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Primary Care Site Newsletter

Issue 3

Winter 2009

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Dear Network Provider:

Welcome to our new look quarterly Primary Care Site newsletter. In order to be "greener" and more cost-effective, we will no longer mail hardcopy newsletters to our primary care providers. Instead, you will receive electronic communications wherever possible. Please forward this newsletter to anyone on your team whom you think would find it informative.

Let us take this opportunity to thank each of you for your hard work and collaboration in 2008. In the current national economic situation, where pressures and uncertainty are greater than ever, Commonwealth Care Alliance appreciates even more the relationships we have built with our primary care sites. We look forward to continuing and strengthening these relationships in 2009.

Join Our List

[Join Our Mailing List!](#)

Enrollment Numbers As of January 1, 2009

Senior Care Options (SCO)
= 1943 members

J.P. Morgan's Healthcare Link

Attention Claims and Finance Offices

Commonwealth Care Alliance will soon begin offering electronic claims payment and HIPAA compliant 835 electronic remittance advices. These mechanisms should provide significant improvements to the efficiency and accuracy of your claims posting operations by eliminating paper processing and the physical handling of checks.



These services will be provided through J.P. Morgan's Healthcare Link.

Key advantages of Healthcare Link:

- Automates electronic and paper payments to reduce costs and errors.
- Helps providers transition from paper to electronic methods of payment and explanation of benefits (EOB) in an efficient and secure manner.
- Allows providers to manage the receipt of payments and EOBs

REMINDERS

eFax Numbers

We have supplemented our Member Service fax lines with two new eFaxes. All fax lines are now in operation:

Enrollment 617.830.0534
Clinical 617.507.0416
Member Services 617.426.1311

Contact Information

Commonwealth Care Alliance
30 Winter Street
Boston, MA 02108

Telephone 617.426.0600
 Enrollment Fax 617.830.0534
 Clinical Fax 617.507.0416
 MS Fax 617.426.1311

Claims Information

Commonwealth Care Alliance
 148 State Street, 10th floor
 Boston, MA 02109
 ATTN: Claims Department
 1.800.306.0732

Current Member Issues

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Enrollment & Marketing

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 SCO Nurse Clinical Coordinator
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Contracting Issues

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Newsletter Submissions

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Staff Spotlight



more efficiently.

- Provides a secure web site to providers to obtain copies of EOBs and to update payment instructions

Commonwealth Care Alliance will begin to pilot this enhancement over the next few months. Our goal is to offer our provider network a secure, fast and organized method of electronic payment. Stay tuned for further announcements!

Please contact Theresa Bloom-Freitas or Christina Colomba at (617) 426-2026 if you would like to participate in the piloting of this new enhancement.

Contracts Corner

Please join us in welcoming the following providers:

| Name | Location | Provider Type |
|---|---------------|------------------------------------|
| Commonwealth Surgical Associates, PC | Stoneham | General Surgery |
| Farmland, LLC | Wakefield | Grocery |
| Harbor Pacific Restaurant | East Boston | Meals on Wheels |
| Hospice of the Good Shepherd | Newton | Hospice |
| Newburyport Family Practice, PC | Newburyport | Primary Care |
| O'Brien Physical Therapy | Springfield | Physical Medicine & Rehabilitation |
| Preferred Hearing Care, LLC | Merrimac | Hearing Aid Services |
| VNA & Hospice of Cooley Dickinson, Inc | North Hampton | Certified Home Health Agency |
| Essex County Homecare Inc., dba Visiting Angels | Newburyport | Home Health Care |
| Malden Podiatry | Malden | Podiatry |
| MWA, PC, RiverBend Medical Group | Agawam | Multispecialty Physician Group |
| Susan M Smith, MSW, LICSW | Newburyport | Psychotherapy |
| Art of Care, Inc | Brighton | Home Health Care |
| Behavioral Health Physicians Services, LLC | Amesbury | Psychiatry |
| Excel Home Care Services | Ludlow | Home Health Care |
| Home Instead Senior Care dba Foxtrot Tango, Inc | Melrose | Home Health Care |
| Morris B. Cohen, DMD | Brockton | Dentist |
| American Hearing Aids, Inc | Worcester | Hearing Aid Services |
| Chelsea Jewish Nursing Home, Inc | Chelsea | Skilled Nursing Facility |
| Cohen Florence Levine Estates dba Admirals Assistant Living | Chelsea | Assisted Living |
| Dr. Matthew S. Shwartz Hospice | Chelsea | Hospice |
| Florence & Chafetz Home for Specialized Care dba Admirals Assistant Living II | Chelsea | Assisted Living |
| Manuel R. Grell Home Care Agency | Chelsea | Certified Home Health Agency |
| Mary Ann Maibor, LICSW | Dedham | Behavioral Health |
| Nizhoni Health Systems, LLC | Somerville | Certified Home Health Agency |

