



MARICOPA  
HEALTH PLAN

*Count on us to care.*

*managed by*



# in touch

*A newsletter for Providers associated with Maricopa Health Plan*



Summer 2008

## To our valued Providers:

As you probably know by now, Maricopa Health Plan (MHP) was the recipient of one of the six AHCCCS bid awards in Maricopa county.

This new bid award will allow Maricopa Health Plan to continue to grow and allows us to continue our commitment to being the easiest, most efficient, most effective health plan for our providers and members.

University Physicians Health Plans will continue as the management organization for Maricopa Health Plan in the coming years. We look forward to continuing to work with you as an important provider of care for MHP members and we look forward to further advancing quality health outcomes for our members. You will continue to have a dedicated Provider Relations Representative and we encourage you to let us know how we are doing in partnering with you on our member's care.

We thank you in advance for your continued participation in Maricopa Health Plan.

Sincerely

Kathleen Oestreich  
Chief Executive Officer



## Electronic Claims Submission

In an effort to better serve you, Maricopa Health Plan managed by University Physicians Health Plans (UPHP) and Maricopa Care Advantage accepts electronic claims submissions from the following clearing houses:

- Emdeon
  - Medifax, [www.medifax.com](http://www.medifax.com)
  - Envoy/NEIC (previously known as WebMD), [www.emdeon.com](http://www.emdeon.com)
- The SSI Group, [www.thessigroup.com](http://www.thessigroup.com)

### If you already have a clearing house other than Emdeon or SSI:

- Contact your clearing house representative and inform them that you would like to begin submitting electronic claims to UPHP. Your clearing house will notify Emdeon, who in turn will notify us.

#### Emdeon (Medifax/WebMD) Identification Number:

- 09908 Maricopa Health Plan, managed by UPHP
- 09908 Maricopa Care Advantage

### If you do not already have a clearing house:

- Contact Emdeon Sales and Marketing at (800) 444-4336 Option 3. SSI clients should contact their Customer Service Contact for assistance at (800) 820-4774. If you would like to become an SSI client, contact The SSI Group Sales and Marketing at (800) 881-2739.

#### SSI Identification Number:

##### Payor ID/Sub ID

- 99999 0651
- 0651 Sub-identification Number

For All Maricopa Health Plan Dental Providers...Contact Doral Dental Customer Service at 1-800-417-7140 for assistance in setting up your electronic claims submission system.

# Arizona Immunization Information Systems (ASIIS)

In light of the current measles outbreak in Southern Arizona, it is especially critical to enter your practice immunization data into ASIIS. ASIIS is used to monitor immunization levels with a goal of capturing 100% of vaccines provided to children. Please complete your reports in a regular and timely manner as required by Arizona Revised Statute 36-135 for physicians licensed under title 32. By doing this, you will assist Maricopa Health Plan ensuring our members obtain the highest level of professional care.



## Phone Number Reminder Member Services

If you have any questions for Maricopa Health Plan, remember to call us at 1-800-582-8686. You can also find contact information for your Provider Relations Representative on the back page of this newsletter.

If you are currently using any other numbers to reach Member Services, please replace them with our new numbers.



## Asthma Performance Improvement Project

An estimated 392,308 Arizona residents suffered from asthma in 2004, including 297,681 adults and 94,627 children.<sup>1,2</sup> According to the Arizona Department of Health Services, asthma mortality rates in Arizona equaled or exceeded U.S. mortality rates from 1991 through 1998.<sup>3</sup> Those with uncontrolled asthma reported significantly higher rates of emergency department visits and hospitalizations, as well as more missed days of school or work in the past year.<sup>4</sup>

Taking the above facts into consideration, it is not surprising that AHCCCS selected asthma as the focus for a Performance Improvement Project (PIP). The purpose of the PIP is to improve control of asthma through appropriate pharmacologic therapy. The eligible population includes members 5 – 56 years of age who were identified as having persistent asthma based on service and medication use. The primary indicator is taken from the Healthcare Effective Data and Information Set (HEDIS) specifications for 2006 and measures the dispensing of the preferred long-term maintenance medications including: inhaled corticosteroids, nedocromil, cromolyn sodium, leukotriene modifiers or methylxanthines.

Asthma control should be monitored regularly by the provider and also by the patient. In addition, the Health Plan will assist providers through our Asthma Condition Management Program. Clinical goals have been established to help patients improve control of their asthma symptoms and reduce exacerbations through an increased understanding of, and compliance with, asthma self management. The guidelines are to optimize member outcomes and improve member quality of life by consistently implementing case management best practices related to the effective management of UPHP members with asthma.

Please feel free to contact Deborah Keller, RN, Case Management Manager at 520-874-5207 for information about referring members to the Asthma Condition Management Program. For additional information on the Asthma PIP, please contact Diane Gamble, Performance/Quality Coordinator at 520-874-5237.

