Ultrasound Reminder ..... 2

### **Claims Address**

PO Box 17470  
Denver, CO 80217-0470

### **Provider Network Services**

PO Box 17189  
Denver, CO 80217-0189

### **Customer Service**

PO Box 17580  
Denver, CO 80217-0580

Denver Metro: (303) 751-9051  
Toll Free: 1-800-414-6198

### **Visit us on the web at:**

[www.chppplusproviders.com](http://www.chppplusproviders.com)

### *Get to Know the Medical Home Standards*

#### **Standard 2: Child/family has a personal provider that is familiar with child’s health history**

A personal provider, also known as a Primary Care Provider, is a healthcare professional who knows a child well and is familiar with the child’s health history. This can be any type of provider such as a general doctor, a pediatrician, a specialist, a nurse, or a physician assistant. The key is that the provider has an established relationship with the child and family.

It is more efficient for children to receive care from a personal provider because this provider knows the child and can quickly ascertain changes in status and initiate treatment to prevent complications. Additionally, the establishment of a personal provider may decrease inappropriate use of the emergency room.

To learn more about the Medical Home Initiative and the Medical Home Standards, please visit our Web site at <http://www.coaccess.com/medical-home-information-our-providers>.

### *Medical Home Training*

Would you like to learn more about the Medical Home Initiative? Our Provider and Community Relations department will be hosting a general Webinar on March 17<sup>th</sup> 2010. During this Webinar, we will share valuable information about the Medical Home Initiative.

If you have any questions or would like to register for the March 17, 2010 session, please e-mail [pns@coaccess.com](mailto:pns@coaccess.com).

### *Secret Shopper Announcement*

The CHP+ State Managed Care Network will begin its 2010 physical health Secret Shopper survey in March. These surveys are one way that we evaluate member access to care and are used to determine if a member is provided an appointment within standard timeframes when calling to schedule an appointment.

The process includes a call placed by Colorado Access staff to a Primary Care Provider (PCP) location, utilizing a scenario to request an appointment. Immediate feedback is provided to the PCP location at the conclusion of the call. The results of the call are also faxed and/or e-mailed to appropriate clinic leadership such as the Medical Director and Office Manager.

As a reference, the Appointment Standards are listed below:

#### **Appointment Standards**

- ⇒ Routine Care ..... Within 4 weeks of request
- ⇒ Non-urgent Care..... Within 1 week of request
- ⇒ Urgent Care..... Within 24 hours of request

**Emergency Care..... Immediately**

**After-hours Care..... Available 24 hours a day, 7 days a week, access to a**

qualified healthcare practitioner via telephone coverage either on-site, through call sharing, or an answering service.

**Interpretive Services** ..... Language assistance is available in the provider office or the member is directed to Customer Service at (303) 751-9051 or toll free 1-800-414-6198.

**Become an Access to Care Champion!**

Each time your office is called and offers an appointment within the Access Standard time frame, you will be entered into a drawing for a free office pizza party. Offices that are 100% compliant with all of the standards measured in 2010 will receive designation as a 2010 Colorado Access to Care Champion.

If you are selected for a Secret Shopper call, we thank you in advance for your participation. If you have any questions, please contact Ileana Perez, Medical Home Coordinator at (720) 744-5236 or ileana.perez@coaccess.com.

*Antenatal Ultrasound Reminder*

Remember, 2 antenatal ultrasounds are covered. After the 2nd ultrasound, prior authorization is needed. In addition, the CHP+ State Managed Care Network Care Management department will review documentation for pending high risk pregnancies.