Questions? Please contact Provider Network Management by calling 617.426.0600

Pharmacy Program

Pharmacy Hassle Factor

In 2008, we started reporting on a new pharmacy metric, called "the hassle factor". This metric measures the number of prescriptions that reject at the point of sale. Since there are many different reasons why prescriptions reject, they have been consolidated into two major categories - clinical rejections and administrative rejections. Here are the highlights:



Time period - 07/01/08 to 09/30/08 (3 months)

Stephanie Morrissey, Provider Network Specialist

Welcome to our new Provider Network Specialist. We interviewed Stephanie to find out a little more about her:

Tell us about yourself:

I live a very active lifestyle. Enjoy spending time with friends, family, and meeting new people. I love traveling, experiencing new cultures, and learning new things.

Tell us about your professional background:

I graduated from Suffolk University as a Finance major. I interned as an assistant to the president of The Harvard Coop. I was also assistant controller at Cirelli's.

What does a typical workday look like for you?

Typical workday consists of working with my team updating and maintaining the provider network. A large part of my job is constantly thinking of ways to make our database more effective and efficient in order to better serve co-workers and providers.

What is the best part of your job?

The best part of my job is interacting with such hardworking down-to-earth individuals, and knowing that we are making a difference.

What makes Commonwealth Care Alliance special?

Commonwealth Care Alliance provides a special opportunity to be part of a unique team working hard for a noteworthy cause.

What do you like to do when you are not at work?

I enjoy running/working out, any outdoor activity, reading, writing, and discovering new exciting things to do with my friends.

If you could invite any five people to dinner, who would you choose?

Bubba (my grandfather I never knew), Sabrina Ward Harrison, Xavier Rudd, Hunter S. Thompson, Ellen Degeneres

Total Rx's - 44,315
Our Total Rx Cost - \$2,217,294

Clinical Rejections

Definition - Clinical rejections are defined as prescriptions which reject after the first adjudication attempt as a result of a clinical edit. Clinical edits include prior authorization (PA), step therapy, quantity limit or formulary issues.

- For the third calendar quarter, ending on 9/30/08, Commonwealth Care Alliance experienced a 1% clinical reject rate, compared to 2.3% from January to September of last year.
- The current clinical reject rate of 1% is the lowest we've seen since January '07 when we started tracking the hassle factor measure.

Administrative Rejections

Definition - Administrative rejections are defined as prescriptions which are rejected after the first adjudication attempt as a result of an administrative edit. Administrative edits include refill-too-soon, vacation supply, lost medications, NDC not covered (OTCs), eligibility/enrollment, wrong DOB/ID #, non-contracted pharmacy, etc.

- For the third calendar quarter, ending on 9/30/08, Commonwealth Care Alliance experienced a 4.7% administrative reject rate, compared to 5.5% rejection rate from January to September of last year.
- The administrative reject rate of 4.7% is the lowest we've seen since January '07 when we started tracking the hassle factor measure.

Pharmacy Benefits Changes

Over the past three years since the inception of the Medicare Part D benefit, Commonwealth Care Alliance's pharmacy program has endeavored to offer an array of flexible coverage policies that are generally not found in other Medicare Part D options in order to reduce "hassle". However, regulatory requirements and increasing financial constraints are making it increasingly difficult to continue some of these policies. What follows are changes that we are making to our pharmacy benefit, effective January 1, 2009.

I. Erectile Dysfunction (ED) Medications

Effective January 1, 2009, we will no longer cover ED medications and/or devices, thereby aligning our policy with MassHealth and Medicare Part D which do not cover ED therapies.

II. Multi-Source Brand Medications

Historically, Commonwealth Care Alliance has allowed network clinicians the flexibility to continue to prescribe brand name medications in instances where generic equivalents are available, as a convenience to those patients and clinicians who are reluctant to switch to a generic equivalent for a variety of reasons. However, we can no longer justify this "convenience," given the substantial increase in expenditures inherent in this policy and the lack of evidence of quality compromise when "generics" are substituted for brand name medication (e.g. simvastatin for Zocor). Therefore, effective January 1, 2009, we will only cover the generic equivalent of multi source branded medications.

