



Tennessee | Second Quarter 2016

practice**matters**



For More Information

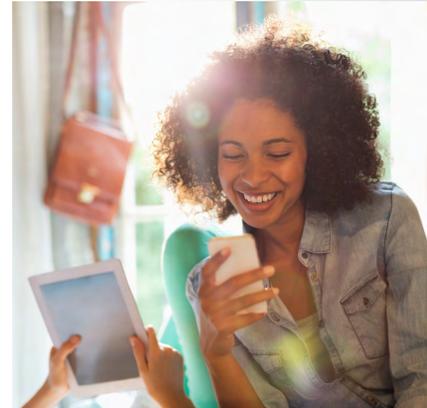
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We hope you enjoy the second quarter edition of Practice Matters. In this issue, you can read about TennCare Kids screenings, coordination of care, drug safety and much more. Happy summer!



Communication Between PCPs and Specialists Is Key to Well-Coordinated Care

Primary care physicians (PCPs) and specialists have shared responsibility for coordinating care and communicating essential patient information to each other. Lack of communication can negatively affect quality patient care.

Relevant information from the PCP to the specialist should include the patient's history, diagnostic tests and results, and the reason for referring the member to the specialist for a consultation. The specialist is responsible for timely communication of consultation results to the PCP, and ongoing recommendations and treatment plans.

Well-coordinated care starts with a regular exchange of information between health care providers to give the patient the highest quality care and care management.

UnitedHealthcare Community Plan expects all network care providers to coordinate care with our member's PCP and, if applicable, hospital staff. Coordination of care can improve the overall quality of care by:

- Confirming that our member followed through with a referral to a specialist
- Minimizing potential adverse medication interactions
- Allowing for more effective treatment management for members with co-morbid behavioral and medical disorders
- Reducing the risk of relapse for patients with substance-use disorders

If our member refuses this information to be released, please document this decision and the reason for the refusal in their record. PCPs continue to express interest in receiving more frequent and comprehensive information about their patients who are receiving behavioral health services. Such communication is essential to the successful coordination of medical and behavioral care.

Our members' records should also contain documentation



of activities related to coordination of care. If a member refuses coordination of care services, this refusal and the reason must be documented. Coordination of care should occur at certain times in our member's care, including:

- At the initiation of treatment
- Throughout treatment as clinically indicated
- At the time of transfer to another treating clinician, facility or program
- At the conclusion of treatment

TennCare Kids Screenings

Preventive care is an essential part of a child's well-being. At their next office visit, please ask if our young members have had their TennCare Kids physical or screening for that year, including vaccines. If not, you can provide all seven of the components of the TennCare Kids/Early and Periodic Screening, Diagnostic and Treatment (EPSDT) exam:

- Comprehensive health and developmental history
- Comprehensive unclothed physical examination
- Appropriate laboratory tests according to age and health history
- Health education
- Vision testing
- Hearing testing

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Important information for health care professionals and facilities

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- Immunizations in accordance with the Centers for Disease Control and Prevention’s Advisory Committee on Immunization Practices (ACIP) at cdc.gov/vaccines.

As a best practice, all office staff can ask our members if they’ve had their well visit and vaccines. TennCare Kids screenings must meet the standards of the American Academy of Pediatrics and Bright Futures Recommendations for Preventive Pediatric Health, which are available at aap.org/en-us/Documents/periodicity_schedule.pdf. These recommendations are suited for children with satisfactory development and good health. Additional TennCare Kids visits may be necessary for young members with other needs.

A Reminder about Preventive Screenings for Adults

Preventive health care isn’t just for children. Adult screenings can catch problems early and help support your patients with making positive lifestyle choices. To help UnitedHealthcare Community Plan members take an active role in their well-being, please encourage them to follow your guidance on checkups and medications that prevent health problems.

Vaccinations for Children and Adults

When giving immunizations to children, please document the following in the child’s medical record:

- Immunization administered
- Date given
- Lot number
- Name of the person administering the immunization

If the parent refuses the immunization, please document the refusal. If the child received immunizations from another care provider, a copy of that immunization record should be placed in the child’s record. Code 90461 is not reimbursed by the TennCare health plans.

Members may not realize that pneumonia or influenza can be life threatening. Care providers can talk about the vaccine that is right for them and their family and

encourage them to protect their health through proper vaccination.

In addition to scheduled periodic checkups, TennCare Kids covers other visits to care providers for children from infancy to age 20. These are referred to as “inter-periodic screens”. These visits can be recommended by people outside the health care system, such as teachers or parents, and can help determine whether a child has a condition that needs further care.

Fighting Discrimination in Health Care

As a reminder, federal laws against discrimination apply to all care providers who participate in federal and state programs. These laws apply to organizations that receive federal funding and prohibit discrimination based on a person’s race, color, national origin, age, disability, religion, or sex status. You can help your practice treat members fairly by providing equal access to appointment times and proper accommodations for any disabilities, and by offering language and communication assistance with interpretation or translation services.



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Important information for health care professionals and facilities

If a member feels they've been discriminated against, they can receive help with filing a complaint by calling the customer service phone number on the back of their member ID card. Members and participants can file a discrimination complaint by mail or email to: HCFA, Office of Civil Rights Compliance, 310 Great Circle Road, Floor 4W, Nashville, TN 37243, or email HCFA.Fairtreatment@tn.gov. Complaints forms are available in the provider manuals, in member handbooks and online at tn.gov/hcfa/article/civil-rights-compliance.

Civil rights complaints can also be filed with the U.S. Department of Health and Human Services, Office for Civil Rights at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 800-868-1019, 800-537-7697 (TDD). Complaint forms are available at hhs.gov/ocr/office/file/index.html.

Information for Theophylline Drug Safety

Theophylline is indicated for the treatment of symptoms associated with chronic asthma and chronic bronchitis. It's also effective in treating chronic obstructive pulmonary disorder (COPD), according to the Global Initiative. However, because of its potential toxicity, please consider inhaled bronchodilators as an alternative when treating asthma or COPD.

All studies that have shown efficacy of theophylline in COPD were done with slow-release preparations. Sustained-release theophylline is a mild to moderate bronchodilator used as an alternative, not a preferred adjunctive therapy with inhaled corticosteroid, according to guidelines on the diagnosis and management of asthma from the National Heart, Lung and Blood Institute.

If prescribed, monitoring theophylline serum concentrations is necessary to avoid toxic concentrations. Theophylline toxicity is dose-related due to a narrow therapeutic window, and toxicity can cause a wide range of toxic effects. Theophylline should be used with caution in patients with active peptic ulcer disease, seizure



disorders and cardiac arrhythmias, as it can increase the risk of exacerbation of these concurrent conditions. More common side effects include headaches, insomnia, nausea and dyspepsia.

Tell Us About Your Service Experience

Each year, we ask for your participation in our Physician Satisfaction Survey. The survey provides insights about your experiences working with us and gives us the information we need to identify opportunities to enhance our services and align with your practice's needs.

Survey invitations will be faxed in early September to a random sample of physicians. Your feedback is important to us—please complete the survey if you receive a request.



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Practice Matters is a quarterly publication for physicians and other health care professionals and facilities in the UnitedHealthcare network.



8 Cadillac Drive
Suite 100
Brentwood, TN 37027