- 1 Air Pollution and Respiratory Health Branch, National Center for Environmental Health. Table C1: Adult self-reported current asthma prevalence rate (percent) and prevalence (number) by state or territory, BRFSS 2004. Centers for Disease Control and Prevention.
- 2 Air Pollution and Respiratory Health Branch, National Center for Environmental Health. Table K1: Child current asthma prevalence rate (percent) and prevalence (number) by state, BRFSS 2004. Centers for Disease Control and Prevention.
- 3 Asthma Control Program. Asthma in Arizona. Arizona Department of Health Services, Office of Chronic Disease Prevention and Nutrition Services.
- 4 Moyer P. Most patients with asthma have suboptimal control. Medscape Medical News 2007.

# eServices

University Physicians Health Plans (UPHP) has implemented several improvements to the Internet based Claims Inquiry application on our web sites. This user-friendly, secure application gives healthcare providers the option to view claims with enhanced navigation features, fewer required search fields, and enhanced sorting capabilities to mention a few. For a full list of new features, see the new features section of this document.

**LOCATE** the inquiry systems through the member's health plan website (Provider Services link) or our eServices site:

Maricopa Health Plan	<a href="http://www.mhpaz.com">http://www.mhpaz.com</a>
Maricopa Care Advantage	<a href="http://www.mcareaz.com">http://www.mcareaz.com</a>
UPH eservices site	<a href="https://eservices.uph.org">https://eservices.uph.org</a>

**LOGIN** to the inquiry system by entering your Username and Password. If you have not previously registered, please click on the New User Registration label, and complete the registration form.

## Claims Inquiry

- **ENTER** the claims inquiry system by clicking on the *CLAIMS LOOKUP* label found on the webpage.
- **SEARCH** the inquiry system for your claim by selecting the TAX ID and a date range.
- **REVIEW** the claim(s) displayed for the status information. You also have the option to download the list to Excel.
- **SELECT** a claim from the displayed data and click on it to view the claim's detail. *Click Return to Claim List* to view another claim or start a new search.

## New Features for Claims Inquiry

- Enhanced navigation so that you can easily switch between Enrollment Inquiry and Claims Lookup without having to revisit the home page.
- Tax ID, and dates of service, "To" and "From" are now the only required search fields.
- A Simple Search by claim or invoice number is now available. You will not be able to view a claim that has a Vendor Tax ID different from one of your own.
- The "From" date of service now defaults to 90 days prior to today's date.
- The "To" date of service now defaults with today's date.
- A "No Preference" option has been added for the HMO Plan box.
- The claim result's columns can now be sorted. Clicking on a column twice will toggle the direction of the sort.
- Claims status now has its own column and can now be sorted.
- Clicking on the members name will now link you to that member's detail eligibility page.
- "Amount Billed" is now used as an Identifier in finding related claims.

**HELP** is available throughout the use of the Inquiry application. Contact methods are outlined on the website. In addition, an on-line help tool is offered.

Telephone	1-800-582-8686 (option 6)
Email	<a href="mailto:ClaimsInquiry-CustomerService@uph.org">ClaimsInquiry-CustomerService@uph.org</a> (Customer Service) <a href="mailto:ClaimsInquiry-WebAdmin@uph.org">ClaimsInquiry-WebAdmin@uph.org</a> (Web Administrator)

## Did you know there is a quick and easy way to connect tobacco-using patients with free local cessation services offered by the Arizona Department of Health Services' Tobacco Education and Prevention Program (ADHS-TEPP)?

Providers can also utilize the QuitFAX Referral System offered by the Arizona Smokers' Helpline (ASHLine). If your patient is ready to quit, simply complete a QuitFAX Referral Form and fax it to the ASHLine. An ASHLine coordinator will assign the patient to a counselor, who, once contact is made, will assess which service is appropriate for the individual (group classes and/or telephone counseling). If you would like more information on ASHLine and the QuitFAX Referral System, please contact them at 1 (800) 55-66-222, visit their website at [www.ashline.org](http://www.ashline.org), or send them an email [ashline1@u.arizona.edu](mailto:ashline1@u.arizona.edu).





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Phoenix, AZ 85034

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## Important Contact Information

Provider Relations Representatives are always ready to address your questions and concerns. Let us know what's important to you! Please note our telephone and fax numbers:

**Deb Singpradith**  
Central Valley  
(602) 344-8391  
[dsingpradith@uph.org](mailto:dsingpradith@uph.org)

**Jennifer Claver**  
East Valley  
(602) 344-8387  
[jclaver@uph.org](mailto:jclaver@uph.org)

**Gail Vanko**  
West Valley  
(620) 344-8392  
[gvanko@uph.org](mailto:gvanko@uph.org)

**Fax number:**  
(602) 344-8372

**Mailing address:**  
2502 E. University Drive  
Suite 125  
Phoenix, AZ 85034

**Claims address:**  
Maricopa Health Plan  
PO Box 37169  
Phoenix, AZ 85069  
  
Maricopa Care Advantage  
P.O. Box 38549  
Phoenix, AZ 85069

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

## Paper Claims

Effective July 1, 2008, Maricopa Health Plan will require that all providers who submit paper claims use the red CMS 1500 form or the red UB04 form. Our imaging system accepts the red forms more easily with less manual intervention and fewer keying errors which mean faster claims payment for you. Black and white forms require additional preparation and longer processing time. Further, the use of original forms is now mandated by AHCCCS. You can read more about this requirement in the September 2007 edition of Claims Clues on the AHCCCS website. Thank you for your assistance.