III. Anti-Tussive Medications

Effective January 1, 2009, Commonwealth Care Alliance will

New Staff Hires September-November

Stephanie Morrissey, *Provider
Network Specialist*

**Commonwealth Care Alliance
central office**

Adam Burrows, *SCO
Medical Director (part-time)*

**Commonwealth Care Alliance
central office**

Linda Manoukian, *Provider Network
Developer*

**Commonwealth Care Alliance
central office**

Gioconda Limanek, *Member
Service Representative*

**Commonwealth Care Alliance
central office**

Marisol Ramos, *RN*

**Commonwealth Clinical Alliance
at Brightwood**

Anna Campbell, *LPN*

**Commonwealth Clinical Alliance
at Brightwood**

Corrections

We would like to make the following corrections to our fall newsletter:

The Upham's clinician cited in the article 'Case In Point: Teamwork Avoids Hospital Readmission' is a Registered Nurse, not a Nurse Practitioner as stated.

Marciane Kelly, RN Care Manager at Commonwealth Clinical Alliance in Brightwood, had her name inadvertently transposed in the Clinical Staff Hire announcement.

substantially limit over-the-counter and/or prescription only anti-tussive medications that we will cover to only:

- a) Generic Robitussin (guaifenesin);
- b) Generic Tessalon Perles (benzonatate), and;
- c) Generic Cheratussin AC (guaifenesin/codeine)

All other, anti-tussive medications (OTC and/or prescription only) will no longer be covered. Neither Medicare Part D nor MassHealth cover any anti-tussive medications.

IV. Anorexiant Medications

Effective January 1, 2009, Commonwealth Care Alliance will no longer cover any anorexiant (weight loss) medications. Neither Medicare Part D nor MassHealth cover this class of medication.

Commonwealth Care Alliance will honor and continue to cover all previously approved benefit exceptions for these classes of medication. However, upon the expiration of these benefit exception approvals, we will not renew ED medications, multi-source brands, anti-tussives, and all anorexiants.

Questions? Contact Basem Shebli, Pharmacy Director, at 617.426.0600 ext. 225 or bshebli@commonwealthcare.org

Consumer Involvement

My Life, My Health

My Life, My Health is a Stanford Chronic Disease Self-Management program, where participants learn to live better with long-term conditions.

Commonwealth Care Alliance has held a number of My Life, My Health workshops in and around Boston, and will have more early this year. We are also planning a leader training, where members will be trained to teach the program to their peers.

Participant workshops for My Life, My Health run for two and a half hours, once a week for six weeks. The next programs will be held in the Springfield, Boston and Lynn areas beginning Spring 2009.

Leader trainings run for four days, 9 a.m.-5 p.m. and will be held in Boston beginning March, 2009.

Questions? Please contact Rosa Palacios, Consumer Involvement Coordinator & CDSMP Specialist, at 617.426.0600 ext. 226 or rpalacios@commonwealthcare.org



Casenet Trainings

Casenet, our highly anticipated new care management software, will begin user acceptance testing on February 2, 2009.

Casenet trainings will be conducted for staff in Springfield on February 26 & 27. Trainings will be held in Boston on March 3, 4 & 5.

Before Casenet, Commonwealth Care Alliance utilized a number of different software applications for the varied activities associated with managing membership. With the implementation of this new software, staff will have a single data source for thorough and up-to-date patient information to facilitate more accurate and efficient decision-making. By integrating the claims payment system and replacing care management



systems with Casenet, Commonwealth Care Alliance will benefit from a centralized, cross-disciplinary design that increases efficiencies and collaboration, thereby improving care recommendations and overall health outcomes, and better managing healthcare costs.

Questions? Please contact Janet Norton, SCO Nurse Clinical Coordinator, at 617.426.0600 ext. 280 or jnorton@commonwealthcare.org

If you have submissions or suggestions for this Primary Care Site newsletter, please send me a note via email at nfry@commonwealthcare.org or call me during office hours at 617.426.0600 ext. 244.

Sincerely,

Nerissa J. Fry
Communications Coordinator
Commonwealth Care Alliance

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